



Australian Government

CPPSPS4009A Estimate cost of swimming pool and spa products and services

Release: 1

CPPSPS4009A Estimate cost of swimming pool and spa products and services

Modification History

Version	Comments
1	This version first released with CPP07 Property Services Training Package Version 13.

Unit Descriptor

This unit of competency specifies the outcomes required to estimate the cost of swimming pool and spa products and services. It includes confirming customer requirements, sourcing and analysing information on swimming pool and spa products and services to determine cost, and presenting the cost to clients.

Application of the Unit

This unit of competency supports the work of swimming pool and spa technicians engaged in servicing domestic, commercial and public swimming pools and spas.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Confirm client requirements.	1.1	<i>Client requirements</i> are identified in line with enterprise procedures.
		1.2	Specifications for product and/or service are confirmed with client in line with enterprise procedures.
2	Research cost of swimming pool and spa products and services.	2.1	Information on products and/or services required by client is researched and obtained from <i>appropriate sources</i> in line with enterprise procedures.
		2.2	Potential suppliers of products and services, where applicable, are identified in line with enterprise procedures.
		2.3	Information on availability and likely supply time of products and services, where applicable, is obtained in line with enterprise procedures.
		2.4	<i>Factors that may influence estimated cost</i> of products and services are identified and documented in line with enterprise procedures.
		2.5	Estimated cost of measures is determined and documented in line with enterprise procedures.
		2.6	Ethical practices are followed when identifying suppliers and gathering product and service information that will be supplied to clients.
		2.7	Details of information obtained on suppliers, products and service are maintained for easy retrieval in line with enterprise procedures.

- 3 Present cost to client.**
- 3.1 Statement of estimated cost of products and/or services is prepared for client in line with enterprise policy and procedures.
 - 3.2 Estimated cost of products and/or services and ***limitations*** of cost estimates are explained to client.
 - 3.3 Information is provided to client on compliance of swimming pool or spa products and services with safety legislation in line with enterprise requirements.
 - 3.4 ***Effective communication strategies*** are employed in establishing rapport with client and in responding to client questions and concerns.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to interpret cost information relevant to swimming pool and spa products and services
- communication skills to interact with people from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to assess relative costs of products and services offered by different suppliers
- literacy skills to:
 - complete standard forms
 - prepare general information and papers
 - prepare written cost estimates
 - read and interpret a variety of texts, including product descriptions
 - write formal and informal letters
- numeracy skills to calculate and interpret cost data relating to swimming pool and spa products and services
- planning, organising and scheduling skills to undertake work-related tasks, such as obtaining prices from suppliers
- research skills to identify and locate documents and information on the costs and features of swimming pool and spa products and services
- technology skills to use general purpose software and access online catalogues

Required knowledge

- Australian Competition and Consumer Commission product safety guidelines
- commonwealth, state or territory, and local government legislation and regulations, and Australian standards related to:
 - consumer protection, fair trading and trade practices
 - work health and safety
 - product safety
 - privacy
- factors involved in estimating costs of swimming pool and spa products and services:
 - cost range
 - ethical practices in identifying suppliers and product and service information
 - limitations
 - product and service specifications

- reasons for explaining inclusions, exclusions and limitations
- required information
- sources of information on products and services relevant to swimming pools and spas
- swimming pool and spa products and services:
 - accessories
 - chemicals
 - servicing
- water testing:
 - equipment
 - parameters
 - techniques
 - test results

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by preparing and presenting to a client a written estimate of the cost for the supply of swimming pool and spa products and services.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	In particular, the person should demonstrate the ability to: - confirm customer requirements and identify specifications for required product or service - research information on the cost of swimming pool and spa products and services - prepare an estimate of the cost of swimming pool and spa products and services - present and explain the estimated cost to clients.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context and is to comply with relevant regulatory and Australian standards' requirements. Resource implications for assessment include: - relevant codes, standards and government regulations - technology suitable for generating reports - technical reference library with current publications on: - procedures for determining cost of swimming pool and spa products and services - swimming pool and spa products and services.
Method of assessment	Assessment methods must: - satisfy the endorsed Assessment Guidelines of the Property Services Training Package - include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application - reinforce the integration of employability skills with workplace tasks and job roles - confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to

	modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should, as far as is practical, take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.
--	---

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Client requirements</i> may include:	• swimming pool and spa: • accessories • chemicals • components: • installation • maintenance • repair • servicing and repair • technical information and advice • water testing.
<i>Appropriate sources</i> may include:	• catalogues • conferences • industry associations • industry publications: • electronic • print • product and service suppliers • professional organisations • technical experts • trade associations • trade exhibitions • tradespeople.
<i>Factors that may influence estimated cost</i> may include:	• availability • changes in product and service specifications • changes in professional fees • date of order or purchase

	• delays in supply • foreign exchange movements • guarantees • insurance • labour costs • product changes and upgrades • service changes and upgrades • source of supply • taxes and charges • transport and handling costs.
Limitations may include:	• availability of products and services • exclusions • factors that may be subject to change, such as: • installation charges • prices • product and service features • product and service performance • product and service back-up and support • rebates and other support programs • specialist advice on products and services that may be required • supply time for products and services • fees, taxes and levies • inclusions.
Effective communication strategies may include:	• active listening • being non-judgemental • exploring problems • expressing an individual perspective • providing sufficient time for questions and responses • providing summarising and reflective responses in conflict situations • using appropriate words, behaviour, posture and tone • using clarifying and summarising questions • using clear and concise language • using culturally appropriate communication • using plain English • using verbal and non-verbal communication.

Unit Sector(s)

Competency field

Unit sector Swimming pool and spa service

Custom Content Section

Not applicable.