



Australian Government

CPPSPS4016A Advise on swimming pool and spa products and services

Release: 1

CPPSPS4016A Advise on 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 provide clients with specialist advice on swimming pool and spa products and services. It involves developing product and service knowledge and advising clients on the features and benefits of swimming pool and spa products and services.

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	Develop knowledge of swimming pool and spa products and services.	1.1	<i>Swimming pool and spa product and service knowledge</i> is <i>sourced</i> and updated in line with enterprise.
		1.2	Swimming pool and spa product and service knowledge is shared with other <i>staff</i> as required in line with enterprise requirements.
		1.3	Comparisons between swimming pool and spa products and services are researched in line with enterprise procedures.
		1.4	Information on competitors' product and service range and <i>pricing structure</i> is researched in line with enterprise procedures.
2	Inform clients about swimming pool and spa products and services.	2.1	Swimming pool and spa products and services are evaluated against <i>client requirements</i> in line with enterprise procedures.
		2.2	Specialised knowledge is used to explain the features and benefits of swimming pool products and services to clients in line with enterprise procedures and industry codes of conduct.
		2.3	<i>Client questions and enquiries</i> regarding swimming pool and spa products and services are answered in line with enterprise procedures and industry codes of conduct.
		2.4	<i>Recommendations</i> on swimming pool product and services are made in line with enterprise procedures and industry codes of conduct.

- 2.5 Customers are advised of complementary products or services in line with their identified needs, enterprise procedures, and industry codes of conduct.

Required Skills and Knowledge

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

Required skills

- communication skills to interact in an ethical manner with clients from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to match client requirements with appropriate swimming pool and spa products and services
- literacy skills to read and interpret product reviews, trade publications, and supplier information related to swimming pool products and services
- numeracy skills to perform calculations and interpret graphical information required to compare price and technical features of swimming pool and spa products and services
- research skills to identify and locate written and online product information about swimming pools and spas
- technology skills to explain and demonstrate to clients the operation of swimming pool and spa products

Required knowledge

- commonwealth, state or territory, and local government legislation and regulations impacting on the sale of swimming pool and spa products and services related to:
 - consumer protection
 - dangerous goods
 - environment protection
 - health
 - waste disposal
 - work health and safety
- customer service principles
- enterprise policies and procedures in regard to:
 - dealing with client complaints
 - developing product and service knowledge
 - obtaining and analysing client feedback
 - recommending products and services
- enterprise swimming pool and spa product and service range, features and benefits:
 - swimming pool and spa maintenance, service and repair
 - swimming pool and spa accessories
 - swimming pool and spa chemicals
 - swimming pool and spa components

- technical advice on swimming pools or spas
- technical advice on water hydraulics
- components, spare parts and consumable items for swimming pool and spa systems:
 - automation
 - lighting
 - heating
 - circulation and filtration
 - chlorination
 - cleaning and vacuuming
 - spas
- spa equipment
- swimming pool and spa toys
- water testing
- water testing kits
- principles of water hydraulics
- swimming pool and spa chemical safety
- sources of product and services knowledge
- terminology and technical terms for describing the use of swimming pool and spa products and services

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 demonstrating product and service knowledge by providing advice to clients on swimming pool and spa products and services.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person should demonstrate the ability to: • apply product and service knowledge to advise clients on swimming pool and spa products and services • use questioning, listening and observation skills to determine client requirements • apply enterprise policies and procedures in regard to advising client on swimming pool and spa products and services • apply industry codes of practice, relevant legislation and statutory requirements in regard to advising client on swimming pool and spa products and services.
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 • a technical reference library with current publications on swimming pool and spa products and services.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the CPP07 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. This unit could be assessed on its own or in combination with other units relevant to the job function.
Guidance information for assessment	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>Swimming pool and spa products and services</i> include:	• swimming pool and spa maintenance, service and repair • swimming pool and spa accessories • swimming pool or spa chemicals • swimming pool and spa components • technical advice on swimming pool or spa components, spare parts and consumable items for swimming pool and spa systems: • automation • chlorination • circulation and filtration • cleaning and vacuuming • heating • lighting • spas • spa equipment • swimming pool and spa toys • water testing • water testing kits.
<i>Sources of product and service knowledge</i> include:	• conferences • conventions • consumer evaluations • client feedback • drawings • enterprise-based training • government agencies • industry associations • industry publications • internet

	• manufacturer and supplier websites • marketing studies • product and service reviews • product and service trials • supplier documentation • swimming pool and spa builders • swimming pool and spa technicians • supplier representatives • technical reviews • trade publications • tradespeople.
<i>Swimming pool and spa product and service knowledge</i> includes:	• after-sales service and support • availability • benefits • brand options • common faults and troubleshooting • comparative products and services • consumer reports • construction process • consumables • country of manufacture • demonstration of products • energy use • environment protection • features • feedback received by users • handling and storage requirements • installation and set up • legislative and regulatory requirements • manufacturer requirements • operation • potential hazards • price • product codes • quality certification • repair • risks • safe handling, transport, disposal and storage requirements • safety features • safety requirements • servicing requirements • spare parts

	• suppliers • technical data: • capacity • dimensions • rate • material • metric or imperial units • pressure • velocity • volume • weight • time-saving features • trends and positions of products and services • use-by dates • warranties.
Staff includes:	• full-time, part-time or casual • people from a range of cultural, social and ethnic backgrounds • people with a range of responsibilities and job descriptions • people with varying degrees of language and literacy • sales staff • technical staff • trainees • under contract.
Pricing structure includes:	• bulk purchase • discounts • loyalty programs • mark-downs • pricing procedures, including GST requirements • sales reductions • service contracts.
Client requirements include:	• accreditation • after-sales service • availability • certification • ease of use • energy use • environmental impact • place of manufacture • price • quality • reliability

	• safety • skills or qualifications of service provider • technical information • warranties • waste generation and disposal.
<i>Client questions and enquiries</i> include:	• after-sales service • availability • benefits • comparative products and services • environment protection • features • limitations • operation • price • problems • quality • safety • technical features • technical support • troubleshooting • use • warranties.
<i>Recommendations</i> may take into account:	• availability • client requirements • price • product and service knowledge.

Unit Sector(s)

Competency field

Unit sector Swimming pool and spa service

Custom Content Section

Not applicable.