

CPPSPS4016 Advise on swimming pool and spa products and services

Application

This unit of competency specifies the skills and knowledge required to provide clients with specialist advice on swimming pool and spa products and services. It involves developing product and service knowledge to advise colleagues and clients on the features and benefits of swimming pool and spa products and services.

This unit of competency supports the work of swimming pool and spa technicians servicing:

- private swimming pools and spas
- public swimming pools and spas, including:
 - hydrotherapy and therapeutic exercise pools
 - wading and receiving pools associated with water slides
 - wave pools.

All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety (WHS), regulations and legislation that applies to the workplace. Legislative and regulatory requirements apply to swimming pool and spa technicians but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Prerequisite Unit

Nil.

Elements and Performance Criteria

1. Develop knowledge of swimming pool and spa products and services.	1.1 Determine and interpret relevant Australian standards and regulatory, manufacturer and enterprise requirements related to swimming pool or spa products and services. 1.2 Source and review industry resources on swimming pool and spa products and services. 1.3 Research competitor products, service range and pricing. 1.4 Collaborate with colleagues to share swimming pool and spa product and service knowledge.
2. Recommend swimming pool and spa products and services.	2.1 Apply enterprise procedures and industry codes of conduct when advising clients about swimming pool and spa products and services. 2.2 Evaluate swimming pool and spa products and services against client requirements. 2.3 Advise clients of the features and benefits of swimming pool and spa products or services. 2.4 Identify complementary swimming pool and spa products or services to meet client requirements. 2.5 Respond to client questions regarding swimming pool and spa products and services.

Foundation Skills

Candidates require:

- oral communication skills to interact with clients from diverse social, economic and cultural backgrounds
- numeracy skills to calculate and compare price and technical features of swimming pool and spa products and services.

Unit Mapping Information

Supersedes and equivalent to CPPSPS4016A Advise on swimming pool and spa products and services.

Links

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPSPS4016

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Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- providing advice about swimming pool and spa products on at least three occasions
- providing advice about swimming pool and spa services on at least three occasions.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- key requirements of relevant commonwealth, state or territory, and local government regulations and Australian standards related to swimming pool and spa servicing:
 - consumer protection
 - work health and safety
 - public health
 - dangerous goods
 - environment and waste disposal
 - Australian Competition and Consumer Commission product safety guidelines
 - electrical and plumbing regulations related to own work
- enterprise policies and procedures related to:
 - compliance with regulations
 - maintenance of knowledge of regulations
 - roles, responsibilities and limitations of own role
 - customer service including dealing with complaints and feedback
 - developing product and service knowledge
 - recommending products and services
- work instructions
 - site requirements, including access
 - personal protective clothing and equipment requirements
 - equipment and systems location information
 - maintenance information
 - warranties and guarantees
- enterprise swimming pool and spa product and service range, features and benefits:
 - maintenance, service and repair
 - equipment and accessories
 - chemicals
 - technical advice, including water hydraulics
- components, spare parts and consumable items for swimming pool and spa systems:
 - automation
 - lighting

- heating
 - circulation and filtration
 - chlorination
 - cleaning and vacuuming
 - swimming pool and spa toys
 - water testing and kits
- swimming pool and spa chemical safety
- sources of product and services knowledge
- terminology and technical terms for swimming pool and spa products and services.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be undertaken in the workplace or in a simulated workplace environment.

Candidates must be provided with:

- relevant regulations, codes, standards, enterprise policies and procedures
- technical and commercial references with current information on swimming pool and spa products and services.

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