# Draft 0.1

This is our work-in-progress update to CPPSEC2025A Sell security products and services: https://training.gov.au/Training/Details/CPPSEC2025A.

We are working with industry experts to ensure the updated unit:

- meets current and anticipated industry needs
- complies with current Standards for Training Packages
- is written in clear understandable English.

Information on our training package review and development process is available here: http://www.artibus.com.au/project-stage.

## Summary of changes from current endorsed unit

Code changed
Elements and performance criteria redeveloped to simplify and better articulate unit structure
Required knowledge updated and rationalised to add specificity and relevance

Updates Feb 2019:
Privacy requirements included in knowledge evidence

Updates May 2019:
Minor updates to apply edits and incorporate feedback, eg to licensing statement, assessment conditions info, knowledge, implementation guide links etc

# Unit of Competency CPPSEC2025
# Sell security products and services

## Application

This unit specifies the skills and knowledge required to sell security products and services to clients. It includes engaging with clients to clarify their security needs, matching security products and services to client requirements, demonstrating and describing products, and assisting clients to make final purchase decisions to close sales. The unit includes handling client complaints and using client feedback to identify opportunities for repeat business and improved sales.

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Licensing, legislative or certification requirements apply to advising on, supplying, installing, maintaining, monitoring, repairing and servicing security equipment in some states and territories. For further information, check with the relevant regulatory authority.

## Prerequisite Unit

None.

## Elements and Performance Criteria

| | | |
|---|---|---|
| 1. Confirm client needs and legal compliance requirements. | 1.1 | Review and follow workplace policies and procedures and comply with legal rights and responsibilities when selling security products and services. |
| | 1.2 | Approach client in a timely and professional manner. |
| | 1.3 | Use oral communication skills to engage client and establish rapport. |
| | 1.4 | Use questioning and active listening to clarify security needs and preferences of client. |
| | 1.5 | Recognise own limitations in addressing client needs and seek required assistance from relevant persons. |
| 2. Match client with security products and services and close sale. | 2.1 | Provide client with information about suitable available security products and services and assist them to select preferred options. |
| | 2.2 | Describe and demonstrate product features and benefits according to product information. |
| | 2.3 | Offer solutions to address specific client requirements or where dissatisfaction with products and services is identified. |
| | 2.4 | Confirm prices and quotations on preferred products and services in consultation with relevant persons. |
| | 2.5 | Encourage client to make purchase decision and close sale. |
| 3. Finalise sale of security products and services. | 3.1 | Record sale and provide written follow-up information to client according to workplace requirements. |
| | 3.2 | Promptly communicate to client information about problems and delays associated with purchased product or service. |
| | 3.3 | Handle client complaints courteously and record and report details following |

| | | |
|---|---|---|
| | | workplace procedures. |
| | 3.4 | Obtain client feedback and identify opportunities for repeat business and improved sales in consultation with relevant persons. |

## Foundation skills

Candidates require:

- reading skills to understand key requirements of product information that may be in written and diagrammatic formats
- numeracy skills to calculate service timeframes, costs and quotations for security products.

## Unit Mapping Information

Supersedes and equivalent to CPPSEC2025A Sell security 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 CPPSEC2025 Sell security products and services

## Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by selling security products and services to meet the needs of four different clients.

## Knowledge Evidence

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

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when selling security products and services:
    - client service standards
    - key requirements of Australian consumer law
    - licensing requirements
    - own professional and legal limitations and authority
    - privacy requirements
    - reporting and documentation
    - work health and safety
- common factors influencing client decisions to purchase security products and services
- difference between negative and positive language
- documentation to be completed when selling security products and services
- how to read and use body language to gain the confidence of clients
- how to safeguard confidential information associated with the sale of security products and services
- methods for handling client complaints to resolve issues and find alternative solutions
- methods for obtaining client feedback
- range of available security products and services and special features including warranties and after sales support
- rights and responsibilities of clients associated with the sale of security products and services
- sales techniques:
    - trade-up
    - trade-in
    - tie-ins
    - cut-ins
    - range-ins
- techniques for matching sales approaches to client behaviour
- typical buy signals and strategies for closing sales.

## Assessment Conditions

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

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- workplace policies and procedures, security products and services for sale and clients required to achieve the performance evidence
- product sales documentation.

## Links

Companion Volume Implementation Guide:
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