

Unit of Competency

CPPCMN4013 Operate a sustainable business

Modification history

Release	Comments
1	Supersedes and is equivalent to CPPCMN4013B Operate a sustainable business. Unit updated to meet the Standards for Training Packages 2012. This version first released with CPP Property Services Training Package Release 15.0.

Application

This unit of competency specifies the skills and knowledge required to operate a sustainable business by identifying and implementing products, services and practices that are economically, socially and environmentally sustainable over time.

The unit supports individuals who work independently using specialised knowledge to operate a sustainable business in property services.

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

Prerequisite Unit

None.

Unit Sector

Common.

Elements and Performance Criteria

1. Seek sustainable business opportunities.	1.1 Research, analyse and document trends in consumer expectations and business practices relating to sustainability. 1.2 Research developments in sustainable products and services and assess their suitability to meet workplace requirements. 1.3 Identify and review the sustainable offerings and market position of workplace competitors. 1.4 Consult with existing and new clients to explore sustainable business opportunities and document the findings.
2. Communicate performance requirements and monitor provision of sustainable products and services.	2.1 Identify and implement performance indicators to manage the delivery of sustainable products or services. 2.2 Document required sustainable business outcomes and report progress against performance indicators to business stakeholders. 2.3 Identify and respond to opportunities to gain certification or participate in external benchmarking activities to validate sustainable products, services or practices according to workplace requirements. 2.4 Monitor and report compliance of products, services or practices with regulatory requirements for sustainability. 2.5 Promote successful sustainable business strategies and practices and where possible, recognise regulatory compliance.
3. Promote a workplace culture that supports	3.1 Develop and communicate policies and procedures to establish understanding of, and commitment to, economic, social and

sustainable products, services and practices.	<p>environmental sustainability.</p> <p>3.2 Use coaching and mentoring strategies to build the skills and knowledge of staff and contractors to support sustainable products services and practices.</p> <p>3.3 Develop reward and recognition processes to ensure staff commitment to implementing and applying sustainable solutions in the workplace.</p>
4. Monitor and manage client satisfaction with sustainability policies, practices, products and services.	<p>4.1 Design and implement mechanisms to monitor client satisfaction with sustainable policies, practices, products or services.</p> <p>4.2 Provide effective and timely feedback to staff, contractors and suppliers regarding the efficiency and effectiveness of their service provision.</p> <p>4.3 Plan and implement strategies to communicate and market the benefits of sustainable strategies according to workplace requirements.</p>

Foundation skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPCMN4013B Operate a sustainable business.

Links

The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCMN4013 Operate a sustainable business

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by implementing, promoting and monitoring business policies, practices, products and services that support sustainability, involving:

- identifying at least two new sustainable business opportunities
- using progress against performance indicators to recommend at least two business improvements to ensure the delivery of sustainable products or services
- planning and organising at least one work activity that generates ideas for improving sustainability performance
- using client feedback to identify two strategies to improve business sustainability.

Knowledge Evidence

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

- business stakeholders
- commonwealth, state and territory legislation, regulations, codes and standards that apply to sustainability:
 - environmental protection
 - ISO 14001 *Environmental management systems – Requirements with guidance for use* (or its successor)
- concepts and models that address:
 - economic sustainability
 - social sustainability
 - environmental sustainability
- concepts and models of strategic and tactical business planning
- environmental and resource hazards
- governance and accountability models and processes that inform sustainability practices
- mechanisms to monitor client satisfaction
- performance characteristics and benefits of sustainable policies, products, services and processes
- principles and practices of sustainability within the construction and property services industries
- strategies for continuous improvement
- strategies to communicate and market sustainable products, services and practices
- techniques and models for research
- workplace requirements for sustainable business operations:
 - client service
 - policies, practices, products and services that contribute to sustainability.

Assessment Conditions

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

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

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