



Australian Government

AUMANA001 Prepare and document quotations

Release: 1

AUMANA001 Prepare and document quotations

Modification History

| Release | Comment |
|-----------|---|
| Release 1 | Unit updated to reflect the new standards for Training Packages Replaces AUMANA3001 Prepare and document quotation |

Application

This unit describes the performance outcomes required to determine job requirements and produce a quotation for a customer.

It applies to those in an automotive environment.

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

Competency Field

Manufacturing - Common

Unit Sector

Loss Assessment or Repair Quoting

Elements and Performance Criteria

| Elements | Performance Criteria |
|--|---|
| Elements describe the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section |
| 1. Determine customer requirements | 1.1 Customer requirements are established and job parameters specified according to workplace procedures 1.2 Customer requirements are compared with existing workplace products and services 1.3 Variations required by the customer are established |
| 2. Estimate the job | 2.1 Variations from standard workplace product or service are identified and estimated 2.2 Additional processes, parts and skills required to meet |

| Elements | Performance Criteria |
|-----------------------------------|---|
| | <p>customer requirements are estimated</p> <p>2.3 Workplace job costing procedures, including cost-reduction initiatives, are used to estimate materials, parts, labour and equipment costs for the job</p> <p>2.4 Estimates for contingencies and changed work requirements are included in the total job cost</p> |
| 3. Document and confirm quotation | <p>3.1 Quotation is prepared and confirmed with client according to workplace procedures</p> <p>3.2 Customer purchase and payment arrangements are negotiated</p> <p>3.3 Changes and variations are negotiated to meet customer and workplace needs</p> <p>3.4 Workplace record and customer file are processed according to workplace procedures</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

| Skills | Description |
|------------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> identify job and customer requirements interpret workplace procedures and specifications relating to quotation. |
| Writing skills to: | <ul style="list-style-type: none"> produce job requirements and material lists legibly complete quotation, associated workplace records and customer file. |
| Oral communication skills to: | <ul style="list-style-type: none"> communicate and negotiate with customers. |
| Numeracy skills to: | <ul style="list-style-type: none"> identify customer specifications determine job budget including, materials, parts, labour and equipment costs estimate contingencies and changed work requirements produce a quotation that has mathematical information legibly embedded. |
| Planning and organising skills to: | <ul style="list-style-type: none"> determine order and timing of processes. |
| Problem-solving skills to: | <ul style="list-style-type: none"> determine process needed to fulfil customer product or service requirements. |

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

| | |
|--|--|
| <i>Cost-reduction initiatives</i> must include: | <ul style="list-style-type: none">• continuous improvement programs• waste avoidance. |
|--|--|

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bd587669-08b3-4cd5-85f0-f9fa0c6304c1>