



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPCMN4010A Cost and quote sustainable product and service provision**

**Release: 1**

## **CPPCMN4010A Cost and quote sustainable product and service provision**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to identify, cost and provide quotations for customers that cover the full costs of delivering sustainable products and services.

The application of knowledge regarding 'green' or sustainability incentives provided by government and councils is addressed.

The unit also covers the costing of materials and techniques required to deliver the required outcomes. The capacity to evaluate alternatives and decide upon and quote the solution that best meets client needs while sustaining required margins is covered.

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

### **Application of the Unit**

#### **Application of the unit**

This unit of competency supports individuals responsible for providing quotations for the provision of sustainable products and services.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

## Pre-Requisites

**Prerequisite units** Nil

## Employability Skills Information

**Employability skills** 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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1. Identify products and services related to sustainability.</b>	<p>1.1 Purpose, benefits and practices of <i>sustainability</i> are <i>researched</i> and analysed.</p> <p>1.2 Current products and services are reviewed and analysed to identify their ability to provide sustainable solutions to customers.</p> <p>1.3 Financial costs and returns associated with delivering current sustainable product and service solutions are identified, analysed using <i>standard financial methods</i>, and recorded.</p> <p>1.4 Research is conducted to identify new and emerging sustainable products and services that may be attractive to customers.</p> <p>1.5 Government policies and incentives regarding the implementation of sustainable products and services are accessed and reviewed.</p>
<b>2. Finalise customer requirements.</b>	<p>2.1 Customer is consulted to determine business objectives, as well as nature, size and volume of required products and services.</p> <p>2.2 Characteristics of the product or service and their contribution to providing sustainable solutions for the customer are described and clarified.</p> <p>2.3 Timelines for delivery of the product or service are discussed and finalised.</p> <p>2.4 Constraints and potential risks associated with the progress of the project are communicated to the client.</p> <p>2.5 Formal project brief is negotiated and agreed with customer.</p>
<b>3. Negotiate and cost solutions.</b>	<p>3.1 Alternative solutions that reflect project brief and meet customer requirements are sourced and evaluated.</p> <p>3.2 Comparison of product or service characteristics in relation to performance, price and sustainability is made and discussed with the customer where required.</p> <p>3.3 Product and costing information is sourced and interpreted according to company requirements.</p> <p>3.4 <i>Full costs</i>, taxes and profit margin are calculated according to company requirements.</p> <p>3.5 Calculations are checked, and detailed and legible</p>

**ELEMENT****PERFORMANCE CRITERIA**

records of methods of calculations are kept according to company requirements.

**4. Finalise quotation.**

4.1 Documentation is prepared that includes accurate details of the cost of product or service and *conditions and limitations*, according to company and *legislative and regulatory requirements*.

4.2 Quotations are provided to customer in standard format according to company requirements.

4.3 Options, with secondary quotations, are offered according to company requirements.

4.4 Variations required by the customer are identified, negotiated, costed and recorded according to company requirements.

4.5 Details of quotations are recorded accurately and legibly and are retained on file according to company requirements.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- communication skills to inform customers of available products and services
- numeracy skills to:
  - cost inputs
  - undertake financial planning and modelling, such as establishing break-even point
  - develop project budget
  - analyse financial reports, such as profit and loss reports and balance sheets
- negotiation skills to finalise customer requirements
- literacy skills to:
  - review client briefs
  - prepare quotations and reports

#### Required knowledge

- methods of calculating 'pay back' period to recoup cost of installation of

## REQUIRED SKILLS AND KNOWLEDGE

sustainable solutions

- concepts of risk management planning and processes
- incentives provided for the installation of sustainable solutions
- industry codes and standards for quoting and applying warranties, cool-off periods and returns
- industry quality requirements
- industry terminology used in budgeting, quoting and sustainability
- organisational policies and procedures related to sustainable practices
- organisational processes for budgeting and quoting
- standard financial reporting mechanisms
- strategies, tools and products to support sustainable practices
- legislative and regulatory requirements relating to environmental standards and OHS

## Evidence Guide

### 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 observing at least two instances of the implementation and monitoring of integrated economic, social and environmental sustainability policies and procedures in an organisation.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit** A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- research and identify products and services that support improved sustainability
- communicate with customers and identify their needs for sustainable products and services
- determine the full cost of providing the product or service and prepare a quotation that meets business standards and requirements.

**Context of and specific resources for assessment** Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant

regulatory or Australian standards' requirements.

Resource implications for assessment include access to:

- relevant legislation, standards and guidelines
- workplace documentation and personnel
- reports from other parties involved in the process of identifying and implementing improvements.

### **Method of assessment**

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the 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**

### **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.

**Sustainability** is broadly defined as having three separate but inter-related components with characteristics including:

- economic sustainability, demonstrated by:
  - cost-effective use of resources
  - ensuring costs of 'green' solutions are properly accounted for and recovered
  - growing market share by appealing to socially aware customers
  - purchasing locally to reduce transport costs
  - seeking to participate in government schemes that reward or fund sustainable operations
- social sustainability, demonstrated by:
  - building community involvement
  - communicating benefits of sustainable products and services to customers
  - purchasing locally and using local and community-based products and services
  - using 'fair trade' products
- environmental sustainability, demonstrated by:
  - efficient use of resources
  - eliminating hazardous and toxic materials
  - identifying strategies to offset or mitigate environmental impacts, such as purchasing carbon credits
  - making more efficient use of energy
  - maximising opportunities to re-use and recycle materials
  - preventing and minimising risks and maximising opportunities, such as use of solar or other alternative forms of energy where appropriate
  - purchasing renewable energy
  - reducing emissions of greenhouse gases
  - reducing use of non-renewable resources
  - waste reduction.

**Research** data may be sourced from:

- 'think tanks' and research houses
- industry associations
- primary research, such as surveys and focus groups
- publicly available data, such as Australian Bureau of Statistics (ABS)
- regional economic development plans
- secondary research, such as national and international literature searches.

**Standard financial**

- break-even analysis
- cash-flow analysis



**methods** include:

- cost-benefit analysis
- profit and loss analysis
- return on investment (ROI) analysis.

**Full costs** for providing a product or service include:

- allocation of business overhead costs, such as premises rental, transport, skill development, insurances and depreciation
- full requirements for the provision of sustainable products and services, including:
  - cost of recycling
  - materials recovery
  - materials re-use
  - safe chemical handling and disposal
  - training of customer in use of the product or service
- input costs, such as materials and labour for the provision of required products or services that conform to workplace safety and quality requirements.

**Conditions and limitations** of the quotation may include:

- general conditions and rules
- inclusions and exclusions
- life and expiry dates of quotations
- payment details
- rises and falls of costs
- variations sought by customer and their treatment.

**Legislative and regulatory requirements** include:

- Australian standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes, such as:
  - building codes
  - dangerous goods codes
- relevant commonwealth, state and territory legislation and local government regulations that affect company operation, including:
  - anti-discrimination and diversity
  - chemical controls
  - chemical registers and manifests
  - consumer protection legislation
  - energy conservation
  - environmental protection
  - equal employment opportunity
  - freedom of information
  - industrial equipment certificates of competency or licences
  - industrial relations

- OHS Acts and regulations
- privacy
- public health
- trade practices
- water conservation
- workplace consultative arrangements.

## **Unit Sector(s)**

**Unit sector** Common

## **Competency field**

**Competency field**