



Australian Government

Department of Education, Employment and Workplace Relations

LMTFR2001A Assess and cost footwear repair job

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the skills and knowledge required to assess the shoe or product for repair, estimate materials, labour and time requirements and establish costs for provision of services or products.

Application of the Unit

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This unit applies to the estimating and costing of work required to repair shoe or other item. Discretion and judgement may be required, for both self and others, in planning and selecting processes, procedures and outcomes.

Work may be conducted in small to large scale enterprises and may involve individual and team activities. Work is performed within defined procedures under direct supervision.

The application of this unit is according to OH&S practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with making costing calculations and documenting information for customers on the costing of repairs to shoes or other items. This unit also requires the ability to apply problem solving strategies to determine repair, design and finish requirements.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

Employability Skills Information

Employability Skills The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Examine footwear or item and gather information	<ul style="list-style-type: none">1.1 Details of customer requirements are obtained through discussion with customer or from information supplied1.2 Footwear is examined and checked including welts, insoles, sole edges, sole bottoms, upper edges and heels1.3 Repair, design and finish requirements are clarified and agreed with client1.4 Contact information is collected from customer and time frame for work determined
2 Estimate materials, time and labour	<ul style="list-style-type: none">2.1 Types and quantities of materials required for repair are estimated2.2 Labour and time requirements to achieve repair and perform required services are estimated
3 Calculate costs	<ul style="list-style-type: none">3.1 Materials and labour cost are calculated3.2 Total job cost is calculated, including overheads and mark-up percentages3.3 Final cost to customer is calculated
4 Document details and advise customer	<ul style="list-style-type: none">4.1 Details of costs and charges are documented4.2 Costs, calculations or other details are verified by other workplace where necessary4.3 Customer quotation is prepared and customer advised of repair requirements and costs4.4 Work order ticket and job sheet is prepared4.5 Details are documented for future reference

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Demonstrates knowledge of

- range of products and services offered by the enterprise
- enterprise costing policies and procedures, including labour rates and product and material costs
- materials, work flow, and repair processes
- safety and environmental requirements of relevant industry and enterprise procedures
- general industry housekeeping policies and procedures
- OH&S practices, including hazard identification and control measures
- quality practices
- workplace practices
- practices for recording and reporting

Demonstrates skills to

- locate and interpret technical information about products, materials, equipment and operating procedures
- identify customer requirements
- calculate amounts and sizes of materials
- apply hourly rates for labour and overheads
- estimate production times
- calculate total costs of products or services
- ascertain or estimate delivery and availability timelines
- read, interpret, and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OH&S practices

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Demonstrates skills and knowledge to:

- interpret client requirements
- interpret specifications and instructions for products and materials to be used
- estimate type and quantities of material required
- determine the types and amount of labour required to complete the work
- estimate time required to complete the work
- document and communicate work related information including customer requirements, products, materials and labour required, costing calculations for products, materials and labour, and special conditions
- use calculators, computer programs, and other aids in the estimation and cost calculation processes

Consistently applies skills and knowledge when:

- organising work
- completing tasks
- identifying improvements
- using workplace practices
- using OH&S practices
- recording and reporting accidents and incidents
- assessing operational readiness of equipment used and work processes
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- completing work systematically with attention to detail without damage to goods and equipment

Context and specific resources for assessment

Assessment may occur on the job or in an appropriately simulated environment and requires access to work areas, materials and equipment and to information on workplace practices and OH&S practices.

Guidance information for assessment

This unit may be assessed independently or in combination with other relevant units.

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. Add any 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.

All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.

OH&S practices OH&S practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may include:

- manual handling techniques
- standard operating procedures
- personal protective equipment
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- other OH&S practices relevant to the job and enterprise

Unit Sector(s)

Sector Footwear Repair