



**Australian Government**

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

# **PRMWM55A Provide quotation**

**Release: 1**

## **PRMWM55A Provide quotation**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency describes the process of providing an estimate and quote on waste management services to customers. It requires the ability to identify the needs of customers. Competency also requires a knowledge of calculating labour and material costs. These work functions would be carried out under routine supervision within organisational guidelines.

### **Application of the Unit**

Not Applicable

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

### **Employability Skills Information**

Not Applicable

### **Elements and Performance Criteria Pre-Content**

Not Applicable

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify customer needs	1.1 Undertake waste management assessment in accordance with <i>company requirements</i> to determine <i>client</i> requirements 1.2 Identify and consider customer/client requirements in accordance with legal and organisational requirements 1.3 Interpret OHS standards, statutory requirements, Australian Standards, manufacturers' specifications and organisational requirements 1.4 Interpret type and quantity of material and equipment for estimation 1.5 Assess ability to provide client waste management service in accordance with client requirements and organisational and legal requirements
2 Estimate costs	2.1 Identify and apply <i>company's rate schedules</i> and/or industry based labour rates and conditions to establish costings according to organisational policy and procedures 2.2 Where equipment is obtained from a supplier, obtain quotations to ensure comparison between suppliers 2.3 Confirm availability and delivery dates of equipment, materials and other relevant items with supplier, where required 2.4 Carry out site inspection to identify waste management service, consider possible problems and make allowances for <i>contingencies</i> based on findings 2.5 Plan cost estimation to return a profit on provision of waste management services, where appropriate
3 Document and confirm quotation with client	3.1 Prepare and provide clear and concise <i>quotation</i> information including details of waste management service to be provided in accordance with organisational requirements 3.2 Ensure quotation reflects client's service requirements 3.3 Present quotation promptly to customer/client 3.4 Consult client and negotiate any changes and

**ELEMENT**

**PERFORMANCE CRITERIA**

variations to meet client and company requirements

3.5 Create client file and update required documentation to include all relevant details in accordance with company policy and procedures

**Required Skills and Knowledge**

Refer to Evidence Guide

## Evidence Guide

### EVIDENCE GUIDE

#### Critical aspects of competency

- Correct determination of waste management requirements.
- Correct determination of prices and estimates for service, disposal, labour, equipment, materials and other relevant items.
- Ensures availability of equipment/materials.
- Ensures estimations return a profit where appropriate.
- Ensures estimates allow for provision of waste management service that meets client requirements.
- Prepares an accurate quote for the client that provides full details of service provision.

#### Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Basic waste management services.
- Basic requirements for service.
- Quality procedures.
- Company pricing schedules.
- Duty of care in provision of services.
- Relevant industry standards.
- OHS and other relevant legislation.
- Presentation standards.
- Legislative and company pricing policy and procedures.
- Relevant industry standards and codes of conduct.
- Problem-solving strategies.
- Organisational and client confidentiality requirements.
- Recording procedures and documentation requirements and processes.

#### Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, customer service, report writing, consultation, interpersonal, listening, questioning, gaining feedback, giving information
- observation
- numerical calculations including time, measurements, quantities
- safe and efficient work practices
- personal computer operation
- safe and efficient work practices
- methodical organisation of work
- time management.

#### Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function, for example PRMWM31B Prepare detailed tender.

#### Resources required to assess this unit

The following resources should be available:

- client file and requirements for review
- service costs
- unit prices of equipment, materials, labour upon which to make estimate
- standard company quotation pro forma
- case studies
- calculator/computer
- relevant codes of practice.

### **Gaining evidence to assess this unit**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the provision of a quotation. If this is not practicable, observations in realistic simulated environments may be substituted.

### **Consistency in performance**

Assessment requires that strategies meet the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the provision of a quotation.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.) Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

### **Key competency levels**

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- |                              |   |   |
|------------------------------|---|---|
| <b>1</b> Perform the process | <b>2</b> Perform and administer the process | <b>3</b> Perform, administer and design the process |
|------------------------------|---|---|

How can <b>communication of ideas and information</b> be applied?	2	Share and discuss with colleagues, supervisor and/or clients information and ideas with regard to developing an understanding of client expectations and requirements.
How can <b>information be collected, analysed and organised</b> ?	2	Collect, analyse and comply with legislative and regulatory information relevant to service delivery, as required.
How are <b>activities planned and organised</b> ?	2	Prioritise, coordinate and sequence work tasks, as required, to meet client requirements.
How can <b>teamwork</b> be applied?	2	Provide assistance among team members to carry out and fulfil assignment to customer's satisfaction and organisation's requirements.
How can the use of <b>mathematical ideas and techniques</b> be applied?	2	Apply mathematics as an aid to measure and schedule customer satisfaction.
How can <b>problem-solving skills</b> be applied?	2	Analyse factors that may affect meeting client requirements and detail contingencies.
How can the <b>use of technology</b> be applied?	2	Use technology to access client information and manage scheduling and completion of assignments.

## Range Statement

### RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

**Assignment instructions** may include:

- client identification and information details
- communication channels
- departure, route and arrival details
- documentation requirements
- duty statements
- personal equipment such as clothing or other items to be carried and/or worn
- policies, procedures or instructions applicable to work tasks
- reporting procedures
- resource and equipment requirements
- schedules (cost/time)

- site layout including access points
- verbal or written instructions from supervisor/client
- work tasks and procedures.

**Client/company** includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

**Company/organisational requirements** are found in:

- access and equity policy, principles and practice
- business and performance plans
- client and company confidentiality requirements
- client service standards
- code of conduct
- code of ethics
- defined resource parameters
- duty of care
- emergency and evacuation procedures
- induction documentation
- insurance policy agreements
- legal and organisational policy and procedures including personnel practices and guidelines
- OHS policies, procedures and programs
- operations manuals
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training materials
- verbal or written instructions.

**Company rate schedules** include:

- labour rates
- standard disposal costs
- standard equipment costs
- standard materials costs
- standard service costs
- standard unit costs.

**Contingencies** typically include:

- building progress
- cash flow
- competencies
- disputes
- insurance
- restricted site access
- time penalties
- transport
- weather and environmental conditions.



**Performance of this unit** is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

**Quotations** may also act as an invoice for the work.

## **Unit Sector(s)**

Not Applicable