



**Australian Government**

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

# **TLIE3010A Estimate furniture removal jobs**

**Release: 1**

## **TLIE3010A Estimate furniture removal jobs**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to estimate furniture removal jobs including estimating requirements of removal jobs, interacting with customers regarding removals, and preparing documentation for removals job. Estimates may include estimates of the volume of a furniture removals job and calculations of expenses, time and resources. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work must be carried out in accordance with company procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements.

Work is normally performed under limited supervision or unsupervised. It involves the application of standard furniture removal procedures when carrying out estimation of furniture removal jobs.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **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 required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
<b>1 Estimate requirements of removals jobs</b>	<p>1.1 An accurate and complete inventory is taken which records all furniture and effects to be removed</p> <p>1.2 The type of goods to be moved is accurately defined so that appropriate arrangements for fragile or dangerous good can be made, following workplace procedures and legislative requirements</p> <p>1.3 The job requirements are estimated in relation to the size of the van, the amount of time required, labour required, hazards involved, and other resources needed to complete the job</p> <p>1.4 Job costs are calculated on the basis of volume, time and distance</p>
<b>2 Interact with customers regarding removals</b>	<p>2.1 Customer requests and queries are courteously handled both face-to-face and on the telephone</p> <p>2.2 Customers are appropriately briefed in relation to the organisational details, legal liability, insurance and contractual details of the removals job, following workplace procedures</p> <p>2.3 Personal contact with the customer is maintained during and following the removal to ensure customer's needs are satisfied and any concerns are addressed</p>
<b>3 Prepare documentation for removals job</b>	<p>3.1 A job quotation is documented and submitted to the customer as required, following workplace procedures</p> <p>3.2 The removal is scheduled and booking staff are informed as required</p> <p>3.3 The removal job is audited against the pre-job estimates and recommendations for improvements made if appropriate</p>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required knowledge:

- Relevant procedures and duty of care requirements
- Relevant OH&S and environmental protection legislation and policies
- Furniture removal estimation procedures and related codes of practice
- Relevant agreements and legislation applicable to furniture removal
- Customer service requirements including language, courtesy, behaviour and problem solving

## REQUIRED KNOWLEDGE AND SKILLS

- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and the associated reasons
- Special requirements that may need to be addressed in a removal and the related procedures to be adopted
- Documentation that is completed during an estimation of a removal job

### Required skills:

- Communicate effectively with others when estimating a furniture removal job
- Read and interpret instructions, procedures and information relevant to estimating a furniture removal job
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to estimating a furniture removal job
- Operate electronic communication equipment to required protocol
- Estimate mass, volume and area and to quantify dimensions
- Carry out calculations required when estimating removal jobs
- Work collaboratively with others when estimating a furniture removal job
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when estimating a furniture removal job in accordance with workplace procedures
- Plan own work, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify equipment used in removals and understand its application and the procedures involved
- Select and use required personal protective equipment conforming to industry and OH&S standards

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment

## EVIDENCE GUIDE

guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

### Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

## 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.

## RANGE STATEMENT

- Removal sites may include:
- domestic premises
  - industrial premises
  - commercial premises
  - local suburban, country, interstate, overseas
- Customers may be:
- internal and external
- Operations may be conducted:
- by day or night
  - in a variety of weather conditions
- Hazards may include:
- power and telephone lines, trees and landscaping
  - driveway length and surface
  - parking restrictions
  - stairs and steps
  - lawn sprinklers on automatic timers
  - obstructions
  - uneven or unstable ground
  - door and passageway widths and tight internal corners
  - low hanging light fittings and other fixture obstructions
  - unfriendly pets
- Requirements for access may include:
- site restrictions and procedures
  - personal protective equipment
  - authorities and permits
  - security arrangements at the site
  - hours of operation
  - removal duration
  - additional gear and equipment
  - communications equipment
- Consultative processes may involve:
- customers
  - other employees and supervisors
  - management and other office personnel
  - union representatives
  - Occupational Health and Safety specialists
  - other professional and technical staff and tradespeople
- Special requirements may include:
- dismantling of items
  - temporary removal of doors and fittings on site
  - the use of tradespersons such as electricians, carpenters, cabinet makers, etc.
- Communications may include:
- fixed and mobile phones, radio, fax, laptop computer/Internet
  - oral/aural communications
  - written communications, including completing and signing

## RANGE STATEMENT

- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- documents
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Calculations may involve the basic use of a range of technology including:
- manual techniques
  - calculator
  - computer
- Information/documentation may include:
- job estimate
  - Operations Furniture Removalist Manual
  - job specifications and procedures
  - OH&S procedures and regulations
  - manufacturers specifications
  - workplace operating procedures and policies
  - customer instructions
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures
  - job safety analysis
  - site plan
- Applicable procedures and codes may include:
- relevant state/territory roads and traffic authority vehicle driver licence requirements
  - relevant state/territory traffic act and related regulations
  - relevant state/territory OH&S legislation and regulations
  - relevant state/territory environmental protection legislation and regulations

## Unit Sector(s)

Not Applicable

## Competency Field

**Competency Field** E - Communication and Calculation