Australian Government

UEEEL0022 Supply effective and efficient lighting products for domestic and small commercial applications

Release: 1

UEEEL0022 Supply effective and efficient lighting products for domestic and small commercial applications

Modification History

Release 1. This is the first release of this unit of competency in the UEE Electrotechnology Training Package.

Application

This unit involves the skills and knowledge required to respond to customer requests for the supply of effective and efficient luminaries and associated control and mounting apparatus for domestic and commercial applications.

It includes engaging and clarifying customer requirements for domestic and commercial lighting products and supplying the most appropriate and compliant fittings.

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

Pre-requisite Unit

UEEEL0016 Provide advice on effective and energy efficient lighting products

Competency Field

Electrical

Unit Sector

Electrotechnology

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Engage with customer	**1.1** Work health and safety (WHS)/occupational health and safety (OHS) requirements and workplace procedures for a given work area are identified and applied
	1.2 Communication with customers is conducted in a

professional and courteous manner in accordance with workplace procedures

1.3 Customer enquiries are responded to promptly and politely and in accordance with workplace policies and procedures

1.4 Appropriate interpersonal and communication skills are used to facilitate accurate and relevant exchange of information with customers

2 Clarify customer request

2.1 Appropriate questioning and active listening are used to determine customer needs

2.2 Customer requests are interrogated to clearly ascertain the most suitable lighting products

2.3 Customers are advised of technical and compliance specifications that need to be considered when choosing lighting products

2.4 Customers are provided with product information, available lighting options and assisted to identify preferred option/s

2.5 Product information to address customer lighting needs are identified and, as required, assistance sought from appropriate person/s

3 Supply lighting product

3.1 Lighting produces are supply as agreed with customer in accordance with workplace policy and procedures

3.2 Own work is monitored and adjusted in accordance with requirements for job quality, customer service and efficient resource use

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the UEE Electrotechnology Training Package Companion Volume Implementation Guide.

Engaging with customers to supply domestic lighting products must include at least one of the following:

- a new three-bedroom domestic dwelling
- an addition/renovation of an indoor/outdoor entertainment and garden area to an existing domestic dwelling

Engaging with customers to supply commercial lighting products must include at least one of the following:

- a commercial building of less than 200 m2, half on which will be used as a small appliance service area
- a café or restaurant having a kitchen, restroom and dining area
- a small medical centre having a doctor's surgery, preparation room, waiting room, service desk and bathroom and kitchen facilities

Unit Mapping Information

This unit replaces and is equivalent to UEENEEG182A Supply effective and efficient lighting products for domestic and small commercial applications.

Links

Companion Volume implementation guides are found in VETNet - - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b8a8f136-5421-4ce1-92e0-2b50341431b6