



Australian Government

UEENEEG182A Supply effective and efficient lighting products for domestic and small commercial applications

Release: 2

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This unit covers responding to customer request for the supply of effective and efficient luminaries and associated control and mounting apparatus. It encompasses working safely, a knowledge of luminaries, their application and parameters, energy efficiency and safety compliance requirements and regulations, interrogating customer requests, extracting information from manufacturer's catalogues and technical data and supplying the most appropriate and compliant fittings.

Application of the Unit

Application of the Unit 2)

This unit is intended as an additional competency to relevant competencies in retail or public accessible wholesale selling and confined to domestic lighting and small commercial products.

Licensing/Regulatory Information

License to practice 3)

The skills and knowledge described in this unit do not require a license to practice in the workplace. However, practice in this unit is subject to regulations directly related to occupational health and safety and where

License to practice

3)

applicable contracts of training such as apprenticeships.

Pre-Requisites

Prerequisite Unit(s)

4)

Competencies

4.1)

Granting competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed.

UEENEG18 Provide advice on lighting products
1A

Literacy and numeracy skills

4.2)

Participants are best equipped to achieve competency in this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 'Literacy and Numeracy'

Reading 4 Writing 4 Numeracy 4

Employability Skills Information

Employability Skills

5)

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

6) Elements describe the essential outcomes of a competency standard unit
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

ELEMENT	PERFORMANCE CRITERIA
1 Engage with customer	1.1 OHS procedures for a given work area are identified, obtained and understood.
	1.2 Communication with customers is conducted in a professional and courteous manner according to established procedures.
	1.3 Customer enquiries are responded to promptly and politely and in accordance with established procedures.
	1.4 Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information.
2 Clarify customer requests	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 the technical and compliance aspects that need to be considered when choosing lighting products.
	2.4 Customers are provided with information about available options and assisted to identify their preferred option.
	2.5 Personal limitations in addressing customer requests are identified and where necessary assistance is sought from appropriate personnel.

ELEMENT	PERFORMANCE CRITERIA
3 Supply lighting products	<p>3.1 Lighting produces are supply as agreed with the customer and in accordance with established policy and procedures.</p> <p>3.2 Own work is monitored and adjusted according to requirements for job quality, customer service and efficient resource use.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Evidence shall show that knowledge has been acquired of engaging with customers to supply appropriate lighting products for domestic applications.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-EG182A Lighting applications for domestic and small commercial premises

Evidence shall show an understanding of lighting applications for domestic and small commercial premises to an extent indicated by the following aspects:

T1 Dealing with customer requests.

T2 Extracting information from manufacturers' catalogues and other technical data.

T3 Lighting and energy conservation

T4 Lamp types where colour is important for functional or safety reasons

T5 Luminaire types where glare or illumination level gradients may cause difficulty for vision or introduce safety problems

T6 Regulatory requirements encompassing:

- BCA requirements for lighting energy input/ metre² for domestic dwellings
- State based energy sustainability requirements (e.g. BASIX in NSW)
- Compliance requirements and marking (as per AS/NZS 4417) of products
- Electrical installation work to be carried out/supervised by a licensed electrician under a licensed electrical contractor.

T7 Criteria for recommending the most appropriate light fittings (luminaires).

Evidence Guide

EVIDENCE GUIDE

9) This provides essential advice for assessment of the unit. It must be read in conjunction with the performance criteria and the range statement of the unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this unit. It must be used in conjunction with all parts of the unit and performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment 9.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the industry-preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accordance with industry and regulatory policy.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Sources of evidence need to be 'rich' in nature to minimise error in judgment.

Activities associated with normal everyday work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

Critical aspects of evidence required to demonstrate competency in this unit 9.2)

Before the critical aspects of evidence are considered all prerequisites must be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated performance criteria shall be demonstrated on at least two occasions in accordance with the 'Assessment Guidelines – UEE11'. Evidence shall also comprise:

- A representative body of performance criteria demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
 - Implement Occupational Health and Safety workplace procedures and practices, including the use of risk control measures as specified in the performance criteria and range statement
 - Apply sustainable energy principles and practices as specified in the performance criteria and range statement
 - Demonstrate an understanding of the essential knowledge and associated skills as described in this unit. It may be required by some jurisdictions that RTOs provide a percentile graded result for the purpose of regulatory or licensing requirements.
 - Demonstrate an appropriate level of skills enabling employment
 - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrated consistent performance across a representative range of contexts from the prescribed items below:
 - Engaging with customers to supply appropriate lighting products for domestic applications as described in 8) and including:
 - A Communication with customers in a professional manner and responding promptly to enquiries
 - B Clearly ascertain the most suitable lighting products.

- C Advising customers of technical and compliance aspects that need to be considered when choosing lighting products.
- D Providing customers with information about available options and assisted to identify their preferred option.
- E Supplying lighting produces as agreed with the customer and in accordance with established policy and procedures.
- F Dealing with unplanned events

Context of and specific resources for assessment **9.3)**

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

OHS policy and work procedures and instructions.

Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed in this unit.

These should be used in the formal learning/assessment environment.

Note:

Where simulation is considered a suitable strategy for assessment, conditions for assessment must be authentic and as far as possible reproduce and replicate the workplace and be consistent with the approved industry simulation policy.

The resources used for assessment should reflect current industry practices in relation to supplying effective and efficient lighting products for domestic and small commercial applications

Method of assessment **9.4)**

This unit shall be assessed by methods given in Volume 1, Part 3 'Assessment Guidelines'.

Note:

Competent performance with inherent safe working practices is expected in the Industry to which this unit applies. This requires that the specified essential knowledge and associated skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and skills described in this unit.

**Concurrent
assessment and
relationship with
other units**

9.5)

There are no concurrent assessment recommendations for this unit.

Range Statement

RANGE STATEMENT

10) This relates to the unit as a whole providing the range of contexts and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

This unit shall be demonstrated in engaging with customers to supplying lighting products for each of the following groups:

Group A Domestic

At least one A new three bedroom domestic dwelling,
An addition/renovation of an indoor/outdoor entertainment and garden area to an existing domestic dwelling,

Group B Small commercial

At least one 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, rest-room and dining areas
A small medical centre having a doctor's surgery, preparation room, waiting room, service desk and a bathroom and kitchen facilities

Generic terms used throughout this Vocational Standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms that apply are given in Volume 2, Part 2.1.

Unit Sector(s)

Not applicable.

Competency Field

Competency Field **11)**
Electrical

