



Australian Government

Department of Education, Employment and Workplace Relations

AURC365722A Estimate complex jobs

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence required to estimate the time requirements for complex jobs, source requirements, gather cost estimates from external service providers and document quotations.
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Application of the Unit

Application of the unit	This unit of competency applies to retail, service and repair complex estimation work within the repair sector of the automotive industry. Work requires individuals to demonstrate discretion, judgement and problem-solving skills in managing own work activities and contributing to a productive team environment. Work is carried out in accordance with award provisions. Competence may be demonstrated in a workplace environment or simulated workplace.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Estimate time requirements for jobs	1.1. Time estimates for job requirements are calculated based on warranty times, staff estimates, standard service/repair times, specifications, and subcontracted timeframes 1.2. Service/repair times are estimated and compared to documented estimate to ensure repair job is viable 1.3. Turn-around times for work completed by subcontractor are incorporated into total time estimates
2. Source parts	2.1. Viability of replacement compared to repair is ascertained to meet quality standards and legal requirements 2.2. Part requirements are determined to ensure cost constraints are met 2.3. Parts and consumables required for the job are ordered 2.4. Parts are sourced externally when internal stock is not available to meet customer requirements
3. Identify subcontract testing and/or service/ repair work costs for incorporation into the total estimated cost	3.1. Estimate is documented 3.2. Service/repair requirements, procedures and costs are documented in a logical order 3.3. Service/repair requirements are documented in detail 3.4. Estimate is relevant to the identified service/repair requirements 3.5. Potential variations are noted on the estimate
4. Estimate total job costs	4.1. External service providers are given a clear outline of the work and time requirements of the job 4.2. Job cost estimate is documented and agreed with external service providers 4.3. Parts and consumables are costed according to industry and/or enterprise pricing standards 4.4. Supplementary estimate is prepared, to gain authorisation from owner for additional service/repairs 4.5. Final estimate is documented 4.6. Authorisation is gained from customer to commence work and/or undertake supplementary work
5. Report estimations to customer	5.1. Report of findings is completed in the enterprise-approved format

ELEMENT	PERFORMANCE CRITERIA
	5.2.Customer is advised of the estimation 5.3.Job card is completed and delivered to appropriate persons

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- research and interpretive skills sufficient to locate, interpret and apply manufacturer/component supplier procedures, workplace policies and procedures
- analytical skills required for the identification and analysis of technical information
- plain English literacy and communication skills in relation to dealing with customers and team members
- questioning and active listening skills for example when obtaining information from customers
- oral communication skills sufficient to convey information and concepts to customers
- as applied to own work activities, including making good use of time and resources, sorting out priorities and monitoring own performance
- interacting effectively with other persons both on a one-to-one basis and in groups, including understanding and responding to the needs of a customer and working effectively as a member of a team to achieve a shared goal
- use mathematical ideas and techniques such as number and space and techniques, e.g. estimation and approximation, for practical purposes
- apply problem-solving strategies in purposeful ways, both in situations where the problem and the desired solution are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome
- combine the physical and sensory skills needed to operate equipment with understanding of scientific and technological principles needed to explore and adapt systems

Required knowledge

Knowledge of:

- OHS regulations/requirements, equipment, material and personal safety requirements
- principles of estimating and job costing
- enterprise quality procedures

REQUIRED SKILLS AND KNOWLEDGE

- work organisation and planning processes
- contract law
- sale-contracting principles
- written communication and report writing skills procedures relevant to application
- oral communication skills procedures relevant to application

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

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

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- observing safety procedures and requirements
- communicating effectively with others involved in or affected by the work
- selecting methods and techniques appropriate to the circumstances
- completing preparatory activity in a systematic manner
- estimating in accordance with workplace requirements
- estimation is carried out to manufacturer/component supplier requirements
- estimation of the work completed within workplace timeframes
- report presented to customer is in compliance with workplace requirements.

Context of and specific resources for assessment

- This unit will normally need to be assessed as a discrete entity. Performance may involve the application of a range of contributory competencies.
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of quality processes and procedures.

EVIDENCE GUIDE	
	• The prescribed outcome must be able to be achieved without direct supervision. • The competence should be assessed within the context of the qualification being sought. • The following should be made available: • a workplace or simulated workplace • enterprise stationery, telephone and forms/business documents • repair order, job cards and quotes/estimates • computer and software, calculator • hand tooling, workshop equipment • access to information
Method of assessment	It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements. Evidence of being able to: • access, interpret and apply service information • identify estimating and job costing procedures • accurately estimating time required for a job involving sublet work and/or a mix of service/repair disciplines (e.g. mechanical, electrical and body) • estimate on a wide variety of jobs, including non-routine jobs • justify a repair job deemed to be 'viable' from a cost perspective • justify a replacement/repair decision according to quality standards and legal requirements • use service tooling and equipment • observe safety procedures and requirements • provide customer service • prepare service reports • communicate with customers orally and in writing • maintain workplace documents.
Guidance information for assessment	

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. 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) may also be included.	
Variables	Variables may include: • jobs involving subcontracted work • jobs involving a mix of vocations (e.g. mechanical, body and electrical) • non-routine jobs
Methods	Methods include: • written and verbal communication • sourcing of parts • estimating costs • documentation
Legislative requirements	Legislative requirements may include: • state/territory OHS legislation, manufacturer/component supplier specifications and safe operating procedures • environmental requirements, manual handling procedures and insurance requirements
Information/documents	Information/documents may include: • manufacturer/component supplier specifications • enterprise operating procedures • customer requirements • industry/workplace codes of practice

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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