



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3047A Provide estimate and quote on security system

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to provide an estimate and quote on security systems to clients. It requires the ability to identify client security requirements and prepare an accurate quote which provides full details of security equipment and system provisions. It also requires an ability to interpret plans, designs and specifications and calculate labour and material costs.

This unit may form part of the licensing requirements for persons engaged in the provision and installation of security equipment or systems in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit This unit of competency has application to a range of technical security work roles in the security industry. Work is performed under limited supervision and competency requires some judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines

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. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge section and/or 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 Identify client requirements.	1.1 Security assessment is undertaken to identify client requirements in accordance with organisational procedures. 1.2 Security system and installation requirements are identified to meet client requirements. 1.3 Relevant Occupational Health and Safety (OHS), legislative and organisational requirements are identified and interpreted to ensure compliance. 1.4 Appropriate information is interpreted to identify correct resources for estimate and quote. 1.5 Ability to provide appropriate security system is assessed in accordance with client requirements.
2 Estimate costs.	2.1 Organisational rate schedules are identified and used to establish pricing information. 2.2 Quotations for resources are obtained to ensure fair comparison between suppliers. 2.3 Resource availability and delivery dates are confirmed with supplier in accordance with organisational procedures. 2.4 Site inspection is conducted to identify installation requirements and contingencies for possible problems considered.
3 Finalise quotation.	3.1 Quotation is prepared providing an accurate and concise summary of security system supply and installation costs. 3.2 Quotation is presented to client in accordance with agreed timeframes and organisational requirements for language, style and format. 3.3 Required changes or variations are negotiated to meet client and organisational requirements 3.4 Client file is created and documentation regularly updated and maintained in accordance with legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- basic analysis of information to identify problems and contingencies
- complete workplace documentation and reports
- information technology
- literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening)
- numeracy skills to compare prices and accurately calculate estimates and quotations to return a profit where possible
- personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- present a professional image
- problem solving and negotiation
- questioning to check understanding
- read and interpret plans, drawings and specifications.

Required knowledge

- difference between negative and positive language
- differences between written and spoken English
- duty of care requirements
- how to read and use body language to gain confidence of clients
- how to safeguard confidential information
- how to use business equipment to present information
- legislation, regulations and contractual obligations applicable to the provision of quotations and installation of security systems
- organisational policies and standards relating to the presentation of information for clients
- organisational standards and procedures for client service
- organisational standards for the presentation and maintenance of written information
- procedures and channels for reporting information
- rights and responsibilities of clients
- types and functions of security equipment and systems.

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.

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

A person who demonstrates competency in this unit must be able to provide evidence of:

- complying with organisational policies and procedures and relevant legislation in the development of quotations for the provision of security systems
- conducting an assessment of client security needs to identify appropriate security system and installation requirements
- confirming client requirements and system options from information gathered and discussing potential problems and contingencies
- preparing and documenting accurate and detailed estimates and quotations for the provision and installation of security systems within agreed timeframes
- using appropriate communication skills to liaise and negotiate system requirements and prices with clients and suppliers.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency should be assessed using questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the

candidate is offered a choice 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.

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.

Assessment may involve:

- discussions with client
- questioning of police, insurance companies, government agencies and other relevant bodies
- review of client floor plans and supporting documentation
- visual inspections of client premises or building.

Security system may be:

- computerised
- electronic
- mechanical
- procedural
- specialised (eg biometric).

Installation requirements may relate to:

- cherry picker
- commercial and residential alarm systems
- drill
- electronic equipment (eg screen equipment, video cameras and monitors)
- ladder
- scaffolding
- specialist tools or equipment
- sub-contract labour.

Organisational requirements may relate to:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures

Occupational Health and Safety (OHS) requirements may relate to:

- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Legislative requirements may relate to:

- controlling and minimising risks
- correct manual handling including shifting, lifting and carrying
- first aid
- identifying and reporting hazards and risks
- knowledge of emergency and evacuation procedures
- transporting and storing dangerous goods
- using and maintaining equipment:
 - business equipment and technology
 - communications equipment and technology
 - personal protection equipment
 - security equipment and technology
- using and storing hazardous materials and substances.
- applicable commonwealth, state and territory legislation which affects work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- Australian standards and quality assurance requirements
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice

	• telecommunications • trade practices.
Appropriate information may be:	• drawings • plans and schematics • texts.
Resources may be:	• equipment • labour • materials.
Organisational rate schedules may relate to:	• industry based labour rates • insurance • organisational labour rates • standard equipment costs • standard installation costs • standard materials costs • standard monitoring costs • standard service costs • standard unit costs.
Installation requirements may relate to:	• cherry picker • commercial and residential alarm systems • drill • electronic equipment (eg screen equipment, video cameras and monitors) • ladder • scaffolding • specialist tools or equipment • sub-contract labour.
Possible problems may relate to:	• availability, delivery • cash flow • crowds • equipment or system faults • insurance, time penalties, disputes • limited access to assistance and resources • own skills and knowledge • problems with security or communication equipment • restricted site access, building progress • risks and hazards • vehicles • weather and environment conditions.
Quotations are written and may include:	• client brief • company identification information • contractual arrangements

- cost breakdown
- equipment or system locations and positions
- equipment or system type
- parameters of system capabilities
- recommended and agreed security system
- results of security assessment
- service and maintenance needs
- suitable sign-off arrangements
- system capabilities
- system specifications and configuration
- terms of trade
- timelines for provision and installation
- warranty, guarantee, liability and terms and conditions.

Changes or variations may relate to:

- changes in cost
- delays
- exclusions
- installation
- monitoring
- revised or additional services
- revised or new equipment or system needs
- service and product warranty, guarantee, liability and terms and conditions
- service commencement or completion dates
- terms of trade.

Documentation may include:

- client details
- documented quotation
- records of client and supplier communication including actions taken
- security equipment or system options and costs
- supplier information.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Technical security

