



Australian Government

Department of Education, Employment and Workplace Relations

FNSIGN403A Estimate jobs

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to estimate the time requirements for jobs, gather cost estimates from external service providers, scope the job and produce and document the estimate. It encompasses inspecting vehicle/property to determine cause and extent of damage for preferred method of repair and determining a preferred method/strategy for restoration/repair. This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.
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Application of the Unit

Application of the unit	This unit has application to those job functions such as an insurance assessor and may be applied within organisations of various sizes and across a range of customer bases.
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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 industry times, staff estimates, standard service/repair times, relevant specifications, and subcontracted work time 1.2. Repair times are estimated and taken into account in consideration of whether repair is a viable option 1.3. Turn-around times for work completed by subcontractor are incorporated into total time estimates
2. Determine availability/source of parts/materials	2.1. Viability of replacement compared to repair is ascertained to meet appropriate standards and legal requirements where appropriate 2.2. Parts/material requirements are determined to ensure cost constraints are met 2.3. Availability of parts/materials and consumables is determined where required
3. Identify subcontract repair work costs for incorporation into the total estimated cost	3.1. Estimate is documented appropriately 3.2. Relevant repair requirements, scope of works, procedures and costs are documented in a logical order 3.3. Repair requirements are documented in detail whenever possible 3.4. Potential variations are noted on the estimate
4. Estimate total job costs	4.1. External repairers/service providers are given a clear outline of the work and time requirements of the job 4.2. Parts/materials and consumables are costed according to industry and/or enterprise pricing standards 4.3. Job cost estimate is documented and agreed with repairers/external service providers 4.4. Repair is approved or total loss settlement is agreed to in accordance with organisation procedures and legislation 4.5. The final estimate is documented 4.6. Variations estimate is prepared if required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - check accuracy of claims data, estimate the cost of a job and variations if required
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - access web-based information services
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information
- research and analysis skills for accessing and interpreting relevant information
- effective interpersonal skills
- organisational skills, including the ability to plan and sequence work
- literacy skill to read and interpret forms relating to insurance claims, technical and other related documents

Required knowledge

- compliance requirements
- contract law relating to insurance repairs
- estimating principles
- sale-contracting principles
- technical knowledge of vehicles and/or buildings

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

Evidence of the ability to:

- accurately estimate time required for jobs
- determine availability/source of parts/materials
- identify subcontract repair work costs for incorporation into the total estimated cost
- estimate total job costs.

Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to organisation records
- access to organisational policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:

- evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency
- observing processes and procedures in workplaces
- verbal or written questioning on underpinning knowledge and skills
- evaluating samples of work
- accessing and validating third party reports.

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.

External repairers/service providers may be:

- other departments
- specialist businesses, such as towing and salvage contractors, repairers and investigators.

Unit Sector(s)

Unit sector

Insurance general

Competency field

Competency field

Co-requisite units

Co-requisite units		