



Australian Government

FWPTMM3203 Estimate and cost job

Release: 1

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Modification History

Release	Comment
1	Replaces equivalent unit FPITMM3203B Estimate and cost job, which was first released with FPI11 Forest and Forest Products Training Package Version 2.2. This is the first release of this unit in the new standards format.

Application

This unit of competency describes the outcomes required to estimate resource requirements for the manufacture of products for a customer.

The unit applies to timber manufactured products' technician and customer service operators who calculate costs including labor, materials and time requirements and provide quotations to customers for an individual customer job.

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

Pre-requisite Unit

Nil

Unit Sector

Timber Manufactured Products

Timber Merchandising

Elements and Performance Criteria

<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Source information for quotations	1.1 Obtain information on customer requirements and where required discuss with relevant personnel and customer. 1.2 Assess product information for suitability to customer requirements. 1.3 Determine delivery point and methods of transportation in line with organisational procedures.

	1.4 Source, select and interpret product costing information. 1.5 Record all details in line with organisational procedures.
2. Estimate materials, time and labour	2.1 Estimate types and quantities of materials required for product manufacture. 2.2 Estimate labour and other resource requirements to manufacture product and to provide required services. 2.3 Document estimate for manufacture and service provision and check against customer requirements.
3. Calculate and document customer cost	3.1 Calculate costs for total materials, labour and overheads in line with organisational procedures. 3.2 Calculate costs for services, transportation and fees. 3.3 Apply mark-up, in line with organisational procedures, and determine total cost to customer. 3.4 Document details of calculations and customer cost in line with organisational formats.
4. Check costing details and prepare quotation	4.1 Check costs and calculations against product and service components and customer requirements. 4.2 Prepare and provide quotation to customer in line with organisational procedures and formats. 4.3 Complete and maintain accurate records of quotations in line with organisational procedures.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.

Numeracy skills to:	- interpret routine product and costing information and calculate routine customer supply costs - interpret and calculate organisational mark-up rates - calculate the final customer cost and present accurate figures in quotations.
Oral communication skills to:	ask questions and actively listen to clarify customer requirements.
Reading skills to:	- interpret organisational procedures for WHS and quotation preparation - interpret the content of sometimes unfamiliar and detailed

	product information documents, including: • in-house price lists, product description sheets or manuals • supplier price lists, product description sheets or manuals • interpret pre-existing customer records: • sales notes • product requirements and special requests.
Writing skills to:	• develop, document and present complex quotations in a clear format • provide clear and unambiguous information about: • product and service options, inclusions and costs • quotation conditions and limitations.
Planning and organising skills to:	• prepare quotations in logical sequence and manage own timing and productivity to complete quotations within deadlines.
Problem-solving skills to:	• identify and resolve mistakes in calculations.
Technology skills to:	• use a computer, keyboard and software to prepare and provide quotations.

Range of Conditions

Not Applicable

Unit Mapping Information

FPITMM3203B Estimate and cost job

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPTMM3203 Estimate and cost job

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Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. If a specific volume or frequency is not stated below, then evidence must be provided that the following requirements have been performed on at least one occasion:

- prepare and present quotations for custom made products chosen from the following list:
 - stairs
 - doors
 - windows
 - frames
 - beams
 - roof trusses
 - floor systems
 - wall frames
- sample quotations must include calculations for:
 - labor
 - materials
 - overheads
 - delivery and transportation
 - installation

Knowledge Evidence

A person competent in this unit must be able to demonstrate knowledge of:

- primary components of consumer protection laws that relate to the provision of quotations and organisational responsibility for:
 - nominating and charging cancellation fees
 - providing information on potential price increases
 - providing refunds
 - supplying products as described or substituting suitable products when unable
- industry and specific organisational:
 - quotation systems
 - sources of costs for materials and labor to manufacture and install
 - sources of information on overheads and how overheads are applied to individual quotes
 - delivery types and costs
 - types of fees charged and sources of fee amounts
 - mark-up rates and procedures
 - formats for and inclusions of quotations presented to customers
 - procedures for documenting calculations, communicating quotations to customers and maintaining records.

Assessment Conditions

The following resources must be made available:

- computers, keyboards and printers
- industry current software programs used to prepare and provide quotations
- customer briefs on which to quote, including product requirements and special requests
- product and other organisational information, either electronic or hard copy:
 - in-house price lists, product description sheets or manuals
 - costs for materials and labor to manufacture and install
 - schedule of overhead costs
 - delivery types and costs
 - schedule of fees
- template:
 - customer files
 - quotations
- organisational procedures for:
 - applying mark-ups
 - charging fees
 - preparing and presenting quotations

- documenting calculations, communicating quotations to customers and maintaining records
- relevant personnel for the purposes of communicating information
- current plain English regulatory documents distributed by government regulators for consumer protection law.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessor requirements

Assessors must:

- hold the appropriate assessor competency standards as outlined in regulations; and
- be able to demonstrate vocational competencies at least to the level being assessed; and
- be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

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