



Australian Government

ICTTEN402 Estimate and quote for customer telecommunications equipment installation

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to assess and estimate costs for all types of customer cabling needs.

It applies to individuals who undertake successful negotiations with customers and suppliers, and who update schematic drawings and specifications.

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

Unit Sector

Telecommunications – Telecommunications Networks Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Confirm and update schematic drawings and specifications	1.1 Obtain existing specifications and drawings and prepare additional or new schematic drawings and specifications for installation if required 1.2 Confirm all fittings, cable types and equipment locations with customer
2. Price labour, materials and other relevant items and establish availability	2.1 Obtain quotations and delivery dates from suppliers to ensure fair comparisons across suppliers 2.2 Estimate labour costs based on company or industry labour rates and conditions 2.3 Check pricing documentation to ensure supply proposal matches

ELEMENT	PERFORMANCE CRITERIA
	customer specification for material, quality and performance
3. Estimate labour, materials and other relevant item requirements	3.1 Prepare estimations allowing for contingencies during installation and relevant legislation, codes, regulations and standards 3.2 Calculate costs using standard unit measures where relevant 3.3 Ensure estimates will return a profit on installation where appropriate
4. Prepare and confirm quote with customer	4.1 Prepare an equipment installation quote that meets customer requirements 4.2 Negotiate changes and variations to meet customer and company needs
5. Establish customer's financial arrangements	5.1 Obtain customer's approval of purchase arrangements and method of payment 5.2 Complete finance company negotiations successfully, where required, and obtain customer's agreement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.3	Recognises and interprets technical documentation such as equipment manuals and specifications and other drawings to determine job requirements
Writing	1.1, 1.2, 3.1, 4.1, 4.2, 5.1, 5.2	Uses clear, specific and industry-related terminology to produce and update workplace documentation
Oral Communication	1.2, 4.2, 5.1, 5.2	Participates in an oral exchange with customers and suppliers, requiring some negotiation and liaison on technical and operational matters
Numeracy	2.2, 3.1-3.3	Uses mathematical formulae to measure equipment requirements and accurately calculate equipment costs
Navigate the world of work	3.1	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements

Get the work done	1.1, 2.1, 5.2	• Determines job priorities, resources and equipment, and works logically and systematically to undertake clearly defined and familiar tasks in a safe manner • Implements actions according to a predetermined plan, making slight adjustments if necessary • Takes responsibility for routine decision-making by selecting from a range of predetermined options in routine situations, and identifying and taking some situational factors into account • Initiates standard procedures when responding to familiar equipment and logistics problems within immediate context
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTTEN402 Estimate and quote for customer telecommunications equipment installation	ICTTEN4003B Estimate and quote for customer telecommunications equipment installation	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTTEN402 Estimate and quote for customer telecommunications equipment installation

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Performance Evidence

Evidence of ability to:

- determine customer equipment requirements
- prepare detailed estimates, updated schematic drawings and specifications, including material and labour costs for telecommunications equipment installations
- negotiate with contractors on material availability and pricing for customer equipment installations
- complete detailed quotes for installations that allow for variations
- negotiate and confirm variations to quote and financial arrangements with customer.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe features of customer telecommunications equipment
- outline legislation, codes of practice and other formal agreements that impact the work activity
- explain processes and techniques required to prepare plans, estimate and quote for installations
- describe specific work health and safety (WHS) issues that may impact a quotation for customer equipment installation
- outline typical issues and challenges that occur when negotiating with customers.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances should be typical of those experienced in the telecommunications networks engineering field of work and include access to:

- sites on which estimates and quotes may be conducted
- relevant databases, licensing requirements and other site- related documentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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