



Australian Government

TLIE0012 Estimate furniture removal jobs

Release: 1

TLIE0012 Estimate furniture removal jobs

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to estimate furniture removal jobs in compliance with relevant industry codes of practice and workplace procedures.

It includes estimating removal job requirements, interacting with client or agent about removal job, and preparing removal job documentation. Estimates may include the volume of a furniture removal job and calculations of expenses, time and resources.

Work is normally performed under limited supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Estimate removal job requirements

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Accurate and complete inventory is taken, which records all furniture and effects to be removed

1.2 Type of goods to be removed is accurately

			defined so appropriate arrangements for fragile or dangerous goods can be made, in accordance with legislative requirements and workplace procedures
		1.3	Hazards are identified, risks are assessed and control measures are implemented
		1.4	Job requirements are estimated in relation to site access, size of vehicle, amount of time required, labour required, hazards involved, and other resources needed to complete the removal job
		1.5	Job costs are calculated on the basis of access, resources required, volume, time and distance
2	Interact with client regarding removal	2.1	Client or agent requests and queries are courteously handled in accordance with industry standards and workplace procedures
		2.2	Client or agent is appropriately briefed about organisational, legal and contractual details of removal job, in accordance with workplace procedures
		2.3	Communication with client or agent is maintained to ensure their needs are satisfied and concerns are addressed
3	Prepare documentation for removal job	3.1	Job quotation is documented and submitted to client or agent as required, in accordance with workplace procedures
		3.2	Removal is scheduled and all persons are informed, as required

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE3010 Estimate furniture removal jobs.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE0012 Estimate furniture removal jobs

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures to the estimation of removal jobs
- carrying out required calculations to estimate job costs
- communicating effectively with others using modes such as verbal or non-verbal, written and digital
- completing and updating relevant documentation
- estimating mass, volume and area and to quantify dimensions
- identifying equipment used in removals, how it is applied and the procedures involved
- interpreting and following operational instructions and prioritising work
- reading, interpreting information relevant to removal
- working collaboratively with others to estimate and communicate furniture removal information.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- customer/client service requirements including appropriate presentation, personal hygiene, language, courtesy, behaviour and problem solving
- documentation to be completed when estimating a removal job
- furniture removal estimation procedures and related codes of practice
- hazards that may be experienced on a removal job and related hazard control measures
- items unsuitable for removal and associated reasons
- relevant agreements and legislation
- relevant procedures and duty of care requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation and policies
- special requirements for fragile or dangerous goods
- technology used for estimating.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

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