



Australian Government

TLIE3010 Estimate furniture removal jobs

Release: 1

TLIE3010 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 accordance with organisational procedures.

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

Work is normally performed unsupervised or 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 organisational procedures and legislative requirements

- 1.3 Hazards are identified, risks are assessed and control measures are implemented
 - 1.4 Job requirements are estimated in relation to size of van, amount of time required, labour required, hazards involved, and other resources needed to complete the job
 - 1.5 Job costs are calculated on the basis of volume, time and distance
- 2 Interact with customers regarding removals**
- 2.1 Customer requests and queries are courteously handled face-to-face and on the telephone, in accordance with organisational procedures
 - 2.2 Customers are appropriately briefed about organisational details, legal liability, insurance and contractual details of removal job, in accordance with organisational procedures
 - 2.3 Personal contact with customer is maintained during and following removal to ensure customer needs are satisfied and concerns are addressed
- 3 Prepare documentation for removal job**
- 3.1 Job quotation is documented and submitted to customer as required, in accordance with organisational procedures
 - 3.2 Removal is scheduled and booking staff are informed as required
 - 3.3 Removal job is audited against pre-job estimates and recommendations for improvements are made 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 TLIE3010A 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 TLIE3010 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.

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
- carrying out required calculations
- communicating effectively with others
- completing 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
- monitoring work activities in terms of planned schedule
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following instructions, procedures, information and signs
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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 service requirements including appropriate 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 that may need to be addressed in a removal and the related procedures to be adopted.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 include:

- 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 personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

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