



**Australian Government**

# **TLIP4010 Assess lift requirements and provide quotation**

**Release: 1**

# TLIP4010 Assess lift requirements and provide quotation

## 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 assess job requirements for a lift using a mobile crane, and to provide a quotation to a customer in compliance with relevant state/territory authority regulations.

It includes establishing customer requirements, determining customer credit rating, identifying the scope of work, specifying job requirements and methods with customers, and documenting a quotation.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures for the assessment of lift requirements and the provision of a quotation for a mobile crane lift in a variety of operational contexts including specialised lifts.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

P – Administration and Finance

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### 1 Establish customer requirements

### PERFORMANCE CRITERIA

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

1.1 Customer is addressed in a courteous and business-like manner

1.2 Customer requirements and degree of urgency are

- established promptly
- 1.3 Impact of relevant legislation or workplace policy for dealing with requirements and ability to respond are identified
  - 1.4 Service requests requiring additional research are allocated a priority and arrangements are made for follow-up
- 2 Determine customer credit rating**
- 2.1 Customer full credit details are taken to enable suitable reference checks to be made
  - 2.2 Unclear or uncertain credit information is referred to management for decision prior to proceeding
  - 2.3 Special payment arrangements are negotiated as required or service is refused in accordance with workplace policy
- 3 Identify scope of work**
- 3.1 Location, time, type of lift, type of crane and service needs are clarified
  - 3.2 Need to refer job to supervisor is determined and arrangements are made in accordance with workplace procedures
  - 3.3 Suitability of available equipment, materials and personnel is established against customer requirements
  - 3.4 Need for permits, notifications and authorisations from authorities is identified
  - 3.5 Special requirements for access and/or the lift are established and confirmed with customer
  - 3.6 Information regarding possible hazards is sought from customer and hazards are noted
  - 3.7 Workplace records and rate schedules are used to determine applicable rate for customer
  - 3.8 Suitable allowances for contingencies are provided based on site inspection findings
- 4 Specify job requirements and methods with customers**
- 4.1 Equipment, time and labour requirements to complete job safely and efficiently are established in accordance with legislative requirements and workplace procedures
  - 4.2 Job requirements, proposed method for operation and costs are presented to customer with clear explanations of contingencies

- 4.3 Lift charts and as required, drawings, are used to clarify job requirements to customer
- 4.4 Opportunities are provided for customer to seek clarification on costing and proposed methods
- 4.5 Quotation is followed up in accordance with workplace procedures
- 4.6 Quotation is confirmed with customer and signed authorisation of quotation and relevant indemnity forms are obtained in accordance with workplace policy and procedures
- 4.7 Agreed terms and conditions are included in written quotation

## **5 Document quotation**

- 5.1 Quotation format is in accordance with workplace requirements
- 5.2 Information provided is clear, concise and relevant
- 5.3 Copy of quotation is provided to client promptly
- 5.4 Quotation and related documentation is filed and other records are updated accurately, legibly and promptly in accordance with workplace procedures

## **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 TLIP4010A Assess lift requirements and provide quotation.

## 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 TLIP4010 Assess lift requirements and provide quotation

## 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, performance criteria on at least one occasion and include:

- applying relevant agreements, workplace procedures, codes of practice and legislative requirements
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- operating electronic communications equipment to required protocol
- planning and prioritising own work, predicting consequences and identifying improvements
- prioritising work and multi-tasking
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- 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, performance criteria and include knowledge of:

- company work procedures concerning assessing lift requirements and providing a quotation for a mobile crane lift
- costing structures for mobile crane lifts
- hazard management strategies consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- operational procedures for crane crews
- operational work systems and equipment
- procedures and protocols for checking the credit rating of a customer
- relevant road rules, regulations, permit and licence requirements
- relevant WHS/OHS and environmental procedures and regulations
- sources of information required to assess lift requirements and provide a quotation for a mobile crane lift
- typical problems that may occur when assessing lift requirements and providing a quotation, and appropriate related action and solutions.

## 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.

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Assessment must occur in workplace operational situations, where assessing job requirements for a lift using a mobile crane can be demonstrated. 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 including relevant:

- state/territory regulations and licence/permit requirements pertaining to specialised mobile crane operations
- state/territory road rules
- state/territory WHS/OHS legislation
- state/territory fatigue management regulations
- relevant materials, tools, equipment and personal protective equipment currently used in industry
- state/territory environmental protection legislation.

## Links

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