



Australian Government

TLIP4010 Assess lift requirements and provide quotation

Release: 1

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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>