



Australian Government

UEECO0015 Provide quotations for installation or service jobs

Release: 1

UEECO0015 Provide quotations for installation or service jobs

Modification History

Release 1. This is the first release of this unit of competency in the UEE Electrotechnology Training Package.

Application

This unit involves the skills and knowledge required to provide quotations for electrotechnology installation and service work that includes minor installations deemed to be less complex than a major installation requiring involved delivery structures and specialised supervision up to \$AU100,000.

It includes determining job specifications, using manufacturer catalogues, making enquiries, selecting compliant materials, pricing materials and labour costs, completing quotation documentation and applying workplace customer relations protocols.

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

Pre-requisite Unit

Not applicable

Competency Field

Commercial

Unit Sector

Electrotechnology

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Determine extent of installation or service work

PERFORMANCE CRITERIA

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

1.1 Scope of electrotechnology installation or service project work is determined from job specifications and discussions with customer and/or relevant person/s

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| | 1.2 | Work health and safety (WHS)/occupational health and safety (OHS) requirements and workplace procedures for the project work area are identified and applied |
| | 1.3 | WHS/OHS and regulatory requirements are assessed and incorporated in the work specification on which the quotation is based |
| | 1.4 | Scope of installation or service work for quotation is documented as a job specification and agreement sought with customer and/or relevant person/s |
| | 1.5 | Requests for alterations to job specification are negotiated with customer and/or relevant person/s in accordance with workplace procedures and regulatory requirements |
| 2 | Develop installation or service work quotation | |
| | 2.1 | List of materials are determined accurately and checked against job specification |
| | 2.2 | Materials, labour and other relevant service and margin costs are determined in accordance with workplace costing parameters and material supplier costs |
| | 2.3 | Quotation is quantified and costed against job specification and list of materials for costing accuracy in accordance with workplace procedures |
| | 2.4 | Unplanned customer situations are responded to in accordance with workplace procedures in a manner that minimises risk to service project |
| | 2.5 | Installation or service work quotation is reviewed and approved by delegated person in accordance with workplace procedures |
| 3 | Document and submit installation or service quotation | |
| | 3.1 | Quotation is documented in accordance with workplace policies and procedures |
| | 3.2 | Quotation is submitted to customer within specified timeframes |

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 may be found in the UEE Electrotechnology Training Package Companion Volume Implementation Guide.

Providing at least one quotation for a minor installation job and one for a service job not exceeding \$AU100,000 in value must include one of the following electrotechnology disciplines:

- automation technologies
- computers
- data communications
- electrical
- electrical machines
- electronics
- fire protection
- instrumentation
- refrigeration and air conditioning
- renewable/sustainable energy
- security technology

Unit Mapping Information

This unit replaces and is equivalent to UEENEEC003B Provide quotations for installation or service jobs.

Links

Companion Volume implementation guides are found in VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b8a8f136-5421-4ce1-92e0-2b50341431b6>

Assessment Requirements for UEECO0015 Provide quotations for installation or service jobs

Modification History

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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, performance criteria and range of conditions on at least two separate occasions and include:

- applying relevant work health and safety (WHS)/occupational health and safety (OHS) requirements
- communicating effectively with suppliers and customers
- costing small or minor jobs up to the value of \$100,000, including:
 - allocating resources to be quantified and costed
 - costing labour plant and materials
 - calculating service costs and margins
- dealing with unplanned customer events/situations in accordance with workplace procedures
- determining list of material (also known as material take off), including type and quantity
- determining scope and extent of quotation work
- developing minor quotation and checking calculations using costing methods in accordance with workplace procedures
- documenting and submitting quotation in accordance with workplace procedures.

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 range of conditions and include knowledge of:

- enterprise communication methods, including:
 - communicating with personnel involving oral communications, written procedures, and work instructions
 - communicating with customers and suppliers
- work activities records, including:
 - methods for recording and maintaining work records
 - purpose and extent of maintaining work activities records in an enterprise
 - types of records for maintaining work activities in an enterprise
 - work records required by regulation requirements

- enterprise customer relations protocols, including:
 - dealing with customer issues
 - procedures for dealing with customers
 - purpose of customer relations
- costing methods in an enterprise, including:
 - costing policy
 - labour charge out rates
 - margins
 - purchase prices and discounts for materials
- costing small jobs, including:
 - costing labour plant and materials
 - resources to be quantified and costed
 - service costs and margins
- relevant equipment manufacturer specifications
- relevant risk mitigation processes, including risk control measures
- relevant WHS/OHS legislated requirements
- relevant workplace costing policies.

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 other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals

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