



Australian Government

UEEEL0022 Supply effective and efficient lighting products for domestic and small commercial applications

Release: 1

UEEEL0022 Supply effective and efficient lighting products for domestic and small commercial applications

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 respond to customer requests for the supply of effective and efficient luminaries and associated control and mounting apparatus for domestic and commercial applications.

It includes engaging and clarifying customer requirements for domestic and commercial lighting products and supplying the most appropriate and compliant fittings.

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

Pre-requisite Unit

UEEEL0016 Provide advice on effective and energy efficient lighting products

Competency Field

Electrical

Unit Sector

Electrotechnology

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Engage with customer

PERFORMANCE CRITERIA

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

- 1.1 Work health and safety (WHS)/occupational health and safety (OHS) requirements and workplace procedures for a given work area are identified and applied
- 1.2 Communication with customers is conducted in a

		professional and courteous manner in accordance with workplace procedures
	1.3	Customer enquiries are responded to promptly and politely and in accordance with workplace policies and procedures
	1.4	Appropriate interpersonal and communication skills are used to facilitate accurate and relevant exchange of information with customers
2 Clarify customer request	2.1	Appropriate questioning and active listening are used to determine customer needs
	2.2	Customer requests are interrogated to clearly ascertain the most suitable lighting products
	2.3	Customers are advised of technical and compliance specifications that need to be considered when choosing lighting products
	2.4	Customers are provided with product information, available lighting options and assisted to identify preferred option/s
	2.5	Product information to address customer lighting needs are identified and, as required, assistance sought from appropriate person/s
3 Supply lighting product	3.1	Lighting produces are supply as agreed with customer in accordance with workplace policy and procedures
	3.2	Own work is monitored and adjusted in accordance with requirements for job quality, customer service and efficient resource use

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.

Engaging with customers to supply domestic lighting products must include at least one of the following:

Engaging with customers to supply commercial lighting products must include at least one of the following:

- a new three-bedroom domestic dwelling
- an addition/renovation of an indoor/outdoor entertainment and garden area to an existing domestic dwelling
- a commercial building of less than 200 m2, half on which will be used as a small appliance service area
- a café or restaurant having a kitchen, restroom and dining area
- a small medical centre having a doctor's surgery, preparation room, waiting room, service desk and bathroom and kitchen facilities

Unit Mapping Information

This unit replaces and is equivalent to UEENEEG182A Supply effective and efficient lighting products for domestic and small commercial applications.

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 UEEEL0022 Supply effective and efficient lighting products for domestic and small commercial applications

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 and workplace procedures and practices, including using of risk control measures
- applying sustainable energy principles and practices
- clarifying customer requests
- engaging with customer
- engaging with customers to supply appropriate lighting products for domestic and small commercial applications, including:
 - advising customers of technical and compliance aspects that need to be considered when choosing lighting products
 - ascertaining the most suitable lighting products
 - communicating with customers in a professional manner and responding promptly to enquiries
 - dealing with unplanned situations in accordance with workplace procedures in a manner that minimises risk to personnel and equipment
 - providing customers with information about available options and assisted to identify their preferred option
 - supplying lighting products as agreed with the customer and in accordance with workplace policy and procedures
- using effective communication skills/language, including:
 - active listening
 - asking for clarification/feedback
 - questioning
 - seeking advice from supervisor/appropriate person/s.

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:

- current industry standards, practices and technologies
- interpersonal and communication skills, including listening, questioning and receiving feedback
- lighting applications for domestic and small commercial premises, including:
 - criteria for recommending the most appropriate light fittings (luminaires)
 - dealing with customer requests
 - lamp types, where colour is important for functional or safety reasons
 - lighting and energy conservation practices and technologies
 - luminaire types, where glare or illumination level gradients may cause difficulty for vision or introduce safety problems
 - manufacturer information, catalogues and other technical information/specifications
 - relevant regulatory requirements, including;
 - Building Code of Australia (BCA) requirements for lighting energy input/metre² for domestic dwellings
 - state/territory-based energy sustainability requirements (e.g. BASIX in NSW)
 - compliance requirements and marking (as per AS/NZS 4417 Regulatory compliance mark for electrical and electronic equipment) of products
 - electrical installation work to be carried out/supervised by a licensed electrician under a licensed electrical contractor
- relevant job safety assessments or risk mitigation processes, including safe working practices
- relevant WHS/OHS legislated requirements
- relevant workplace documentation
- relevant workplace policies and procedures.

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 suitable workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in suitable 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, facilities, equipment and personal protective equipment (PPE) currently used in industry
- resources used should reflect current industry practices in relation to supplying effective and efficient lighting products for domestic and small commercial applications
- applicable documentation, including workplace procedures, equipment specifications, regulations, relevant industry standards, codes of practice and operation manuals.

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