

Course outline: 232 Quotes C003B (Elective option A)
UEENEEC003B - Provide quotations for installation or service jobs

Qualification:	Certificate III in Electrotechnology Electrician - UEE30811
Applicable to:	Learners, industry/employers, governments, community and Global Energy Training Solutions as the provider
Unit of competency:	Accessible from: http://training.gov.au/Training/Details/UEENEEC003B
Related policies:	<p>Policy & Procedure 1 – Enrolment Policy</p> <p>Policy & Procedure 2 – Credit Transfer & Recognition of Prior Learning</p> <p>Policy & Procedure 3 – Learner Support</p> <p>Policy & Procedure 4 – Assessment</p> <p>Policy & Procedure 5 – Academic Misconduct</p> <p>Policy & Procedure 6 – Alcohol & Other Drugs</p> <p>Policy & Procedure 7 – Access, Equity & Diversity</p> <p>Policy & Procedure 8 – Vulnerable People</p> <p>Policy & Procedure 9 – Work, Health & Safety</p> <p>Policy & Procedure 10 – Incident, Injury & Rehabilitation</p> <p>Policy & Procedure 11 – Competency, & Qualification Assessment Decisions</p> <p>Policy & Procedure 12 – Complaints & Appeals</p> <p>Policy & Procedure 13 – Privacy</p> <p>Policy & Procedure 14 – Fees</p> <p>Policy & Procedure 15 – Industry & Employer Engagement</p> <p>Policy & Procedure 16 – Trainers & Assessors</p> <p>Policy & Procedure 17 – Administration & Other Staff</p> <p>Policy & Procedure 18 – Quality Assurance</p> <p>Policy & Procedure 19 – Business & Financial Risk Management</p> <p>Policy & Procedure 20 – Changes to Qualifications or Business</p> <p>Policy & Procedure 21 – Conflict of Interest</p> <p>Policy & Procedure 22 – Records Management</p> <p>Policy & Procedure 23 – Marketing & Advertising</p>
Monitor and review:	Policy & Procedure 18 – Quality Assurance
Responsibility:	Ben Murphy – as Proprietor
Questions/queries:	Feedback and suggestions welcomed: office@gets.com.au (+61) 02 6262 0077

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1. Material requirements

- AS/NZS 3000:2007 incorporating amendment 1 and 2
- Scientific calculator, ruler, pens and pencils
- Note book
- Hand tools
- Covered footwear
- Internet access (provided)

2. Session summaries

Day 1	
Required Skills and Knowledge	<p>T1. Enterprise communication methods encompassing:</p> <ul style="list-style-type: none"> • Communicating with personnel encompassing: • Oral communications • Written procedures and work instructions • Communicating with suppliers • Communicating with customers <p>T2. Work activities records encompassing:</p> <ul style="list-style-type: none"> • Purpose and extent of maintaining work activities records in an enterprise • Types of records for maintaining work activities in an enterprise • Methods for recording and maintaining work records • Work records required by regulation requirements <p>T3. Enterprise customer relations protocols encompassing:</p> <ul style="list-style-type: none"> • Purpose of customer relations • Procedures for dealing with customers • Dealing with customer issues

Day 2	
Required Skills and Knowledge	<p>T4. Costing methods in an enterprise encompassing:</p> <ul style="list-style-type: none"> • Costing policy • Purchase prices and discounts for materials • Labour charge out rates • Margins <p>T5. Costing small jobs encompassing:</p> <ul style="list-style-type: none"> • Resources to be quantified and costed

	<ul style="list-style-type: none"> • Costing labour plant and materials • Service costs and margins.
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3. Elements and Performance Criteria

Elements and Performance Criteria require practice and demonstration in the work place.

Element		Performance Criteria	Work Performance
1:Establish the extent of the work.	1.1	OHS procedures for a given work area are identified, obtained and understood.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	1.2	Established OHS risk control measures and procedures are followed.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	1.3	The extent of installation or service work is determined from job specifications and discussions with customer and/or other appropriate person(s).	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	1.4	The extent of installation or service work on which a quotation is to be given is documented as a job specification and agreement sought with customer or other appropriate person(s).	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	1.5	OHS and other regulatory requirements are incorporated in the work on which the quotation is based	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	1.6	Requests for alterations to the job specification are negotiated with customer or other appropriate person(s) and within the constraints imposed by regulatory requirements.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	1.7	A date by which the quotation is to be submitted is agreed with the customer and/or other appropriate person(s).	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
2:Develop quotations.	2.1	Material take-offs are performed accurately and checked against job specification(s).	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	2.2	Materials, labour and other costs are determined from industry standard labour rates, enterprise costing arrangements and/or material suppliers.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	2.3	Quotations are checked for accuracy in costing and against job specification.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
3:Document and submit quotations.	3.1	Quotation is documented in accordance with established policies and procedures .	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed
	3.2	Quotation is submitted to customer within by an agreed date.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs improvement <input type="checkbox"/> Not performed

4. Assessments

Assessment	When	Satisfactory mark/outcome
Theory assessment 1	Day 2	70%
Practical assessment 1	Day 2	100%
Workplace Observation	After theory and practical assessments	Must be valid, sufficient, authentic and current
Employer Competency report		
Structured workplace experience interview		
Note: Once all theory, practical and on-site assessments are complete, competency assessment decisions can be made in conjunction with the learner, employer and registered training organisation.		

5. Version control

Version	Date of release	Author	Authorised by	Position	Rational for change
V1	5/10/2015	Ben Murphy	Ben Murphy	Proprietor	Initial release
V2	7/2/2017	Ben Murphy	Ben Murphy	Proprietor	Added Elements and Performance Criteria