

Modification history

Release	Comments
Release 1	This version released with FWP Forest and Wood Products Training Package Version 6.0.

FWPCOT3XXX	Access and provide timber and wood product information
Application	<p>This unit of competency describes the skills and knowledge required to apply wood and timber product knowledge in the workplace and promote the benefits of wood and timber products to a range of customers and others. The unit includes identifying wood and timber products, accessing accurate information on wood and timber products and providing information to customers and others about those products.</p> <p>The unit applies to customer service/sales assistants, sales and team leaders, timber advisors.</p> <p>No licensing, legislative, regulatory, or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	Sawmilling and Processing Timber Manufactured Products Timber Merchandising Wood Panel Products

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify types, characteristics and certification arrangements for wood and timber products	1.1 Identify physical and mechanical properties of wood and timber that affect wood and timber quality 1.2 Identify the names, types, uses and qualities of domestically sourced and imported wood and timber products 1.3 Identify the responsible agency, purpose and legal status of forest, wood and timber product certification, labelling and chain of custody schemes
2. Access information on wood and timber products	2.1 Identify sales or operational need for wood and timber product information 2.2. Identify and use a range of methods to access sources of wood and timber product information 2.3. Assess sources of wood and timber product information 2.4. Source specific product information to meet sales or operational need
3. Apply wood and timber product knowledge	3.1 Promote characteristics and benefits of wood and timber products using correct industry terminology to customers and others 3.2 Respond to enquiries from customers and others using correct industry terminology about wood and timber products 3.3 Provide advice to customers and others on the suitability of wood and timber products for specific end uses 3.4 Provide advice to customers and others on common wood and timber treatment methods, preservatives and exposure hazards 3.5 Provide advice to customers and others on timber coatings and finishes for specific end uses
4. Update wood and timber product knowledge	3.1. Obtain information to update own knowledge of wood and timber products on an ongoing basis. 3.2. Source and access information on current and emerging wood and timber product developments 3.3. Share new or updated wood and timber product information with colleagues

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Reading	<ul style="list-style-type: none"> • Read workplace documentation and understand requirements • Interpret at times complex wood and timber product information • Research, sort and interpret diverse wood and timber product information.
Writing	<ul style="list-style-type: none"> • Prepare notes and basic summaries of information
Oral communication	<ul style="list-style-type: none"> • Discuss wood and timber products with colleagues • Question suppliers about wood and timber product details.
Numeracy	<ul style="list-style-type: none"> • Plan time-efficient information gathering activities • Interpret at times complex numerical and graphical information on wood and timber product characteristics • Interpret volume and ratio data related to the use of wood and timber treatments, coatings and finishes

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOT3XXX Access and provide timber and wood product information	FWPCOT2241 Apply wood and timber product knowledge		

Links
Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47

TITLE	Assessment requirements for FWPCOT3XXX Access and provide timber and wood product information
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has:</p> <ul style="list-style-type: none"> • researched and provided wood and timber product information in response to three different sales-related and / or operations-related enquiries • used at least two of the following sources to access wood and timber product information for each of the above enquiries: <ul style="list-style-type: none"> • internet or intranet • supplier of the product • product library • product catalogue • trade and technical publications • tradespeople or timber industry professionals • social media websites • state and federal government information systems • used correct industry terminology and common abbreviations in response to each of the above enquiries for product information • shared product information with colleagues gained in responding to each of the above enquiries for product information. 	

Knowledge Evidence	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> • distinction between wood and timber • distinction between softwood and hardwood • names, types, uses and qualities of domestically sourced and imported wood and timber products • suitable species and product types for wood and timber applications • physical and mechanical properties of wood and timber • criteria for determining wood and timber quality • origin, name, appearance, properties, defects and uses of common timber species including <ul style="list-style-type: none"> • durability • density • sawing orientation • strength group • shrinkage • joint strength • lyctus susceptibility • fire rating • hardness • methods, preservatives and exposure hazards relating to manufactured timber: engineered products, laminated veneer lumber (LVL), medium density fibreboard (MDF), plywood, and particle board • manufacturer product literature covering features and benefits of wood and timber products • certification, labelling and chain of custody schemes and their purpose in the forestry industry • timber grades and their uses for client applications • procedures for matching timber coatings and finishes to specific end uses • wood preservatives and associated safety data sheets • techniques for maintaining wood and timber product knowledge • procedures for recording and reporting information provided to customers. 	

Assessment Conditions	
<p>Assessment of the skills in this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions 	

Assessment Conditions	
<ul style="list-style-type: none"> • skills must be demonstrated in a workplace location or an environment that accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • the internet • industry sources of product information • printers and scanners • storage for computer data • customers and colleagues with whom the individual can interact; these can be: <ul style="list-style-type: none"> • customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or • individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation. • specifications <ul style="list-style-type: none"> • access to work order or instruction detailing activities to be carried out by operator • access to workplace policies and procedures which cover current Work Health and Safety Acts or Workplace Health and Safety Acts, regulations and related industry standards and codes of practice • access to workplace policies and procedures which cover off on current Environment Protection Acts, regulations and related industry standards and codes of practice • access to workplace safety and environmental protection plans • access to site emergency procedure • access to workplace standard operating procedures or operator manuals. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	

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