

Modification history

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

FWPCOT3XXX	Provide specialised timber product solutions
Application	<p>This unit of competency describes the skills and knowledge required to provide advice and solutions to customers, clients and other sales staff using specialised wood and timber product knowledge. It includes advice on product selection, quality and quantity, price, services and warranties with respect to wood and timber products.</p> <p>The unit applies to account sales staff, customer service/salesperson (retail or wholesale), customer service officers, sales team leaders, sales team leaders (timber products), timber advisers, and yard operators.</p> <p>No licensing, legislative, regulatory, or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	Timber Merchandising

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. Develop complete solutions for customers / clients	1.1 Establish scope of work with customer/client, including intended application, environment and structural integrity 1.2 Identify suitable wood and timber products by accessing relevant sources of information 1.3 Convey detailed information on wood and timber product features, specifications, benefits, product options and fixing/construction issues to assist customer/client make buying decisions 1.4 Use sketches, drawings and technical specifications in print and electronic format to explain wood and timber product features to customer/client 1.5 Establish wood and timber product quantities and pricing according to customer/client requirements 1.6 Provide customer/client with accurate product warranty, payment options, delivery, inclusions and other sale-related information 1.7 Ensure recommendations comply with legislative, design and building code requirements 1.8 Implement processes to ensure wood and timber products are fit for purpose and are delivered safely to the customer/client 1.9 Communicate fitting, installation, moisture protection, and surface preparation and finishing instructions or recommendations for wood and timber products to customer/client
3. Manage customer relations	2.1 Ensure delivery of services and products meet workplace customer service standards 2.2 Apply effective interpersonal techniques in communicating with client/customer 2.3 Contribute to the improvement of customer service standards, policies and processes 2.4 Identify and remedy customer service problems and make suggestions for improving the quality of customer service

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Select wood and timber products for different applications	<p>3.1 Relate properties, characteristics, features, grade, and treatments of wood and timber products to a range of domestic and commercial applications</p> <p>3.2 Identify wood and timber products to suit customer/client requirements and confirm selection by referencing manufacturer and other sources of technical information</p> <p>3.3 Obtain installation requirements from customer/client and relate to product selection to ensure that product is suitable and product integrity is maintained</p> <p>3.4 Provide detailed fixing and installation requirements for timber products to timber advisers, building professional, tradespeople and other customers/clients</p>
5. Access and assess information on new wood, timber and related products	<p>4.1 Use business technologies and networks to access, monitor and select information on new wood, timber and related products according to workplace requirements</p> <p>4.2 Identify emerging wood and timber technology trends, applications, impacts and benefits</p> <p>4.3 Assess the value of new wood and timber technologies, services and products to the organisation and marketplace, including ways to promote and advance both the organisation and industry</p> <p>4.4 Communicate new innovations in wood and timber technology to staff, colleagues and customers/clients</p>

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"> Identify, analyse and evaluate complex technical information to identify performance, trends and outcomes
Writing	<ul style="list-style-type: none"> Prepare documentation using format and language appropriate to context and customer/client requirements
Oral communication	<ul style="list-style-type: none"> Present information and seek advice using language appropriate to audience Participate in discussions using listening and questioning to elicit advice and to clarify or confirm understanding
Numeracy	<ul style="list-style-type: none"> Calculate numerical information relating to cost, time, quantity and dimension

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOT3XXX Provide specialised timber product solutions	FWPCOT3269 Provide specialised timber product solutions		

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47
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TITLE	Assessment requirements for FWPCOT3XXX Provide specialised timber product solutions
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"> • prepared and provided wood and timber product solutions for two different customers/clients that required the application of specialised wood and timber product knowledge and effective customer/client management • selected wood and timber products for three different applications that required specialised wood and timber product knowledge • accessed and assessed information on two new wood and timber technology applications and has shared this information with staff, colleagues and / or customers/clients. 	
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"> • common and specialised wood, timber and related products for domestic and commercial use • properties, characteristics, features, grades and benefits of wood, timber and related products • different timber treatments, suitable applications and impacts of different product options • product fixing/construction and cross-trade issues, including fixing options, pre-priming of hardwood, moisture protection, design for moisture shedding, colour or finish. • sales-related information including pricing, warranty, payment options, delivery options • specialist licensed trade installation information that impacts on product selection • aspects of legislative, certification and design systems applicable to merchandising activities, including workplace health and safety, environmental, design, chain of custody, organisational and reporting/record keeping requirements • principles and practices for effective customer relationship management • effective interpersonal communication techniques • sources to access information on new and emerging wood and timber technologies and products. 	
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 <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"> • wood and timber product information • specifications <ul style="list-style-type: none"> • access to customer/client requirements for wood and timber products • 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 related to wood and timber products • access to workplace policies and procedures which cover off on current Environment Protection Acts, regulations and related industry standards and codes of practice related to wood and timber products • access to workplace safety and environmental protection plans • access to site emergency procedure • access to workplace standard operating procedures related to providing advice to customer/clients on wood and timber products. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	

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