



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LMTFR2002A Supply and fit new heel block**

**Revision Number: 1**

## **LMTFR2002A Supply and fit new heel block**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit covers the skills and knowledge required for the supply and replacement of heel blocks using a variety of methods.

### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

### Prerequisites

**Application of the Unit of the Unit** This unit applies to the replacement of heel blocks using a variety of methods. Discretion, initiative and judgement must be demonstrated on the job in own work, either individually or in a team environment

Work may be conducted in small to large scale enterprises and may involve individual and team activities. Work is performed within defined procedures under direct supervision.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with planning and organising for the safe and effective replacement of heel blocks, as well as an application of the technology used in footwear repair. This unit also requires the ability to interpret job orders, determine heel replacement requirements and check the quality of repairs to ensure efficient and effective repairs. Self management skills are used to ensure work standards are achieved.

## Employability Skills Information

**Employability Skills** The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying Employability Skill requirements.

## **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Inspect shoe	<p>1.1 Shoes are inspected and customer advised on repair requirements and costs prior to commencing shoe repair</p> <p>1.2 Job sheet is prepared and reviewed to ensure all requirements are included</p> <p>1.3 Appropriate <i>method of heel replacement</i> determined and appropriate <i>tools</i> are selected, prepared and checked</p>
2 Prepare heel for replacement of heel blocks	<p>2.1 Old heel block is removed without damage to shoe</p> <p>2.2 Appropriate new heel block and cover materials are selected</p> <p>2.3 Pattern for new heel block is cut</p> <p>2.4 The heel block is covered, matching leather or covering material to the original colour and design of the shoe</p> <p>2.5 The seat is prepared so as to provide a surface for attachment</p> <p>2.6 A new seat piece is inserted</p>
3 Prepare heel	<p>3.1 Old top piece is removed ensuring no damage to the heel block</p> <p>3.2 If a covered heel, cover is pulled back and secured as required</p> <p>3.3 Heel block is levelled by grinding out worn section and or building-up heel by making and fitting a skive, as appropriate</p> <p>3.4 Both heel blocks are checked to ensure same height, and adjusted as required</p> <p>3.5 Correctness of pitch and balance is checked and adjustments made as required</p> <p>3.6 Suitable commercially available top piece is selected, if appropriate, or appropriate top piece material is selected, marked out and cut out to fit heel block</p> <p>3.7 Surface of the top piece material and heel block is scoured if appropriate, using appropriate hand or <i>machine</i> operations to ensure even finish</p> <p>3.8 The fit between the top piece and the heel block is checked and adjustments made as appropriate</p>
4 Replace heel block, top piece and finish heel	<p>4.1 Securing devices are selected and prepared including nails, adhesives, screws as appropriate</p> <p>4.2 Adhesive is applied evenly to the seat and the top of the heel block or both the bottom of heel block and top piece, left to dry and reactivated, if appropriate</p> <p>4.3 Heel block is attached to the seat of the shoe by using appropriate method and securing device</p> <p>4.4 Top piece is secured to heel block using the <i>appropriate method</i> and securing devices</p> <p>4.5 Quality of securing is checked and adjustment made as required</p>

**ELEMENT****PERFORMANCE CRITERIA**

- 4.6 Top piece is trimmed back to conform to heel block
- 4.7 Heel and top piece are finished off as required including staining and dying to match as close as possible original shoe colour and design
- 4.8 Appropriate *OHS practices* are followed during the preparation, repair and finish of shoes particularly in relation to use of machines, equipment and tools, adhesives and primers, and stains, dyes and inks.
- 4.9 Repaired shoes are packaged, labelled and stored

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Demonstrates knowledge of

- full range of footwear styles and their structure and construction
- characteristics and use of adhesives and primers and their safe application and disposal
- characteristics of typical leathers, fabrics, and other materials used in shoe construction and repair
- quality standards and leather handling procedures
- safety and environmental aspects of relevant repair processes
- general industry housekeeping policies and procedures
- OHS practices, including hazard identification and control measures
- quality practices
- workplace practices
- practices for recording and reporting

Demonstrates skills to

- handle shoes and replacement material
- maintain accurate work records
- carry out repair tasks by machine or by hand
- read, interpret, and follow information on work specifications, , standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Demonstrates skills and knowledge to:

- check work against work order information and workplace quality standards
- assess footwear repair requirements
- prepare workstation and work prior to commencing operations
- apply hand and machine techniques over the range of required operations
- repair shoes to meet quality and enterprise standards
- communicate effectively with customers
- apply workplace health and safety policies in work operations, with particular reference to adhesives and use of tools
- maintain accurate records

Consistently applies skills and knowledge when:

- organising work
- completing tasks
- identifying improvements
- using workplace practices
- using OHS practices
- recording and reporting accidents and incidents
- assessing operational readiness of equipment used and work processes
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- completing work systematically with attention to detail without damage to goods and equipment

### **Context and specific resources for assessment**

Assessment may occur on the job or in an appropriately simulated environment and requires access to work areas, materials and equipment and to information on workplace practices and OHS practices.

### **Guidance information for assessment**

This unit may be assessed independently or in combination with other relevant units.



## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative/regulatory requirements	All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.
Method of heel replacement may include:	<ul style="list-style-type: none"> <li>• nail securing involving correct selection and positioning of nails and seat reinforcement</li> <li>• use of securing machine involving correct selection and positioning of nails and seat reinforcement</li> <li>• securing by screw involving the correct selection of drill bits and screws, seat reinforcement and placement of holes</li> </ul>
Tools may include:	<ul style="list-style-type: none"> <li>• shoe hammer</li> <li>• tack hammer</li> <li>• shoe knife</li> <li>• sharpening stick</li> <li>• peg awl</li> <li>• glue gun</li> <li>• pincers</li> <li>• nippers</li> <li>• lasting pliers</li> <li>• shears</li> <li>• drag knife</li> <li>• tack</li> </ul>
Machine may include:	<ul style="list-style-type: none"> <li>• finishing machine</li> <li>• securing machine</li> <li>• heat activator</li> <li>• last</li> <li>• heat pliers</li> </ul>
Method of attaching top piece may include:	<ul style="list-style-type: none"> <li>• use of pre-finished top pieces</li> <li>• use of bond and nailing technique</li> </ul>
OHS practices	<p>OHS practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may include:</p> <ul style="list-style-type: none"> <li>• manual handling techniques</li> <li>• standard operating procedures</li> </ul>

- personal protective equipment
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- other OHS practices relevant to the job and enterprise

## **Unit Sector(s)**

**Sector** Footwear Repair