



**Australian Government**

# **FPI20611 Certificate II Timber Merchandising (Release 1)**

**Release: 2**

# FPI20611 Certificate II in Timber Merchandising

## Modification History

Qualification code updated to FPI20611 to reflect Training Package update from FPI05 Version 3 to FPI11 Version 1.

There are no changes to the qualification content.

### Release 1.1

#### Six imported units of competency updated:

- SIRXCCS202 replaces SIRXCCS002A - Equivalent
- BSBCUS301B replaces BSBCUS301A - Equivalent
- SIRXCCS201 replaces SIRXCCS001A - Equivalent
- SIRXFIN201 replaces SIRXFIN001A - Equivalent
- SIRXMER201 replaces SIRXMER001A - Equivalent
- SIRXSLS201 replaces SIRXSLS001A - Equivalent

## Description

This qualification is designed for job roles in the timber merchandising sector of the forest and forest products industry.

## Pathways Information

This qualification has one employment pathway for timber merchandising. This is:

- Customer Service / Sales Assistant (Retail or Wholesale)

Entry may be gained through progression from a lower level FPI qualification or recognition of existing industry experience or qualifications.

This qualification may be suited to an Australian Apprenticeship pathway.

## Licensing/Regulatory Information

Native FPI units may be subject to state or territory licensing, legislative, regulatory or certification requirements.

Some imported units in the elective bank may be subject to state or territory codes, regulations, licences and/or permits. These units must be implemented in line with the licensing requirements outlined in the unit's parent Training Package.

## **Entry Requirements**

There are no entry requirements.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• Apply detailed specialised knowledge of product to provide accurate advice to customers</li> <li>• Conduct communication with customers in a professional, courteous manner, according to store policy</li> <li>• Use effective questioning/active listening and observation skills to identify customers' special requirements</li> <li>• Use verbal and non-verbal communication to develop rapport with customers during service delivery</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Convey product knowledge to other staff members as required</li> <li>• Follow work plans to improve environmental practices and resource efficiency</li> <li>• Notify appropriate personnel in the event of an emergency</li> <li>• Provide a quality service environment by treating customers and team members in a courteous and professional manner through all stages of the service/sales procedure</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• Accurately identify the nature of customer complaints, resolve complaints and provide service to customers according to store policies</li> <li>• Follow safe workplace procedures and safe work instructions for controlling risks</li> <li>• Identify and report occupational health and safety issues and risks in the work area to appropriate personnel</li> <li>• Promptly refer unresolved customer dissatisfaction or complaints to supervisor</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• Promptly identify customers with special needs or requirements by observation and questioning</li> <li>• Recognise and act upon opportunities to deliver additional levels of service beyond the customer's immediate request</li> <li>• Suggest improvements to workplace practices and resource efficiency to relevant personnel</li> <li>• Take opportunities to turn incidents of customer dissatisfaction into a demonstration of high quality service to customers in line with store policy</li> </ul>

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
Planning and organising	<ul style="list-style-type: none"> <li>• Access and apply workplace safety procedures</li> <li>• Accurately identify and comply with safety signs and symbols</li> <li>• Accurately locate, record and report workplace information</li> <li>• Gather, convey and receive information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• Identify and comply with applicable occupational health and safety, legislative and organisational requirements relevant to communicating and interacting with others</li> <li>• Maintain work relationships</li> <li>• Safely and efficiently follow environmental care procedures according to organisational requirements</li> <li>• Seek appropriate support to assist and improve own performance to achieve personal and organisational goals and objectives</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• Establish opportunities for professional development in consultation with appropriate personnel in accordance with organisational procedures</li> <li>• Identify opportunities for professional development</li> <li>• Practise and carry out emergency and evacuation procedures in the event of an emergency</li> <li>• Record and report information regarding learning and competency development in accordance with organisational requirements</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• Select equipment appropriate to work task requirements and use in accordance with manufacturer's recommendations, which may include telephones or communications equipment, tools, machinery, vehicles, navigational aids, instruments, computers and computer software, printers, facsimile machines and photocopiers</li> <li>• Use a range of communication/electronic equipment</li> </ul>

## Packaging Rules

Total number of units = 13

- 6 core units plus
- 7 elective units, consisting of:
  - 3 units from Group A
  - up to 4 units from Group A and/or Group B
  - up to 2 units recommended for packaging at Certificate I, II or III level from this or any other endorsed Training Package or state/territory accredited course.

Elective units must be relevant to work undertaken in the timber merchandising sector of the industry.

#### CORE UNITS

Field	Unit Code	Unit Name
Core	FPICOR2201B	Work effectively in the forest and forest products industry
	FPICOR2202B	Communicate and interact effectively in the workplace
	FPICOR2203B	Follow environmental care procedures
	FPICOR2205B	Follow OHS policies and procedures
	SIRXCCS202	Interact with customers
	SIRXSLS002A	Advise on products and services

#### GROUP A ELECTIVE UNITS

Field	Unit Code	Unit Name
Sawing Operations	FPICOT2205B	Tail out materials
	FPICOT2208B	Resaw boards and timber
	FPICOT2218B	Cross cut materials with a fixed saw
	FPICOT2229B	Dock material to length
	FPICOT2238A	Cut materials with a hand-held chainsaw
	FPITMM2201B	Cut material to length and angles
	FPITMM2202B	Machine material
	FPIWPP2201B	Cut panels
Grading & Testing	FPICOR2207B	Maintain quality and product care
	FPICOT2212B	Grade hardwood sawn and milled products
	FPICOT2213B	Grade softwood sawn and milled products

	FPICOT2214B	Grade cypress sawn and milled products
	FPICOT2215B	Visually stress grade hardwood
	FPICOT2216B	Visually stress grade softwood
	FPICOT2217B	Visually stress grade cypress
Warehousing & Distribution	FPICOT2228B	Store materials
	SIRXINV001A	Perform stock control procedures
	TLIA2012A	Pick and process orders
	TLID2010A	Operate a forklift
	TLID2012A	Operate specialised load shifting equipment
	TLID2013A	Move materials mechanically using automated equipment
	TLILIC2001A	Licence to operate a forklift truck
Retail	BSBCUS301B	Deliver and monitor a service to customers
	SIRXCCS201	Apply point-of-sale handling procedures
	SIRXFIN201	Balance and secure point-of-sale terminal
	SIRXICT001A	Operate retail technology
	SIRXMER201	Merchandise products
	SIRXRSK001A	Minimise theft
	SIRXSLS201	Sell products and services
Timber Products	FPICOT2207B	Dress boards and timber
	FPICOT2219B	Use hand-held tools
	FPICOT2230B	Assemble products

**GROUP B ELECTIVE UNITS**

Field	Unit Code	Unit Name
Machinery & Equipment	FPICOT2237A	Maintain chainsaws
	TLIC2002A	Drive light rigid vehicle
	TLIC3003A	Drive medium rigid vehicle
Load Handling	TLID2004A	Load and unload goods/cargo
	TLID2047A	Prepare cargo for transfer with slings
Safety & Quality Processes	HLTFA301C	Apply first aid
Administration & Business	BSBINM201A	Process and maintain workplace information
	BSBITU201A	Produce simple word processed documents
	BSBWOR204A	Use business technology
	SIRXADM001A	Apply retail office procedures
	SIRXFIN002A	Perform retail finance duties