



**Australian Government**

# **FPI30611 Certificate III in Timber Merchandising**

**Release: 2**

# FPI30611 Certificate III in Timber Merchandising

## Modification History

Qualification code updated to FPI30611 to reflect Training Package update from FPI05 Version 3 to FPI11 Version 1.

There are no changes to the qualification content.

### Release 1.1

#### Twelve imported units of competency updated:

- SIRRRPK214 replaces SIRRRPK014A - Equivalent
- SIRXSLS303 replaces SIRXSLS004A - Equivalent
- SIRXICT303 replaces SIRXICT003A - Equivalent
- SIRXMER303 replaces SIRXMER002A - Equivalent
- SIRXMER406 replaces SIRXMER003A - Equivalent
- SIRXMER202 replaces SIRXMER005A - Equivalent
- SIRXWHS302 replaces SIRXOHS002A - Equivalent
- SIRXSLS304 replaces SIRXSLS003A - Equivalent
- HLTFA403C replaces HLTFA403A - Equivalent
- HLTFA402C replaces HLTFA402B - Equivalent
- ICAICT308A replaces ICAU3126B - Equivalent
- BSBCMM301B replaces BSBCMM301A - Equivalent

Due to a typographical error, TLIC4006A was included in this qualification. It has been updated to TLIC3005A which is the correct unit.

## Description

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

## **Pathways Information**

This qualification has five employment pathway for typical operational environments of timber merchandising. These are:

- Customer Service / Sales Assistant (Retail or Wholesale)
- Customer Service Officer
- Sales and Merchandising Team Leader
- Sales and Merchandising Team Leader (Timber Products)
- Timber Advisor

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.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• Accurately record and report workplace information, and maintain documentation</li> <li>• Demonstrate features and benefits of products and services to customer to create a buying environment</li> <li>• Provide customers with information in a clear, concise manner</li> <li>• Use appropriate communication and interpersonal techniques with colleagues and others</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Actively encourage and support team members to participate in team activities and communication processes, and to take responsibility for their actions</li> <li>• Work collaboratively within a team to meet customers' needs</li> <li>• Establish and maintain communication with others in accordance with safety, health and environmental requirements</li> <li>• Support team members in meeting expected outcomes</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• Identify and anticipate possible problems and take action to minimise the effect on customer satisfaction</li> <li>• Identify problems and equipment faults and demonstrate appropriate response procedures</li> <li>• Immediately assess and rectify problems to avoid repetition of lost product</li> <li>• Monitor environmental measures and impact on the environment and take corrective action as required in accordance with workplace procedures</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• Detect and assess hazards in the work area and report to appropriate personnel</li> <li>• Locate and assess safety, health and environmental issues and risks in the work area and report to appropriate personnel</li> <li>• Monitor quality of output and follow product care procedures</li> <li>• Provide feedback to team members to encourage, value and</li> </ul>

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
	reward team members' efforts and contributions
Planning and organising	<ul style="list-style-type: none"> <li>• Assess products for quality and customer specification requirements</li> <li>• Efficiently conduct quality and product care procedures in accordance with environmental legislation and workplace procedures</li> <li>• Identify team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members</li> <li>• Research and apply comparisons between products and services</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• Develop and maintain product knowledge according to store policy and legislative requirements</li> <li>• Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers</li> <li>• Follow safe workplace procedures for dealing with environmental incidents, accidents, and emergencies within scope of responsibilities</li> <li>• Integrate care for the environment into all day-to-day activities</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• Identify opportunities for professional development</li> <li>• Implement training and operational controls in accordance with workplace procedures - training may include in-house or external training programs or one-on-one supervision, programs that maintain up-to-date knowledge of legislative changes at the local, State and Federal level</li> <li>• Practise and record emergency and evacuation procedures in the event of an emergency</li> <li>• Support the team to identify and resolve problems which impede its performance</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• Select and use equipment appropriate to work task requirements in accordance with manufacturer's recommendations - equipment is to include equipment necessary to complete work tasks, and 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 II, III or IV 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	BSBFLM312C	Contribute to team effectiveness
	FPICOR2201B	Work effectively in the forest and forest products industry
	FPICOR3201B	Implement safety, health and environment policies and procedures
	FPICOR3202B	Conduct quality and product care procedures
	SIRRRPK214	Recommend specialised products and services
	SIRXSLS303	Build relationships with customers

### GROUP A ELECTIVE UNITS

Field	Unit Code	Unit Name
Logyard and/or Material Preparation	FPICOT3203B	Weigh loads
Retail	FPICOT3251A	Promote the carbon benefits of wood products
	FPITMM3203B	Estimate and cost job
	SIRRRPK010A	Recommend home and home improvement products and services

	SIRXFIN003A	Produce financial reports
	SIRXICT303	Operate retail information technology systems
	SIRXINV002A	Maintain and order stock
	SIRXMER303	Coordinate merchandise presentation
	SIRXMER406	Monitor in-store visual merchandising display
	SIRXMER202	Plan, create and maintain displays
	SIRXWHS302	Maintain store safety
	SIRXRSK002A	Maintain store security
	SIRXRSK003A	Apply store security systems and procedures
	SIRXSLS304	Coordinate sales performance
Grading & Testing	FPICOR3204B	Visually assess materials
	FPICOT3240B	Grade heavy structural/engineered products
	FPICOT3246B	Test heavy structural/engineered products
	FPICOT3250A	Prepare timber to meet import/export compliance requirements
Timber Products	FPICOT3204B	Prepare and interpret sketches and drawings
	FPICOT3218B	Quote and interpret from manufactured timber product plans
Warehousing & Distribution	FPICOT3236B	Coordinate stock control procedures
	TLIA3018A	Organise despatch operations

## GROUP B ELECTIVE UNITS

Field	Unit Code	Unit Name
Machinery & Equipment	TLIC3004A	Drive heavy rigid vehicle
	TLIC3005A	Drive heavy combination vehicle
	TLID3011A	Conduct specialised forklift operations
	TLID3014A	Load and unload vehicles carrying special loads
Safety & Quality Processes	FPICOT3254A	Implement environmentally sustainable work practices in the work area/work site
	HLTFA403C	Manage first aid in the workplace
	TLID3035A	Operate a boom type elevating work platform
	HLTFA402C	Apply first aid
Administration & Business	BSBFIA301A	Maintain financial records
	BSBINM301A	Organise workplace information
	BSBITU306A	Design and produce business documents
	ICAICT308A	Use advanced features of computer applications
Communication & Relationships	BSBCMM301B	Process customer complaints
	BSBFLM303C	Contribute to effective workplace relationships
Planning & Analysis	BSBFLM305C	Support operational plan
	BSBINN201A	Contribute to workplace innovation