



Australian Government

FPI30611 Certificate III in Timber Merchandising

Release 4

FPI30611 Certificate III in Timber Merchandising

Modification History

Release 4

Two imported units of competency updated:

- Elective unit HLTAID006 replaces HLTFA412A
- Elective unit HLTAID008 replaces HLTFA403C

Release 2

Three new units added to elective bank:

- FPICOT2241
- FPICOT3263
- FPICOT3264

Updated imported unit HLTFA412A replaces HLTFA402C – Not equivalent
Imported units updates to current release:

- SIRRRPK010A
- SIRXFIN003A
- SIRXINV002A
- SIRXRSK002A
- SIRXRSK003A

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

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

| | |
|-------------------------|--|
| | reward team members' efforts and contributions |
| Planning and organising | <ul style="list-style-type: none"> Assess products for quality and customer specification requirements Efficiently conduct quality and product care procedures in accordance with environmental legislation and workplace procedures Identify team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members Research and apply comparisons between products and services |
| Self-management | <ul style="list-style-type: none"> Develop and maintain product knowledge according to store policy and legislative requirements 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 Follow safe workplace procedures for dealing with environmental incidents, accidents, and emergencies within scope of responsibilities Integrate care for the environment into all day-to-day activities |
| Learning | <ul style="list-style-type: none"> Identify opportunities for professional development 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 Practise and record emergency and evacuation procedures in the event of an emergency Support the team to identify and resolve problems which impede its performance |
| Technology | <ul style="list-style-type: none"> 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 Use a range of communication/electronic equipment |

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 Title |
|-------|-------------|--|
| 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 Title |
|-------------------------------------|-------------|--|
| Logyard and/or Material Preparation | FPICOT3203B | Weigh loads |
| | FPICOT3264 | Build and maintain timber stacks |
| Retail | FPICOT2241 | Apply wood and timber product knowledge |
| | 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 Title |
|--|------------------|---|
| 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 |
| | FPICOT3263 | Maintain and contribute to energy efficiency |
| | HLTAID006 | Provide advanced first aid |
| | HLTAID008 | Manage first aid services and resources |
| | TLID3035A | Operate a boom type elevating work platform |
| 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 |