



Australian Government

FWPCOR3202 Conduct quality and product care procedures

Release: 1

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Modification History

Release	Comment
1	Replaces equivalent unit FPICOR3202B Conduct quality and product care procedures, which was first released with FPI11 Forest and Forest Products Training Package Version 2.2. This is the first release of this unit in the new standards format.

Application

The unit of competency describes the outcomes required to monitor the quality of output, following quality and product care procedures in a variety of work settings, including a forest environment, saw mill, wood chip mill, veneer mill, board/plywood mill, timber treatment plants, downstream processing of timber, forest products factory, forest products sales and service, horticultural, domestic, local council, emergency services environment.

This unit is relevant for a broad range of job roles across a range of industry sectors. The product referred to in this unit may be trees, logs, seed, planting stock, timber, panels or board.

No licensing, legislative, regulatory, or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Forest Growing and Management

Harvesting and Haulage

Sawmilling and Processing

Timber Manufactured Products

Timber Merchandising

Wood Panel Products

Timber Truss and Frame Design and Manufacture

Elements and Performance Criteria

ELEMENTS <i>Elements describe the essential outcomes.</i>	PERFORMANCE CRITERIA <i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.</i>
1. Prepare to apply quality and product care procedures.	1.1 Review work order and where required check with appropriate personnel. 1.2 Identify quality system procedures to be applied. 1.3 Visually inspect products before processing in line with work health and safety (WHS) policies and procedures. 1.4 Determine product specifications.
2. Monitor and control care of products.	2.1 Plan product recovery to optimise the resource value and minimise waste. 2.2 Plan potential of materials to provide the highest value added return. 2.3 Assess and report on species, timber structure, features and characteristics as required by the enterprise. 2.4 Grade materials and direct to best end use in line with industry standards as required by the enterprise. 2.5 Regularly maintain and adjust machinery and equipment to minimise waste and damage. 2.6 Assess and rectify problems as they occur to avoid further loss of product.
3. Monitor and control quality of output.	3.1 Assess products against quality and customer specification requirements. 3.2 Prepare products for despatch in a manner that prevents or minimises damage. 3.3 Supply customer with finished products in line with work order and workplace procedures. 3.4 Record and report on quality and product care procedures in line with workplace procedures.

Foundation Skills

This section describes those core and employment skills that are essential to performance and

are not explicit in the performance criteria.	
Oral communication skills to:	establish and maintain communication with others in the workplace while inspecting products to ensure own safety and that of others.
Reading skills to:	read at times complex workplace procedures and product documentation.
Numeracy skills to:	estimate and measure products and compare them to specifications.

Range of Conditions

Not Applicable

Unit Mapping Information

FPICOR3202B Conduct quality and product care procedures

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPCOR3202 Conduct quality and product care procedures

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1	Replaces equivalent unit FPICOR3202B Conduct quality and product care procedures, which was first released with FPI11 Forest and Forest Products Training Package Version 2.2. This is the first release of this unit in the new standards format. Assessment requirements now specify the performance and knowledge evidence, as well as assessment conditions for this unit of competency. These sections simplify and replace components used in the previous unit format, including Required Skills and Knowledge, Evidence Guide and Range Statement

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. If a specific volume or frequency is not stated below, then evidence must be provided that the following requirements have been performed on at least one occasion:

- follow organisational policies and procedures relevant to conducting quality and product care procedures
- conduct quality and product care procedures in line with environmental legislation and workplace procedures
- record and report workplace information and maintain documentation in regard to the product care and control.

Knowledge Evidence

A person competent in this unit must be able to demonstrate knowledge of:

- workplace procedures relating to product quality and care specified in performance evidence:
 - communicating product requirements and outcomes of product review
 - identifying and resolving faults with product
 - recording and reporting workplace information
 - maximising product or resource use
 - assessing timber for recovery
- environmental protection requirements in relation to:
 - safely disposing of waste material
 - organisational guidelines for recycling defective product, off-cuts and residue

- indicators of sub-standard product:
 - breakages
 - contamination
 - holes
 - insect attack
 - machine-caused defects
 - variable surface finishes
 - timber colour
- mathematical procedures for estimating and measuring product against specifications
- requirements of the following quality systems that would apply to product care and quality:
 - enterprise-based system
 - ISO9000 series
 - second party certification
 - third party certification
- specifications of the products being processed
- types of tools and equipment used in the product process, and procedures for their safe use and maintenance
- work health and safety policies and procedures relevant to product care and quality:
 - personal protective equipment and clothing
 - safety equipment
 - eliminating hazardous materials and substances
 - first aid equipment
 - identifying hazards in the work process and assessing and controlling their risk
 - managing fatigue
 - manual handling techniques
 - machine isolation and guarding.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessors must:

hold the appropriate competency standards as outlined in the regulations; and

be able to demonstrate vocational competencies at least to the level being assessed; and

be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

Assessment Conditions

The following resources must be made available:

- product and equipment relevant to undertaking work applicable to this unit
- product specification manuals

- work instructions and procedures:
- customer service procedures
- product care procedures
- quality system information
- relevant personnel for the purposes of communicating information.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessor requirements

Assessors must:

- hold the appropriate assessor competency standards as outlined in regulations; and
- be able to demonstrate vocational competencies at least to the level being assessed; and
- be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

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