



Australian Government

Assessment Requirements for FWPCOT3269 Provide specialised timber product solutions

Release: 1

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Modification History

Release	Comment
1.0	New unit. First introduced in FWP Release 2.0. 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:

- provide accurate and detailed information about wood and timber products to customers/clients
- develop solutions based on customer requirements, including:
 - appropriate wood and timber product selection
 - design/utility issues
 - product handling
 - fixing/installation and treatment requirements and issues
 - quantities
 - pricing
 - warranties
- conduct merchandising activities within legislative, certification and design systems, including WH&S, environmental, quality, design, chain of custody systems and organisational systems
- advise customer from sketches and diagrams and technical specifications
- effectively manage customer relations
- monitor sales process to improve customer satisfaction
- access and interpret standards, reference documents, supplier specifications and related information to select suitable products
- select wood and timber and related products to suit trade and end user requirements

- keep up to date on emerging wood and timber technology applications and services.

Knowledge Evidence

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

- common and specialised wood, timber and related products for domestic and commercial use
- properties, characteristics, features, grades and benefits of wood, timber and related products
- different timber treatments, suitable applications and impacts of different product options
- product fixing/construction and cross-trade issues, including fixing options, pre-priming of hardwood, moisture protection for H3, design for moisture shedding, colour or finish.
- sales-related information including pricing, warranty, payment options, delivery options
- specialist licensed trade installation information that impacts on product selection
- aspects of legislative, certification and design systems applicable to merchandising activities, including Workplace Health and Safety (WHS), environmental, design, chain of custody, organisational and reporting/record keeping requirements
- principles and practices for effective customer relationship management
- effective interpersonal communication techniques
- sources to access information on new and emerging technologies and products.

Assessment Conditions

The following resources must be made available:

- computers, keyboards, printers and software used to access information internal and external to the organisation
- legislative, certification and design system documentation including WH&S, environmental, quality, design, chain of custody and organisational systems in print or electronic format
- recording and reporting media in print or electronic format
- customer service standards and related documentation
- manufacturer product specifications, references and related industry literature in print or electronic format.

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 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.

Links

Companion Volume implementation guides are found in VETNet -

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