



Australian Government

FWPCOT3269 Provide specialised timber product solutions

Release: 1

FWPCOT3269 Provide specialised timber product solutions

Modification History

Release	Comment
1	New unit. First introduced in FWP Release 2.0. This is the first release of this unit in the new standards format.

Application

This unit of competency describes the outcomes required to provide advice and solutions to customers, clients and other sales staff using advanced/specialised wood and timber product knowledge. It includes advice on product selection, quality and quantity, price, services and warranties with respect to wood and timber products. Clients include domestic and commercial individuals and businesses in both retail and wholesale settings.

This unit requires the ability to source relevant product technical information, develop client solutions that meet safety and design needs, explain product options and impacts, work within established systems including WH&S, quality, chain of custody, and manage client relationships.

The unit applies to job roles including Customer service/salesperson (retail or wholesale), Customer Service Officer, Sales and Merchandising Team Leader, Sales and Merchandising Team Leader (timber products), Timber Adviser, Yard Person.

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

Pre-requisite Unit

Nil

Unit Sector

Timber Merchandising

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<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. Develop	1.1 Establish and clarify scope of work with customer/client, including

ELEMENTS	PERFORMANCE CRITERIA
complete customer solutions	intended application and environment, and the critical integrity of the structure. 1.2 Identify suitable products by accessing relevant sources of information. 1.3 Convey detailed features, specifications, benefits, impacts of different product options and fixing/construction issues to customer/client to assist buying decisions. 1.4 Accurately determine product quantities and pricing according to customer/client requirements. 1.5 Provide customer/client with accurate product warranty, payment options, delivery, inclusions and other relevant sale-related information.
2. Conduct merchandising activities within legislative, design and organisational systems	2.1 Interpret and apply legislative, design and organisational system requirements to work activities. 2.2 Follow the processes and procedures that deliver products safely to the customer and which are fit for purpose. 2.3 Ensure recommendations comply with legislative, design and building code requirements. 2.4 Interpret and communicate specific fitting and installation instructions or recommendations to customers/clients.
3. Manage customer relations	3.1 Coordinate and manage delivery of services and products to ensure they effectively and efficiently meet customer service standards. 3.2 Ensure effective interpersonal techniques are applied to client interactions. 3.3 Contribute to the development, refinement and improvement of customer service standards, policies and processes. 3.4 Identify customer service problems and make or recommend adjustments to maintain and improve quality of customer service.
4. Select wood and timber for different applications	4.1 Relate properties, characteristics, features, grade, and treatments of wood and timber products to a range of domestic and commercial applications. 4.2 Select the most appropriate wood and timber products to suit customer installation and construction and cross-trade requirements, and end use. 4.3 Confirm selections with manufacturer data and recommended applications. 4.4 Obtain specialist licensed trade installation information from customer and relate to product selection to ensure product integrity is maintained. 4.5 Provide detailed installation requirements for timber products to timber trade, cross-trade, retail and end use customers.

ELEMENTS	PERFORMANCE CRITERIA
5. Research and apply new developments in wood, timber and related products	5.1 Use business technologies and networks to access, monitor and select information according to organisation requirements. 5.2 Identify emerging wood and timber technology trends, their uses, impacts and benefits. 5.3 Assess the value of new technologies, services and products to the organisation and marketplace, including ways to promote and advance both organisation and industry. 5.4 Communicate new innovations that may suit end user applications to staff, colleagues and customers.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.

Learning skills to:	- ascertain applications and explain implications of new and existing products to customers - independently locate, evaluate and organise product and related information in familiar and unfamiliar contexts. - build on, confirm and verify knowledge of technology, products, fixings, applications and installation issues - reflect on customer service experiences and incorporate into customer interactions
Numeracy skills to:	estimate, measure, calculate and cost product solutions and options
Oral (verbal and non-verbal) communication skills to:	- convey product, technical and sale related information in a manner appropriate to customer/client - confirm and verify own understanding of products and features, applications and issues
Reading skills to:	- interpret technical and product information and data - comprehend product related terminology - extract relevant information from manufacturer product specifications, reference publications and online sources
Writing skills to:	- establish scope of work, clarify product options, record sale related information - convey written product and sale information and pricing appropriate to customer/client
Other employment skills to:	- prepare basic sketches - clarify information on customer basic sketches

Research skills	• find solutions to customer needs • to keep up to date with industry products and services
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Range of Conditions

Not Applicable

Unit Mapping Information

No equivalent unit.

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 FWPCOT3269 Provide specialised timber product solutions

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.

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