



Australian Government

FWPCOT3302 Access and provide timber and wood product information

Release: 1

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Modification History

Release	Comments
Release 1	This version released with FWP Forest and Wood Products Training Package Version 6.0.

Application

This unit of competency describes the skills and knowledge required to apply wood and timber product knowledge in the workplace and promote the benefits of wood and timber products to a range of customers and others. The unit includes identifying wood and timber products, accessing accurate information on wood and timber products, and providing information to customers and others about those products.

The unit applies to individuals who work as customer service/sales assistants and sales and team leaders and are responsible for providing advice on timber and wood products.

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

Pre-requisite Unit

Nil

Unit Sector

Common Technical (COT)

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.</i>
1. Identify types, characteristics and certification arrangements for wood and timber products	1.1 Identify physical and mechanical properties of wood and timber that affect wood and timber quality 1.2 Identify the names, types, uses and qualities of domestically sourced and imported wood and timber products 1.3 Identify the responsible agency, purpose and legal status of forest,

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	wood and timber product certification, labelling and chain of custody schemes
2. Access information on wood and timber products	2.1 Identify sales or operational need for wood and timber product information 2.2 Identify and use a range of methods to access sources of wood and timber product information 2.3 Assess sources of wood and timber product information 2.4 Source specific product information to meet sales or operational need
3. Advise on wood and timber products	3.1 Promote characteristics and benefits of wood and timber products using correct industry terminology to customers and others 3.2 Respond to enquiries from customers and others using correct industry terminology about wood and timber products 3.3 Provide advice to customers and others on the suitability of wood and timber products for specific end uses 3.4 Provide advice to customers and others on common wood and timber treatment methods, preservatives and exposure hazards 3.5 Provide advice to customers and others on timber coatings and finishes for specific end uses
4. Maintain wood and timber product knowledge	4.1 Obtain information to update own knowledge of wood and timber products on an ongoing basis 4.2 Source and access information on current and emerging wood and timber product developments 4.3 Share new or updated wood and timber product information with colleagues

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
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Skill	Description
Reading	- Interpret workplace documentation to determine requirements - Research, sort and interpret diverse wood and timber product information
Writing	Prepare notes and basic summaries of information
Oral communication	Question suppliers about wood and timber product details
Numeracy	- Interpret diverse numerical and graphical information on wood and timber product characteristics - Interpret volume and ratio data related to the use of wood and timber treatments, coatings and finishes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOT3302 Access and provide timber and wood product information	FWPCOT2241 Apply wood and timber product knowledge	Title amended Clarified Application Reworded Elements and Performance Criteria Updated Knowledge Evidence, Foundation Skills, Performance Evidence and Assessment Conditions	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPCOT3302 Access and provide timber and wood product information

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- researched and provided wood and timber product information in response to three different sales-related and/or operations-related enquiries
- used at least two of the following sources to access wood and timber product information for each of the above enquiries:
 - internet or intranet
 - supplier of the product
 - product library
 - product catalogue
 - trade and technical publications
 - tradespeople or timber industry professionals
 - social media websites
 - state and federal government information systems
- used correct industry terminology and common abbreviations in response to each of the above enquiries for product information
- shared product information with colleagues gained in responding to each of the above enquiries for product information.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- distinction between wood and timber
- distinction between softwood and hardwood
- names, types, uses and qualities of domestically sourced and imported wood and timber products, including products made from recycled wood

- suitable species and product types for wood and timber applications
- physical and mechanical properties of wood and timber
- criteria for determining wood and timber quality
- origin, name, appearance, properties, defects and uses of common timber species, including:
 - durability
 - density
 - sawing orientation
 - strength group
 - shrinkage
 - joint strength
 - lyctus susceptibility
 - fire rating
 - hardness
- methods, preservatives and exposure hazards relating to manufactured timber: engineered products, laminated veneer lumber (LVL), medium density fibreboard (MDF), plywood, and particle board
- manufacturer product literature covering features and benefits of wood and timber products, including:
 - carbon storage
 - low embodied energy
 - renewability
 - reuse
 - sustainability of the forest resources
 - new applications and services over alternative materials and products
- certification, labelling and chain of custody schemes and their purpose in the forestry industry
- timber grades and their uses for client applications
- procedures for matching timber coatings and finishes to specific end uses
- wood preservatives and associated safety data sheets
- techniques for maintaining wood and timber product knowledge
- procedures for recording and reporting information provided to customers.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace location or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - the internet

- digital device to access wood and timber product information
- industry sources of product information
- specifications:
 - access to work order or instruction detailing activities to be carried out by operator
 - access to documentation related to workplace health and safety, environmental, design and chain of custody of wood and timber products
 - access to workplace procedures and forms for providing advice and reporting/ keeping reports.
- relationships:
 - customers and colleagues with whom the individual can interact; these can be customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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