



Australian Government

Assessment Requirements for FWPCOT4210 Provide specialised timber product solutions

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.

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:

- prepared and provided wood and timber product solutions for two different customers/clients who required the application of specialised wood and timber product knowledge and effective customer/client management
- selected wood and timber products for three different applications that required specialised wood and timber product knowledge
- accessed and assessed information on two new wood and timber technology applications, and shared this information with staff, colleagues and/or customers/clients.

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:

- 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, 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, environmental, design, chain of custody, organisational and reporting/record-keeping requirements
- principles and practices for effective customer relationship management

- effective interpersonal communication techniques for sharing wood and timber product information with staff, colleagues and/or customers/clients
- sources of information and methods to use these sources to access information on new and emerging wood and timber technologies and products.

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:
 - wood and timber product information
- specifications:
 - access to customer/client requirements for wood and timber products
 - access to workplace 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 to customers/clients and reporting/keeping records
- 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.

Links

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