



Australian Government

Department of Education, Employment and Workplace Relations

LMTTF3001A Identify customer requirements (on site)

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the skills and knowledge required to establish and document customer requirements on site with the customer.

Application of the Unit

Application of the Unit

This unit applies to identifying and documenting customer requirements from the customer and from a site inspection, using discretion, initiative and judgement on the job.

All elements of this unit are performed under the general guidance and review of a supervisor.

Work may be conducted in a variety of environments, such as:

- operational indoor workplaces
- operational outdoor workplaces
- restricted or confined spaces
- hazardous or exposed conditions

Work may be conducted in small to large scale enterprises and may involve individual and team activities. Work is performed within defined procedures under direct supervision.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of communication and team work skills to gain customer information and confirm job requirements. Problem solving and initiative and enterprise skills are required to ensure all required information is obtained during site visit and on site protocols are adhered to.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Approach customer and initiate process	1.1 Contact and rapport is established with the customer 1.2 Personal identification is provided and purpose of visit confirmed 1.3 Process for ascertaining customer's needs is explained 1.4 Permission is obtained to inspect location, take measurements and gather relevant information
2 Obtain detailed information from customer	2.1 Customer requirements are identified by gathering detailed information from customer 2.2 Preliminary product information and options are presented and discussed with customer 2.3 Customer requirements are documented
3 Conduct site inspection	3.1 Ladders or steps are used in accordance with OHS practices where necessary 3.2 Ladders, steps or bosun's chair are appropriately selected to enable inspection of site and taking of measurements 3.3 Ladder or other device is secured and adequately supported 3.4 Appropriate barriers and signs are erected when operator is overhead 3.5 Assistance is used as necessary when working above ground or deck 3.6 Safe anchor points for products or other relevant architectural or marine structural equipment are identified 3.7 Measurements are taken and special features likely to affect installation of products or their performance in service are noted 3.8 Results of inspection are recorded 3.9 Items shifted or removed during the information gathering process are replaced 3.10 Customer equipment used in the inspection process is returned 3.11 Customer is notified when operator is leaving the site

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Demonstrates knowledge of:

- hazards associated with working at heights
- range of products and services offered by the workplace
- principles of operating products and equipment
- types of materials and their applications
- limitations of canvas and other materials used
- types of strengthening and fastenings
- the service life of different materials
- instruments and techniques for measuring
- mathematical processes
- mathematical formulae (eg areas, volumes)
- labour rates and approximate costs of products and materials
- power sources such as single phase, three phase, and weather protected outlets
- environmental requirements of relevant industry and workplace procedures
- general industry housekeeping policies and procedures
- OHS practices, including hazard identification and control measures
- quality practices
- workplace practices
- practices for recording and reporting

Demonstrates skills to:

- locate and interpret technical information about products, materials, equipment, and operating procedures
- greet customer in an appropriate manner
- demonstrate product knowledge
- identify and confirm customer needs
- ask appropriate questions
- clarify areas of ambiguity
- provide feedback to customer
- estimate costs
- read, interpret, and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Demonstrates skills and knowledge to:

- interpret work requirements
- interpret specifications and instructions for products and materials offered to customers
- conduct an inspection of the site to determine work requirements
- arrange and adapt to work area, to enable inspection to be conducted safely and efficiently
- document and communicate work related information; including measurements, specifications, customer details and requirements
- comply with all relevant safety requirements including safe use of ladders, steps, measuring tools (including laser devices), and other equipment

Consistently applies skills and knowledge when:

- organising work
- completing tasks
- identifying improvements
- using workplace practices
- using OHS practices
- recording and reporting accidents and incidents
- assessing operational readiness of equipment used and work processes
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- completing work systematically with attention to detail without damage to goods and equipment

Context and specific resources for assessment

Assessment may occur on the job or in an appropriately simulated environment and requires access to work areas, materials and equipment, and to information on workplace practices and OHS practices.

Guidance information for assessment

This unit may be assessed independently or in combination with other relevant units. However, it may be found convenient to assess it in conjunction with *LMTTF2005A Translate information into measurements or diagrams*.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative/regulatory requirements All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.

Customer requirements may include

- types of materials
- types of products and equipment
- operating principles and mechanisms
- costs
- timelines
- colours
- size, dimensions, shape
- delivery and installation dates
- installation procedure to be followed

OHS practices

Unit Sector(s)

Sector Textile Fabrication