



Australian Government

Department of Education, Employment and Workplace Relations

LMTTF3002A Gain customer acceptance of service proposal

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the skills and knowledge required to gain customer acceptance of a proposal to provide a product and service.

Application of the Unit

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This unit applies to establishing and documenting a proposal to meet customer requirements and obtaining agreement for work to proceed. Interaction with the customer is usually performed individually but may involve collaborative approach with other personnel from the operator's workplace.

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 skills to confirm and document job requirements, present information to the customer and gain agreement about work processes. Planning and organisational skills are also used to establish work processes. This unit also requires problem solving skills and initiative and enterprise in order to determine alternative solutions to meet customer requirements. Self management skills are applied to ensure workplace and quality standards are achieved.

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 Develop customer proposal	1.1 Documentation is reviewed to confirm all required information is available 1.2 Customer requirements are established 1.3 Products, processes and service for customer are determined 1.4 Alternatives are identified 1.5 Material and production requirements are determined 1.6 Costs are calculated for proposed service 1.7 Timing, costs and service are assessed against customer requirements 1.8 Proposal is developed and documented for customer 1.9 Proposal includes consideration of OHS practices
2 Present proposal to customer	2.1 Customer is contacted and proposal presented in person or by other arranged means 2.2 Customer is provided with detailed information regarding products, processes, and alternative solutions which could satisfy customer requirements including 2.3 Features and benefits of proposal are discussed with the customer
3 Seek customer acceptance	3.1 Customer approval of proposal is assessed and confirmed 3.2 Required changes to the proposal are identified and proposal modified accordingly 3.3 Customer acceptance is obtained if possible
4 Confirm service to be provided	4.1 Customer address and contact details are confirmed 4.2 Agreement is established with the customer and signature obtained 4.3 Time, product and service to be provided are confirmed and delivery arranged 4.4 Duplicate of proposal and agreement are provided to customer for future reference 4.5 Where applicable, deposit or other payment is obtained from customer or payment is arranged 4.6 Customer receipt is provided, noting form of payment

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 enterprise
- principles of operating products and equipment
- types of materials and their applications
- limitations of canvas and other materials used
- types of strengthening and fastenings
- service life of different materials
- instruments and techniques for measuring
- mathematical processes
- mathematical formulas (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 customer requirements
- provide detailed product information to customer
- interpret specifications and instructions for products and materials offered to customers
- prepare product and service proposals
- prepare installation procedures
- discuss service options with customer
- arrange and accept payment from customer
- document and communicate work related information including product information, customer requirements, installation and operating procedures, costing, and special conditions

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.

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.
Documentation may include	• sketches, diagrams and maps • dimensions and measurements • documentation on customer 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	OHS practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may include: • manual handling techniques • standard operating procedures • personal protective equipment • safe materials handling • taking of rest breaks • ergonomic arrangement of workplaces • following marked walkways • safe storage of equipment • housekeeping • reporting accidents and incidents • other OHS practices relevant to the job and enterprise

Unit Sector(s)

Sector Textile Fabrication