



Australian Government

Assessment Requirements for MSTTF3002

Gain customer acceptance of service proposal

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to LMTTF3002A Gain customer acceptance of service proposal

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least three occasions and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- applying relevant standards
- establishing customer requirements and determining products, processes and services for customer, on at least three (3) occasions
- calculating costs and identifying details of proposed products and services
- providing customer with detailed proposal in person, or electronically or other appropriate method
- answering customer queries to clarify or amend proposal if required
- developing written proposal for customer approval, incorporating all required details, including costs, products and services and timeframe
- establishing agreement with the customer and obtaining signature and deposit or arranging other payment
- completing required documentation for customer and own workplace according workplace procedures.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- workplace documentation and procedures for establishing agreements to provide services
- 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 for area and volume
- labour rates and approximate costs of products and materials
- power sources such as single phase, three phase, and weather protected outlets
- work health and safety (WHS) and environmental requirements of relevant industry and workplace procedures
- general industry housekeeping policies and procedures
- WHS practices, including hazard identification and control measures
- quality practices
- workplace procedures
- practices for documenting agreements and recording and reporting provision of products and services.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in gaining customer acceptance of service proposal, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>