



Australian Government

MSTTF3002 Gain customer acceptance of service proposal

Release: 1

MSTTF3002 Gain customer acceptance of service proposal

Modification History

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

Application

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

The unit of competency 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, outdoor workplaces or on site.

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.

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

Pre-requisite Unit

Nil

Competency Field

Textile fabrication

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Develop customer proposal	1.1	Review documentation to confirm all required information is available
		1.2	Establish customer requirements and determine products, processes and service for customer

- 1.3 Identify alternatives and determine material and production costs
 - 1.4 Calculate costs for proposed service
 - 1.5 Assess timing, costs and service against customer requirements
 - 1.6 Develop proposal and document for customer
- 2 **Present proposal to customer**
 - 2.1 Contact customer and present proposal in person, or by using digital technology or by other arranged means
 - 2.2 Provide customer with detailed information regarding products, processes and alternative solutions, which could satisfy customer requirements
 - 2.3 Discuss features and benefits of proposal with the customer
- 3 **Seek customer acceptance**
 - 3.1 Respond to any customer concerns, seek customer approval and acceptance, and confirm agreement
 - 3.2 Identify any required changes to the proposal and modify proposal accordingly
 - 3.3 Obtain customer acceptance
- 4 **Confirm service to be provided**
 - 4.1 Confirm customer address and contact details
 - 4.2 Establish agreement with the customer and obtain signature
 - 4.3 Confirm time, product and service to be provided and arrange delivery
 - 4.4 Provide duplicate of proposal and agreement to customer for future reference
 - 4.5 Obtain deposit, where applicable, or arrange other payment from customer
 - 4.6 Provide customer receipt and record form of payment

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures (SOPs)
- 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
- work health and safety (WHS) practices

Australian Standards include:

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

Documentation includes one or more of the following:

- sketches, diagrams and maps
- dimensions and measurements
- documentation on customer requirements

Customer requirements include one or more of the following:

- types of materials
- types of products and equipment
- operating principles and mechanisms
- costs
- timelines
- colours
- size, dimensions and shape

- delivery and installation dates
- installation procedure to be followed

WHS practices

WHS practices include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and include one or more of the following:

- manual handling techniques
- SOPs
- personal protective equipment (PPE)
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- environmental practices

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MSTTF3002 Gain customer acceptance of service proposal

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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.

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