



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>