

40085**Establish customer requirements and develop a concept for an advanced textiles project**

Kaupae Level	4
Whiwhinga Credit	5
Whāinga Purpose	<p>This skill standard is intended for people who want to learn how to establish a customer's requirements for a large or complex advanced textiles project and develop a concept to present to the customer.</p> <p>This skill standard can be used in programmes leading to the New Zealand Certificate in Advanced Textiles (Level 4) with strands in Industrial Textiles Fabrication, and Industrial Trimming [Ref: 5060].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Establish customer requirements for a large or complex advanced textiles project.	a. Explain the factors that influence customer requirements.
	b. Establish and record customer requirements.
2. Develop and present a concept for a large or complex advanced textiles project.	a. Identify the legislation and/or industry standards relevant to the project.
	b. Confirm customer requirements and final material and component selection meet the relevant legislation and/or industry standards.
	c. Carry out initial measurements and develop hand or computer-generated concept sketch.
	d. Present concept and options to customer for signoff.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

The evidence presented for assessment against this skill standard must be consistent with safe working practices and be in accordance with applicable workplace requirements, industry guidelines, legislative requirements, and manufacturer's information.

Evidence must be provided of establishing customer requirements and producing a concept sketch for three different large or complex projects. The customer may be internal or external.

Examples of projects that may be used include (but are not limited to) manufacture or repair of: vehicle and marine upholstery, boat covers, convertible tops, tonneau covers, protective covers, clear enclosures, carpets, tarpaulins, tents and marquees, screens and blinds, awnings, shade sails, canopy structures, tension membrane skins and textile structures.

Definitions

Complex projects – projects that have a level of complexity in their production, e.g. multiple materials to be sourced, advanced technical skills required, coordination of other agencies or contractors, multiple components or parts to the product.

External customers – a customer who purchases a company's projects but is not an employee or part of that company.

Industry guidelines – those practices and procedures commonly used as standard procedures to produce items of acceptable saleable quality in the industrial textile fabrication or trimming industry such as related textbook descriptors.

Internal customers – a person or department inside the company who needs the assistance of another part of the company to complete their job, e.g. a sales, engineering or installation department.

Large projects – projects that have additional production requirements due to their size or volume, e.g. high quantity of material, high labour needs, large production area.

Manufacturer's information – technical information for a machine or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.

Material(s) – fabric, fittings and any other components used in the manufacture of industrial textile fabrication or trimming projects.

Workplace requirements – instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Factors that have a bearing on customer requirements such as dimensions, aesthetics, end use, environment and construction, material and component requirements, waterproof, fire retardancy, size constraints, customer budget, time deadlines, product and company warranties.
- Relevant legislation and/or industry standards such as the Building Act 2004, Low Volume Vehicle Code, NZ Audited Boat Building Standard Compliance Plate Certification (CPC) programme.
- Importance of job requirements meeting the statutory, local body and environmental requirements, such as engineering consultation.
- Material and component options such as price, availability and delivery, performance, warranty and support.

Rauemi | Resources

Legislation, regulations and/or industry standards relevant to this skill standard include but are not limited to:

- Health and Safety at Work Act 2015
- Fair Trading Act 1986
- Consumer Guarantees Act 1993
- Privacy Act 2020
- Building Act 2004
- [Low Volume Vehicle Code](#) (LVVC)
- [NZ Audited Boat Building Standard Compliance Plate Certification](#) (CPC) programme

- Civil Aviation Act 1990
- Civil Aviation Act 2023
- [Aviation Rules](#).

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this skill standard will take precedence for assessment purposes, pending review of this skill standard.

Legislation can be accessed at: <https://www.legislation.govt.nz>.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Hanga-Aro-Rau Engineering, Manufacturing and Logistics Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Manufacturing > Industrial Textile Fabrication > Industrial Textile Fabrication Core Skills
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0014

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	29 August 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

Please contact Hanga-Aro-Rau Engineering, Manufacturing and Logistics Workforce Development Council at qualifications@hangaarorau.nz if you wish to suggest changes to this skill standard.