

40091**Lead post completion and customer handover processes for an advanced textiles project**

Kaupae Level	4
Whiwhinga Credit	4
Whāinga Purpose	<p>This skill standard is intended for people who want to learn how to lead the preparation of a finished advanced textiles project for pick up, dispatch, or installation, and effectively communicate with an internal or external customer post completion, including handover of product, use and care instructions and warranties.</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. Co-ordinate sign-off from internal and external stakeholders.	a. Confirm with internal stakeholders that the project is completed in accordance with project requirements.
	b. Confirm with external stakeholders that the completed project meets agreed project requirements.
2. Communicate post-completion handover instructions on use, care, and maintenance of product.	a. Arrange for finished product to be delivered to the end user and installed if required.
	b. Produce documentation associated with the finished product to support legal and regulatory requirements.
	c. Provide information about the correct use, care and maintenance of product to end user.

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 two projects.

Definitions

External stakeholders – a customer who purchases a company's products but is not an employee or part of that company. This can include customers working on behalf of the end user, such as a designer, builder or architect.

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 stakeholders – 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.

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.

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

- Sign off processes, such as:
 - confirmation finished product meets job specifications and relevant quality checks have been completed.
 - recording and verification of relevant costing information in accordance with company procedures and documentation.
 - preparation of finished product for pickup, dispatch or installation.
 - customer requirements for finished product, such pick up, delivery, on-site installation.
- Relevant written information for the customer, such as manufacturer's instructions, warranties, compliance documentation.

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.

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.