

Title	Provide flooring installation complaints service in the flooring industry		
Level	4	Credits	15

Purpose	People credited with this standard are able to accept and confirm customer complaints for flooring installation, and carry out site inspection and recommend action.
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Classification	Construction Trades > Flooring
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Available grade	Achieved
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Guidance Information

- 1 Performance of the elements of this unit standard must comply with the following legislation and guides: The Building Act 2004; Health and Safety in Employment Act 1992, and its subsequent amendments; *A Guide to Health and Safety in Employment Act 1992* (2003 – 2nd edition), published by the Department of Labour and available at <https://www.worksafe.govt.nz/>.
- 2 *Workplace procedures* are all authorised instructions, processes and work practices carried out in the workshop, factory, shop and worksite.
- 3 Reference document
New Zealand Building Code Handbook and Approved Documents published by Standards New Zealand and developed by the Building Industry Authority.

Outcomes and performance criteria

Outcome 1

Accept and confirm customer complaints for flooring installation.

Range customers may include but are not limited to – end user, retailer, wholesaler, contractor, architect.

Performance criteria

1.1 The nature of the complaint is identified and confirmed with the customer in accordance with workplace procedures and with the information supplied.

1.2 Acceptance and recording of complaint comply with workplace procedures.

Range may include but are not limited to – statements to use, questions to ask, recording format, referral to senior staff person.

1.3 Instructions for the job are verified in accordance with workplace procedures.

Range originating outlet, contractor, location, address, customer's name.

Outcome 2

Carry out site inspection and recommend action.

Performance criteria

2.1 Inspection method used ensures that problems are identified in accordance with workplace procedures.

Range problems may include but are not limited to – product failure, inappropriate product application, incorrect maintenance.

2.2 Inspection and any recommendations are recorded in accordance with workplace procedures.

2.3 Action recommended from the inspection complies with workplace procedures.

Range could include but is not limited to – rectifying the identified problems, reporting to manager and/or owner.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 May 2000	31 December 2023
Review	2	24 September 2003	31 December 2023
Rollover and Revision	3	23 April 2007	31 December 2023
Review	4	25 November 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference	0175
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.