

<b>Title</b>	<b>Carry out flooring industry personal workplace requirements</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: follow job instructions in the workplace; promote the flooring company's image; carry out workplace duties in the flooring industry; and communicate with colleagues and customers on a flooring site.
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<b>Classification</b>	Construction Trades > Flooring
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Performance of the outcomes of this unit standard must comply with the following legislation and guides: the Building Act 2004; Health and Safety in Employment Act 1992; Hazardous Substances and New Organisms Act 1996; Consumer Guarantees Act 1993; *A Guide to the Health and Safety in Employment Act 1992*, 2<sup>nd</sup> edition (Department of Labour, 2003) available at <https://www.worksafe.govt.nz/>; and their subsequent amendments.
- 2 Definitions  
*Workplace procedures* are all authorised instructions, processes and work practices carried out in the workshop, factory, shop and worksite.  
*Chemicals* in this standard are both flammable and non-flammable and may include adhesives, resins and fillers.
- 3 Because of the particular nature of this unit standard, it is essential that the practical assessment evidence is obtained in the workplace under normal workplace conditions.

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### Outcomes and performance criteria

#### Outcome 1

Follow job instructions in the workplace.

#### Performance criteria

- 1.1 The importance of following job instructions is described in terms of safety, maintaining company work standards, adhering to stated specifications, and legal requirements.
- 1.2 The job is carried out according to the supervisor's instructions and with regard to safety, and in accordance with workplace procedures.

## Outcome 2

Promote the flooring company's image.

### Performance criteria

- 2.1 Personal presentation in the workplace complies with company requirements.
- 2.2 The importance of the customer with respect to company business and image is described in terms of monetary terms, goodwill, customer reference, communication with others, and customer retention.
- 2.3 The importance of ensuring no damage occurs to customer's property, company property, and fellow workers' property as a result of abuse or neglect is described in terms of workplace procedures.

## Outcome 3

Carry out workplace duties in the flooring industry.

### Performance criteria

- 3.1 Safe working practices are observed whenever workplace duties are carried out in accordance with workplace procedures and legislative requirements.
- 3.2 The tasks to be performed are established and prioritised as agreed with the supervisor.
- 3.3 A job card or sheet is completed that is legible and conveys accurately the work carried out on a job.
- 3.4 Time management procedures are identified and described.
  - Range includes but is not limited to – prioritising, estimating time, setting deadlines, comparing current use of time with priorities.
- 3.5 Environmental hazards are identified and reported promptly to the supervisor.
  - Range includes but is not limited to – atmospheric pollution, removal of waste products and rubbish, disposal of used chemicals.
- 3.6 The principles of quality assurance are explained in terms of workplace procedures.
  - Range includes but is not limited to – adhering to manufacturer's specifications, supervisory and work inspection requirements, importance of documentation, consumer legislation, customer satisfaction, customer follow-up.

**Outcome 4**

Communicate with colleagues and customers on a flooring site.

**Performance criteria**

- 4.1 Communication interaction with colleagues and customers is appropriate to the situation and in accordance with workplace procedures.
- 4.2 Information is given and requested in a way that is clear and concise, and targeted to the recipient.
- 4.3 Ideas, information, and opinions relevant to the job are contributed, with questions asked to clarify and obtain information from customers and/or colleagues.

**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	22 September 2004	31 March 2017
Review	2	26 March 2007	31 March 2017
Review	3	18 February 2011	31 December 2024
Review	4	25 November 2021	31 December 2024
Rollover	5	30 November 2023	31 December 2024

**Consent and Moderation Requirements (CMR) reference**

0175

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.