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| Title | Carry out flooring industry personal workplace requirements | | |
| Level | 2 | Credits | 5 |

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| Purpose | 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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| Classification | Construction Trades > Flooring |
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| Available grade | Achieved |
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Guidance Information

- 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*, 2nd edition (Department of Labour, 2003) available at <https://www.worksafe.govt.nz/>; and their subsequent amendments.
- 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.
- 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.

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 2023 |
| Review | 4 | 25 November 2021 | 31 December 2023 |

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| 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>.