

Title	Demonstrate knowledge of customer service requirements for the supply of boat construction materials and equipment		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: demonstrate knowledge of pre-sale information requirements for wholesale boat construction materials and equipment; explain the documentation requirements for the supply of wholesale construction materials and marine equipment; and demonstrate knowledge of the after-sales service requirements for wholesale construction materials and marine equipment.
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Classification	Boating Industries > Marine Sales and Services
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Available grade	Achieved
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Guidance Information

Definitions

Boat construction materials include but are not limited to – timber, steel, aluminium, plywood, resin, reinforcement, adhesives, paints, fillers, glazing, cores, pre-formed panels; *Equipment* may include but is not limited to – chandlery, electronics, communication equipment, accessories, engines.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of pre-sale information requirements for wholesale boat construction materials and equipment.

Performance criteria

- 1.1 The process of determining customer needs is described.
- Range may include but is not limited to – explaining product options, interpreting plans and specifications.
- 1.2 Supplier activities that may be required in order to sell materials or equipment are explained in terms of providing accurate specifications for the materials or equipment.

1.3 Importance of proposed material and equipment selection complying with boat operational specifications is explained.

Range New Zealand, international specifications.

1.4 Process of preparing and presenting a proposal to the customer is explained in accordance with supplier and customer requirements.

Range includes but is not limited to – product attributes, delivery, product warranty.

Outcome 2

Explain the documentation requirements for the supply of wholesale construction materials and marine equipment.

Performance criteria

2.1 Documentation requirements are explained in terms of recording the quality and quantity of supplied products.

Range includes but is not limited to – traceability, batch numbers, identification of source, compliance with product specification.

2.2 Potential construction and insurance implications for improperly documented materials and equipment supply are explained.

Outcome 3

Demonstrate knowledge of the after-sales service requirements for wholesale construction materials and marine equipment.

Performance criteria

3.1 Customer service requirements are identified in terms of follow-up and relationship maintenance in accordance with material and equipment supply requirements.

3.2 Customer service requirements are described in terms of potential troubleshooting and determining the cause of any problems caused by the material or equipment.

3.3 Process to follow in the event of material or equipment defects or faults is described in terms of activating customer warranty claims in accordance with warranty agreements.

3.4 Process to follow in the event of material or equipment defects or faults is described in terms of resolving the warranty issue with material or equipment supplier in accordance with warranty agreements and customer requirements.

Planned review date	31 December 2020
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2008	N/A
Rollover and Revision	2	31 May 2018	N/A

Consent and Moderation Requirements (CMR) reference	0136
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact the NZ Marine and Composites ITO training@nzmarine.com if you wish to suggest changes to the content of this unit standard.