

Timber Merchandising Project

Summary of Feedback, Responses and Actions



13 March 2020

Draft units of competency for the Timber Merchandising Project were made available on the [Skills Impact website](#) for stakeholder review from 23 January and 1 March 2020. Please visit the website to view a full list of the documents that were submitted for consultation during these phases.

Feedback was received from a variety of stakeholders around the country via email, the Skills Impact Feedback Hub, webinar, via phone and email, as follows:

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	National
Industry (employer / employee)									
Industry association									
Union									
Registered Training Organisation (RTO)									
Government department									

Feedback received during the 'drafts available' period for the units of competency that have been developed for timber supply sectors has been positive, with minor changes or updates suggested by stakeholders.

Below is a summary of the feedback raised for the draft units of competency developed and reviewed for the Timber Merchandising Project, and how these have been dealt with. This involves a consideration of the information provided, views of industry stakeholders and from people who are part of the Subject Matter Expert Working Group process. Resolutions are constructed to consider the needs and views of stakeholders to the extent possible, and to comply with the *Standards for Training Package 2012*. The resolutions may represent a compromise on one or more stakeholder views with the aim of a workable outcome for industry, State and Territory Training Authorities (STAs) and training providers.

Acronyms - PC – Performance Criteria, PE – Performance Evidence, KE – Knowledge Evidence, AC – Assessment Conditions, SMEs – Subject Matter Experts

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Background

This project comprises the review of one qualification and four units of competency within the FWP Forest and Wood Products Training Package. One qualification and one unit of competency are proposed for deletion. Three units, that were originally on the project scope, have not been revised as they do not form part of the revised qualification.

Written submissions were received from 8 stakeholders, including 4 responses from industry organisations and associations, 2 responses from registered training organisations and 2 responses from State Curriculum Management Services.

As a direct result of feedback received between 23 January and 1 March 2020, a number of changes were made to the documents under review. Most notably, the decision not to pursue the development of a new Certificate IV in Timber Building Products Supply. This decision was taken in response to feedback from key industry stakeholders which indicated that people in timber sales roles at this level require leadership and management skills rather than further technical skills. The technical skill needs of these people are addressed in the revised Certificate III in Timber Building Products Supply. The leadership and management skills needs of this group are met by existing qualifications in the Business Services and other Training Packages.

Summary of feedback on draft new qualifications

General

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry VIC	These look great especially the Cert III for our needs. I am going to take this with me when I visit a few stores and see how these would apply.	Comment noted.
Industry VIC	<p>Thanks for the opportunity to provide feedback.</p> <p>The draft qualifications look great. I believe you have included all relevant information and built some really good competencies which will measure a participants skills in the industry.</p> <p>I agree with all the proposed changes in the draft qualifications.</p>	Comment noted.
Industry VIC	<p>We have shared the feedback details over the last few weeks with our members via our e-news etc.</p> <p>I have also discussed with members one on one and are all keen to see continuation of the certificate courses.</p>	Comment noted.
GOV VIC	Why does the timber supply industry need these qualifications and is not using the existing retail qualifications?	<p>Specialist qualifications in timber supply are required by industry and will continue to be a feature of the Training Package. The timber supply industry has evolved from being a retail industry to specialist supply industry dealing with account holding builders/ contractors.</p> <p>With the increasing volume and variety of timber products available for building construction, the industry has grown as a specialist supplier of products and product information to builders, architects, building designers and construction companies.</p> <p>The sales are generally conducted through account managers who have responsibility for managing the relationship between the company and the builder.</p>

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
		The timber product is also handled in timber yards by specialist operators. Working in this field requires specific product knowledge to provide construction trades and businesses with information about timber products, such as product uses, environmental values, application of timber products to specific construction techniques and product source particularly of imported timbers, alternative timber products such as engineered wood products and imported wood species.

Certificate III in Timber Building Products Supply

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry VIC	Agree as it relates more to actual business practices	Comment noted.
Gov VIC	Picked up an error to the Packaging Rules - the number of elective units do not add up	The number of elective units was corrected in the Packaging Rules.
RTO QLD, VIC	The qualification has gone to 15 units instead of 13 – this adds more cost to delivery and is inconsistent with other cert 3 quals across industries.	The number of units in the Packaging Rules was reduced to 13 to maintain consistency with similar qualifications across the FWP Training Package.

Certificate IV in Timber Building Products Supply

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Gov VIC	Make the packaging rules for the Cert III and Cert IV consistent.	The proposed new Certificate IV in Timber Building Products Supply will not be pursued. The decision is based on feedback from industry stakeholders (copied in this table) indicating that people in timber sales roles at this level require leadership and management skills. These skills may be achieved through other qualifications in other Training Packages. Where required, specialist technical skills may be gained through the Certificate III in Timber Building Products Supply.
	I may have missed something, but I couldn't see anything about sustainability/ of timber products. FWPCOT3XXX doesn't specify this knowledge.	
RTO QLD, NSW, VIC	There are no leadership and management units and customer service units at the level 4.	

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
	<p>There are only 2 units which can be general electives.</p> <p>We enrol people into L&M and Cert IV in business and business sales. There will be no need for another timber Cert IV.</p>	
Industry, NSW, QLD, VIC	<p>We don't believe we need a Cert IV. I think those who are interested in Cert IV are looking for the leadership and management quals.</p>	
RTO VIC	<p>It has been more than 15 years since our RTO last did a Certificate IV qualification for someone in a timber sales role. We do have available skill sets in leadership and management, but these are currently available through Certificate IV in Timber Processing or the Frame and Truss design qualifications.</p> <p>In my opinion the work on Certificate IV for Timber sales/supply should only be continued if TABMA and/or TMA members want it and are prepared to support it with learners. If industry are not being involved at this stage it sort of suggests they are not prepared to support it with enrolments.</p>	
Industry, VIC	<p>We have no record of involvement/ take up in Cert IV for the past 10 years.</p>	

Summary of feedback on qualification proposed for deletion

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
FWP20616 Certificate II in Timber Merchandising		
Industry VIC	Agree	Comment noted.
Gov VIC	Advice is to maintain this qualification. Victoria has had enrolments in 2017, 2018 and 2019. The course is used by industry (timber retailers) and RTOs for training entry level staff in sales / merchandising roles. Advice from one Victorian RTO is that the decrease in use of this qualification over the last two years was due to circumstances that no longer exist and increased enrolments are expected in 2020 and that SIR20216 is not viable replacement for FWP20161.	The Certificate II in Timber Merchandising (FWP20616) will be proposed for deletion. The decision is based on further discussion with the Victorian RTO who provided clarifications about the use of this Cert II in the past as “the vehicle” for accessing one unit. This unit has been revised and included in the Certificate III in Timber Building Products Supply and is also listed on other FWP qualifications.
RTO VIC	We started some discussions about training that could be delivered for Timber Merchants Australia members, which has included the Certificate II in Timber Merchandising. These discussions are still continuing but information will be going to MGA/TMA members shortly and I would expect some renewed interest in Victoria. Over the last few years we have been using this qualification as the vehicle for the Apply Timber Product knowledge course. This unit is also in Certificate III so that just requires an adjustment on our part.	
Gov WA	We support the deletion of FWP20616 Certificate II in Timber Merchandising which has no enrolments in Western Australia.	Comment noted.

Summary of feedback on revised draft Units of Competency

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
FWPCOT2XXX Cross cut materials with a fixed saw		
GOV VIC	Read well, logical and no changes. No issues identified.	Comment noted.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
FWPCOT3XXX Access and provide timber and wood product information		
Gov VIC	Reads well, KE and PE relate to PC's and E.	Comment noted
	PCs in Element 4 have a numbering issue	The numbering error was corrected
	Should biosecurity and any legislative or regulatory requirements be part of the KE to support the PCs?	Biosecurity import conditions (e.g. for mitigating pest risks) were not incorporated in the Knowledge Evidence of this unit. The decision is based on the scope and application of this unit which targets sales personnel. The unit is not designed for importers or compliance staff who require knowledge of biosecurity conditions. Knowledge of biosecurity requirements are in the unit FWPCOT3XXX Prepare timber to meet import/export compliance requirements.
	Would the use of recycled wood or products made from recycled wood or timber warrant a mention here (3rd dot point) in the KE?	The knowledge item was amended to include reference to products made from recycled wood.
	This dot point regarding certification in the KE could include certification like FSC or ASH but an understanding of the features of a sustainable wood/timber supply (concept of sustainability and applications for the supply and life cycle of wood and timber products) could be more explicit in the KE for this unit, especially as it is a core for the Cert III.	The dot point on certification was reviewed to include: <ul style="list-style-type: none"> • carbon storage • low embodied energy • renewability • reuse • sustainability of the forest resources • new applications and services over alternative materials and products

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
FWPCOT3XXX Prepare timber to meet import/export compliance requirements		
GOV VIC	Does this only relate to processed wood product? Otherwise reads well and logical, KE, PE. No issues identified.	The unit title and sections were amended to read “timber or related products”, e.g. FWPCOT3XXX Prepare timber or related products to meet import/export compliance requirements

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
FWPCOT3XXX Provide specialised timber product solutions		
Gov VIC	Reads well and logical E, PC, PE and KE all link and relate	Comment noted
	AQF level IV criteria for skills "provide and transmit solutions to a variety of predictable and sometimes unpredictable problems". Seems to match the Application.	The unit code was changed to reflect an indicative AQF level 4.
	Ref. Foundation Skills Reading - Is this beyond the ACSF level III?	
	Elements have a numbering issue.	The numbering error was corrected.
	Ref. PC4.1 - Nothing in KE related to business technologies and networks	This was addressed by adding: <ul style="list-style-type: none"> sources “and methods to use these sources” to access information on new and emerging wood and timber technologies and products to the last dot point of the Knowledge Evidence.

Summary of feedback on Unit of Competency for deletion

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
FWPCOT3251 Promote the carbon benefits of wood products		
Gov VIC	Only one enrolment in Vic in three years suggests that this unit is not currently required.	Thanks for your feedback. This unit will be proposed for deletion due to low enrolments.