COGPOLY36
Provide technical support

Overview

This unit is for those who provide technical support to others. Technical support can be for information, services, advice, guidance or instruction on the use of materials and equipment. Such support will be sought in the event of defective materials and processes or fault identification. Part of the role involves updating technical information and/or adapting procedures to meet new requirements such as process alterations or changes in legislation.

This unit deals with the following:

1. Evaluate requirements for technical assistance
2. Utilise information
3. Implement technical assistance plan

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

Previous Version

Adapted from Unit D8 of Polymer Processing and Related Operations NOS – version November 2004. NB This unit is a tailored version of a LAATSI unit, originally designated 5. 05.

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Performance criteria

You must be able to:

P1   receive requests and respond to them correctly

P2   evaluate accurately the capacity to meet the required assistance

P3   design technical assistance in response to customer requests

P4   obtain information that is accurate and sufficient

P5   check that comprehensive information is available to support the service provided

P6   interpret the information correctly

P7   apply the information to specific situations

P8   update the information sources as required

P9   implement the strategy for meeting requirements

P10   modify or repeat the strategy as necessary

P11   use appropriate sources of support to provide assistance

P12   record information using appropriate documentation

P13   evaluate the final outcomes against defined success criteria

P14   provide customers with appropriate information and feedback

P15   work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines

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Knowledge and understanding

You need to know and understand:

K1   your personal responsibilities with regard to health, safety and the environment in the working area

K2   what your legal responsibility for your own health and safety is, and the health and safety of others

K3   what the legal consequences of breaches of quality procedures could be

K4   what processes are involved in establishing customer requests

K5   what processes are involved in meeting customer requirements

K6   the procedures for making requests

K7   the standard operating procedures

K8   the range of facilities and services which can be provided

K9   what materials and equipment are appropriate to the provision of technical services

K10 the constraints of the processes and equipment

K11 the properties of materials

K12 how to access information sources

K13 what other sources of support can be used

K14 what documentation should be used and why it is important to complete it accurately

K15 what methods are used for obtaining, storing and retrieving information

K16 what constitutes current and relevant information

K17 what resources are needed to deliver support

K18 what methods should be used for recording outcomes

K19 what evaluation criteria should be used that is relevant to customer requirements

K20 what methods should be used for feedback

K21 what document control and reporting procedures should be used

Additional Information

Glossary

Key terms

Examples

Requests

internal or external customers; colleagues; or any end user of the service

Assistance

technical support for procedure; problem diagnosis and solution; advice and guidance

Regulations and guidelines

all relevant health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements

Documentation

all relevant COSHH data sheets and risk assessments and to include: customer contact forms; job requests; proposed action plan; company archive information; standard reference sources; standard operating procedures; national and international standards; job files; work plans and schedules; written customer endorsement

Information source

standards organisational; national; European and International; instructions; operating procedures; organisational requirements

Updating of information source

new standards; changes in legislation; new methods and techniques; findings from internal activities

Meeting requirements

trouble shooting a problem; updating a technical process following introduction of new equipment and processes; investigating a defective product or piece of equipment; evaluating the possible use of a new raw material within an existing process

Sources of support

colleagues, equipment, personnel, information, materials

Evaluation criteria

customer specification; resources committed; effectiveness of strategy adopted

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