

COGPPRO36

Unit 36: Provide Technical Support within Polymer Processing and Related Operations



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.

Such technical support might be provided by a specialist department, such as a customer's technical services unit, or may be part of the job role of a technical specialist within a more general context.

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 worksite operational requirements, procedures and safe working practices as they apply to you.

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Performance criteria

- You must be able to:*
- P1 Work safely at all times, complying with health and safety, environmental and other relevant **regulations, legislations and guidelines**
 - P2 Receive **requests** and respond to them correctly
 - P3 Evaluate accurately the capacity to meet the required assistance
 - P4 Design technical **assistance** in response to customer requests
 - P5 Obtain **information** that is accurate and sufficient
 - P6 Check that comprehensive **information** is available to support the service provided
 - P7 Interpret the **information** correctly
 - P8 Apply the **information** to specific situations
 - P9 **Update** the **information** sources as required
 - P10 Implement the strategy for **meeting requirements**
 - P11 Modify or repeat the strategy as necessary
 - P12 Use appropriate **sources of support** to provide assistance
 - P13 Record information using appropriate **documentation**
 - P14 **Evaluate** the final outcomes against defined success **criteria**
 - P15 Provide customers with appropriate information and feedback

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Knowledge and understanding

You need to know and understand:

- K1 The specific organisational health, safety and environmental policies and other **regulations, legislation and guidelines** for your work area and why they are important
- K2 The different types potential **hazards**, how they can be minimised and the action to take in the event of a work area hazard
- K3 What the workplace procedures are for reporting potential **hazards** you are unable to deal with
- K4 When, which and how personal protective equipment should be used
- K5 The importance of checking equipment, how to do this and to whom you should report defects
- K6 What risks are associated with the working environment
- K7 What risk control measures are in place and how to comply with them
- K8 Where to find **work procedures** and production requirements and how to interpret these
- K9 What sort of documents are kept and how to complete them and the implications of not maintaining them accurately and legible
- K10 The importance of disposing of waste **materials** safely and how to do this
- K11 The sorts of **problems** that might occur and who you should report these to
- K12 The purpose and importance of **quality assurance** checks, and when and how these should be carried out
- K13 What the legal consequences of breaches of quality procedures could be
- K14 What processes are involved in establishing customer requests
- K15 What processes are involved in meeting customer requirements
- K16 What the procedures for making requests are
- K17 What the standard operating procedures are
- K18 What the range of facilities and services which can be provided are
- K19 What materials and equipment are appropriate to the provision of technical services
- K20 What the constraints of the processes and equipment are
- K21 What the properties of materials are
- K22 How to access information sources
- K23 What other sources of support can be used
- K24 What documentation should be used and why it is important to complete it accurately
- K25 What methods are used for obtaining, storing and retrieving information
- K26 What constitutes current and relevant information
- K27 What resources are needed to deliver support
- K28 What methods should be used for recording outcomes
- K29 What **evaluation criteria** should be used that is relevant to customer

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requirements

K30 What methods should be used for feedback

K31 What document control and reporting procedures should be used

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Additional Information

Glossary

1. **Regulations/Legislation/Guidelines:** organisational procedures and guidelines, Work place Policies, Health, safety and environmental requirements and regulations relevant to the work and work area being carried out
2. **Problems:** those you can deal with directly, those which require the assistance of another operator to solve, those which you need to report and seek specialist assistance, those with an obvious probable cause, those with two or more possible causes, those with no obvious cause
3. **Hazards:** and control measures: waste, spillage, obstructions use of tools, hazardous materials. personal protective equipment, equipment, lifting and moving items
4. **Materials:** residual materials that can be recycled, waste materials for disposal
5. **Operating Procedures/Work Procedures:** Work instructions, Method Statements, Standard Operating Procedures
6. **Standard Operating Procedures:** relevant organisational requirements, instructions, departmental procedures, codes of practice, organisational regulations, in house procedures, British, European and International standards
7. **Requests:** to be either written and/or oral: internal or external customers; colleagues; or any end user of the service
8. **Assistance:** technical support for procedure; problem diagnosis and solution; advice and guidance
9. **Documentation:** 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
10. **Information** to be obtained: standards organisational; national; European and International; instructions; operating procedures; organisational requirements
11. **Updating** of information: new standards; changes in legislation; new methods and techniques; findings from internal activities

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12. **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
13. **Sources of support:** colleagues, equipment, personnel, information, materials
14. **Evaluation criteria :** customer specification; resources committed; effectiveness of strategy adopted
15. **Quality assurance** that will be determined by: The nature of the equipment being maintained, company policy, company national or international standards

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Developed by	Cogent
Version number	1
Date approved	March 2011
Indicative review date	March 2013
Validity	Current
Status	Original
Originating organisation	Cogent
Original URN	O11NPOLY36
Relevant occupations	Professional Occupations; Engineering Professionals; Engineering and manufacturing technologies; Manufacturing technologies
Suite	Polymer Processing and Related Operations
Key words	evaluate, utilise, information, requirements, technical, assistance, implement