

Overview

This standard covers the skills and knowledge needed to carry out an assessment of the fault. It also covers assessing and specifying requirements for work to be carried out and agreed with customers.

Performance criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and details of complaints following standard operating procedures
3. check materials and equipment to repair faults are available
4. confirm nature of faults with customers following standard operating procedures
5. carry out assessments of faults following standard operating procedure
6. specify repairs that need to be carried out following standard operating procedure
7. agree repairs with customers and the organisation
8. order materials required for repairs following standard operating procedure
9. confirm materials required are available following standard operating procedure

Assess and specify repair requirements

Knowledge and understanding

You need to know and understand:

1. relevant health and safety responsibilities
2. meaning of terms used in specifications
3. why it is important to listen to customers
4. how to check materials and equipment to repair faults are available
5. how to confirm the nature of faults with customers
6. how to carry out assessments of faults
7. how to specify repairs that need to be carried out
8. how to agree repairs with customers and the organisation
9. how to order materials required for repairs

Assess and specify repair requirements

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Suite Furniture Restoration and Service Repair

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