

Overview

This standard covers the skills and knowledge needed to provide the customer with relevant aftercare and instructions and recommendations for future use and handling.

Provide customers with recommendations

Performance criteria

You must be able to:

1. prepare aftercare reports for customers for pieces restored including
 - environmental conditions
 - handling
 - security
 - use
2. provide customers with advice on mitigating further damage to restored pieces to meet their requirements
3. provide customers with care instructions for pieces restored to meet their requirements

Provide customers with recommendations

Knowledge and understanding

You need to know and understand:

1. how to prepare aftercare reports and information that needs to be included
2. how to provide customers with advice on mitigating further damage to restored pieces
3. how to provide customers with care instructions for pieces restored
4. types of care instructions you would commonly provide

Provide customers with recommendations

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