




<p><b>Unit Standard 4860 V5</b></p> <p><b>Investigate and report on customer complaints related to knitted production</b></p> <p><b>Level 3, 3 Credits, Entry: Open</b></p>	<p><b>Trainee:</b> _____</p> <p><b>Assessor:</b> _____</p>
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<b>Unit Requirements</b>	<p>To be credited with this unit standard you must be able to;</p> <ul style="list-style-type: none"> <li>➤ investigate and analyse customer complaints;</li> <li>➤ in respect of workplace-knitted production;</li> <li>➤ and report investigation findings for managerial action.</li> </ul>
<b>Special note:</b>	<p>This unit standard is for quality control and/or quality control assurance personnel in any of the sectors of the knitting industry.</p> <p>This unit standard relates to the investigation and report-preparation on faulty knitted production generated by customer complaints.</p> <p>The scope of such investigations may cover the yarns used, and any of the processes of knitting, dyeing, printing, finishing, or making-up according to the nature of the faults. Such investigations may be carried out in-house or require the use of and liaison with a commercial laboratory where the nature of the tests are beyond the scope of the in-house facilities.</p> <p>Technical aspects that are required to be covered in demonstrating competence in this unit standard include:</p> <ul style="list-style-type: none"> <li>technical knowledge of all the stages of processing applied to the knitted production;</li> <li>technical knowledge of the yarns used as raw materials;</li> <li>facility of liaising with all processing departments and outside laboratory facilities;</li> <li>company faults-reporting procedures.</li> </ul>
<b>Notes to Trainee</b>	<p>This assessment document is not a training programme. The training programme for the skills and knowledge required for this unit will be provided by your employer as part of your on-job training, or by programs from training providers. This document is a guide for you, your trainer, and your assessor for the assessment once you have learned and practised the skills involved.</p> <p>The time you will need to spend on training and practice to reach the standard which demonstrates that you are competent in this area will of course depend on other tasks that you may also have which are not part of this unit standard.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="display: flex; justify-content: space-between; width: 100%;"> <span>(Trainee can answer verbally or in writing.)</span> <span>(Trainee to write or assessor to record)</span> </div> </div>

## Investigate and report on customer complaints related to knitted production

Level 3, 3 Credits, Entry: Open

### Assessment

Assessment for many of the tasks will be to workroom standards and workplace procedures. You will need to discuss what these standards are with your trainer and/or assessor during your training period so that you are aware of what is required. Where these standards and work instructions are written down, you should collect copies so that you have something to refer to. Your assessor will also refer to these when you are being assessed.

In some cases for workplace skills, your Assessor may use someone with specialised knowledge of the process or machine to confirm your skills. This person is called a **Verifier**.

Some assessments require evidence that you demonstrate competence on an ongoing basis. Your assessor may also use a Verifier to confirm that this is the case.

You do not need to be assessed for all of the Unit Standard at one time. Assessment can take place as you develop the knowledge and skills. Your assessor will keep a record of progress, and once you have been assessed as competent for all the tasks, you will have completed this unit standard.

If any parts of the standard are not met, further evidence of your competence in that task/s will be sought. This is indicated on the **Assessment Evidence Guide** by the abbreviation **FER (Further Evidence Required)**.

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**Assessor must discuss with Trainee prior to assessment**

<b>Before the assessment</b>	<p>If there are any parts of the assessment that you are not clear about, you must ask the assessor before you start the Assessment. You need to agree to the amount and type of evidence to be collected.</p> <p>You must tell the assessor if you have any special needs e.g. hearing or seeing difficulties before doing the assessment tasks. The assessor/verifier will take these special needs into consideration during the assessment.</p>
<b>During the Assessment</b>	<p>The assessment process will consist of questions to assess your knowledge, and observation of you carrying out specific tasks. You would normally answer questions verbally and your assessor will note answers. In some cases you may be able to demonstrate knowledge as a written project. In this case simple diagrams could be used. You should discuss the best way with your assessor.</p> <p>The workplace is often a noisy environment. Your assessor will try and find a quiet place to ask questions so that you are able answer easily. However, in some cases you may feel better able to answer questions at a machine or worksite. You should discuss this with your assessor before the assessment.</p>
<b>After the Assessment</b>	<p>The assessor will tell you if you are '<b>competent</b>' or '<b>not yet competent</b>'. <b>Not yet competent</b> means that you have not done the tasks, or part of the tasks to the standard that is needed, and you will have to give the assessor more information. If you need to give the assessor more information then you will be clearly told of what it is that you need to do.</p> <p>You have a right to <b>appeal</b> your assessor's decision if you are not happy with the assessor's decision. Your assessor will explain the appeal process.</p> <p>At the end of the assessment you will be asked to sign the assessment to show that you were happy with how the assessment went. Do not sign this section if you do not agree that the assessment was fair.</p> <p>You and your assessor must each sign and <b>keep a copy</b> of the Candidate Check List and the Assessment Record. These are at the back of this Assessment Document.</p> <p>Results of the assessment will be kept by your assessor, passed to your Employer, and sent to the Apparel and Textile ITO who will register competency on the New Zealand Qualifications Framework</p>
<b>Special Needs Identified (enter any special needs here)</b>	
	<p><b>Assessment Process above has been discussed and Trainee understands the process.</b></p> <p>Trainee _____ (sign)</p> <p>Assessor _____ (sign)</p>


## Investigate and report on customer complaints related to knitted production

Level 3, 3 Credits, Entry: Open

### Elements 1. Investigate and analyse customer complaints in respect of workplace-knitted production

**Note to Trainee and Assessor:**

Some investigations will be best handled by in-house testing and investigation. In other cases the investigation may need to involve a commercial laboratory when such tests are beyond the scope of in-house facilities. This should be clarified prior to assessment.


		Observed 	Competent(C) Further Evidence Required (FER) & Sign/Date
p c 1.1	<b>The nature of the complaint or fault is identified and described in relation to relevant stages of production to determine possible source of cause.</b> <b>Note to Trainee: These production stages will normally be knitting, dyeing and/or finishing, and/or making up.</b>		
p c 1.2	<b>The complaint or fault is investigated and related to specific production runs or batches and processes</b>		
p c 1.3	<b>Identified production runs or batches are analysed to determine the extent of the complaint or fault</b>		

**Assessor Notes:**

### Element 2. Report investigation findings for managerial action

**Note to Trainee and Assessor:**

Some of your performance will be assessed against Company Requirements. You should be clear what these are and have, or have ready access to copies. You should ask your Trainer or Assessor if these Requirements are not available.

		Observed 	C /FER & Sign/Date
p c 2.1	<b>Reports of investigation, analysis, and test results are prepared for measured action according to company requirements</b>		
p c 2.2	<b>Remedial action is taken in respect of the customer in accordance with managerial instructions</b>		

**Assessor Notes:**

Unit Standard 4860 V5

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**Assessment Decisions:** Competent / Not Competent (circle one)

**Assessor :** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Action Plan for Further Evidence (if required)**

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### CANDIDATE'S CHECKLIST (candidate to retain).

#### PRE-ASSESSMENT. (When I meet the assessor:)

		Tick
1	I agree to the unit standards/elements to be used for the assessment.	
2	The purpose and process of the assessment is explained to me.	
3	I agree to the amount and type of evidence to be collected.	
4	I agree to the date, time and location for the assessment.	
5	What happens to the assessment result and the appeals system is explained to me	
6	The assessor agrees to keep my Supervisor/Line Manager informed.	
7	The following resources will be available for the assessment::	

Candidate Signature: \_\_\_\_\_

Assessor Signature: \_\_\_\_\_

#### AFTER ASSESSMENT

1	The assessment was carried out as programmed above.	
2	I was informed of the assessment result.	
3	I was given sufficient feedback after the assessment.	
4	I signed the assessment record.	
5	If assessed competent the assessor signed the assessment record for forwarding to the ITO with my fee/s.	
*	If assessed not yet competent the elements to be reassessed were recorded in the Assessor's Register.	

Candidate Signature: \_\_\_\_\_

Assessor Signature: \_\_\_\_\_

Assessor to fill in details below when candidates is assessed competent:

Candidate's name:

Competent in unit standard number: 4860 V5

Assessors signature : \_\_\_\_\_ Date: \_\_\_\_\_

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ASSESSMENT RECORD SHEET

**Trainee Details (Trainee to complete)**

Name \_\_\_\_\_ Date of birth: \_\_\_\_\_

Home address: \_\_\_\_\_

Employer: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Assessor Details (Assessor to fill out)**

As an ATITO workplace assessor I verify that I have assessed the person above as competent in the unit standard(s) listed below.

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Full Name: \_\_\_\_\_

WA Number:

It is recommended that Workplace Assessors contact the ATITO before embarking on assessment to ensure that they have the latest information.

Unit Id	Unit Standard Title	Level	Credit	Signed (Assessor)
4860 V5	Investigate and report on customer complaints related to knitted production	3	3	
<b>TOTAL CREDITS</b>				

Payment for credit fees enclosed (\$1.55 per credit):

- YES       NO – ATITO will invoice employer - please attach company order number if necessary.

Assessor: Ensure this form is completed in full. Make 2 extra copies. Give one to the trainee, keep one for your files, and send the original to: **Apparel & Textile ITO, PO Box 13-210, Christchurch**