

# **Recommended Qualification Structure for Supervising Hire and Rental Operations (Equipment, Plant and Tools) Level 3**

This structure has been recommended by employers and stakeholders from the above occupational area for organisations to form the basis of academic capability and competence outcomes. Qualifications with a competence outcome at the above level must have units derived from the following National Occupational Standards (NOS) and consist of the mandatory/optional groups as stated.

## **MANDATORY**

CFACSC7	Process customer service complaints <i>(Imported from Skills CFA)</i>
CFAOP5	Make sure people in your business can do their work <i>(Imported from Skills CFA)</i>
*SKSTEX21	Contribute to the continuous improvement of operations <i>(Imported from Creative Skillset)</i>
VR210 v3	Develop and maintain good working relationships
VR212 v3	Implement and maintain health, safety, environmental and welfare practices
VR532 v1	Monitor customer service in a hire and rental environment
VR533 v1	Monitor hire and rental organisational budgets

## **Plus optional (four from the following)**

CFAM&LFC3	Sell products and services <i>(Imported from Skills CFA)</i>
CFAM&LDB8	Manage conflict in teams <i>(Imported from Skills CFA)</i>
CFAM&LDB2	Allocate work to team members <i>(Imported from Skills CFA)</i>
CFACSD14	Implement quality improvements to customer service <i>(Imported from Skills CFA)</i>
CFASASA231	Use IT to support your role <i>(Imported from Skills CFA)</i>
PROHSS5	Investigate and evaluate health and safety incidents and complaints in the workplace <i>(Imported from Proskills)</i>
PROHSS6	Conduct a health and safety risk assessment of a workplace <i>(Imported from Proskills)</i>
SKSAMTC4	Maximise product sales in a retail environment <i>(Imported from Creative Skillset)</i>
VR211 v2	Confirm the occupational method of work
VR673 v1	Provide technical information, advice and guidance to users of plant or machinery

## **(Total 11)**

\* Note: where a knowledge item refers to 'production processes' this should be taken to read 'rental processes'