

About Assessing Timber Floors Course

Who is this two day course for?

When working with timber floors we find that many from the industry are requested to assess client concerns. It may be the manufacturer, flooring supplier, installer or sander and polisher who is called in to look at the flooring concern. A meeting is held on site but because the parties are unsure as to how to assess the problem or its severity, the matter is not resolved, and a 'wait and see' approach is often taken. The owner is left with the problem, not sure if they are being 'palmed off', and not satisfied with the outcome. Does this sound familiar?

Would it not be better to walk onto a jobsite with confidence and be able to assess the floor and the severity of the problem with more certainty and then provide valuable advice to your customers, providing them with a sense of your professionalism and genuine concern for the floor they have invested in.

This course will assist in providing these skills, as well as considering ways to approach customers. The workshop gives participants the opportunity to share and discuss experiences, and just as importantly listen and learn from the experiences of others. The workshop provides fundamental information on the characteristics and performance of various flooring products; solid, bamboo, engineered. Understanding the product and how it behaves in different environments is essential to being able to diagnose problems and then being able to offer a path where the client can be satisfied and pleased with their floor. The other area of concern is the sanding and coating, imperfections that arise from floor finishing, and additionally appearance imperfections that may arise in prefinished products.

The intent of the workshop is not only to provide you with a sound understanding of the behaviour of the different flooring products but importantly the practicalities of taking measurements correctly and then correctly interpreting what they mean. The workshop, includes a series of case studies that will provide practical 'know how' on taking measurements, using and understanding measurement equipment (including timber and concrete moisture measurement) and also how to assess the likes of sub-floors, whether this be joists, particleboard or a concrete slab.

If you get called to a problem job, the client wants to know what the problem is, what caused it, and how it is going to be fixed. Are you able to confidently provide them with this?

The course is ideally suited to technical and sales personnel, insurance assessors, regulatory agencies, installers of solid, engineered bamboo and laminate flooring, manufacturers, flooring suppliers, sanders and finishers, , floor inspectors. Irrespective of whether you have been in the industry for a short period or for some time, there is always vital information we can learn.

Delivery

The lead instructor is nationally respected flooring expert and ATFA Technical Manager, David Hayward who holds a Certificate IV Workplace Trainer and Assessor Qualification.

Course Outline

More specifically the workshop will cover:

DAY 1 - Theory

Owner concerns

- The types and nature of owner's concerns
- Some statistics on the types of flooring problems
- The ATFA Floor Inspection Process

Understanding timber and bamboo flooring

- Manufacturing processes
- Understanding the properties of wood, wood based products and bamboo
- Understanding the effects of humidity and moisture on flooring products
- The influence of the environment on floor performance
- Board shape changes, their causes and what results in customer complaints

Subfloors

- The influence of subfloors on floor performance
- Subfloor problems that affect floor performance

Inspection tools, ATFA publications and standards

- ATFA publications and standards – guides to acceptability
- Tools used to assess floors

Coating and appearance concerns

- Understanding what results in consumer concerns
- Assessing imperfections and their acceptability

DAY 2

The essentials of inspecting a flooring concern

- How to approach a floor inspection
- How inspection tools should be used
- The information to be recorded

A series of interactive case studies

Collectively work through a number of problem floors and have the opportunity to use the skills developed earlier in the course. The opportunity to use various measuring tools and meters 'hands on', and from measurements and testing determining how that leads us to quantifying the problem with a floor and what needs to be done to correct it, if necessary.

Venues

Dates and Locations* (please tick locations you are registering for)

- 20-21st March, VIC** Home Ideas Centre 1686 Princes Highway, Oakleigh East
- 17 -18th April, NSW** Auburn RSL Club 33 Northumberland Road Auburn
- 8-9th May, QLD** Home Ideas Centre 66 Merivale Street, South Bank.
- 11-12TH September, WA** Home Base Expo, 55 Salvado Rd Subiaco

Course duration Starts 9am Ends 4pm *Minimum numbers are required

Registration – Fax to 1300 36 1793

Name:

Company Name:

Phone: Mobile:

Address:

Email:

ATFA Member (tick for yes)

Additional Names

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Course Investment

Standard payment for ATFA Member \$795pp (inc GST) number attending

Please note, if not a member, membership fees of \$440.00 is also required

Investment includes morning tea, lunch and afternoon tea and comprehensive course materials.

I agree to the Course terms and conditions and will pay by:

Cheque Credit Card (2.5% surcharge applies) Electronic Transfer

Signed: Date:

Payment

Payment is required at least 14 days prior to the course; please attach your payment with this application form.

Methods of payment are:

Electronic bank deposit to the ANZ Bank (acc name: Australian Timber Flooring Association Limited acc details: BSB 014 531 ACC 4841 08922).

Fax confirmation to 1300 36 1793

Credit card payments can be made by **phoning ATFA on 1300 36 1693** or completing the section on the next page. A 2.5% surcharge applies to Visa, MasterCard and Amex.

Amount \$ _____

Name on card _____

Card No _____/_____/_____/_____

Expiry ____/____

CVC (last 3 numbers on reverse) _____

Signature _____

Cheques should be made payable to:

Australian Timber Flooring Association Limited (Please write name in full)

Posted to **ATFA 11 Oleander Ave Shelly Beach Qld 4551**

Refund Policy

Refunds will only be provided where a participant/s withdraws 14 days prior to the course being conducted, or if the course is cancelled or postponed.

Please note: If you are attending this course from interstate of the location, please contact the ATFA office (1300 36 1693) before confirming any travel arrangements. ATFA bears no responsibility for travel costs incurred due to cancelled or postponed workshops or events.
