



Australian Government

Department of Education, Employment and Workplace Relations

LMFSF3011B Advise customers on interior decoration

Revision Number: 1

LMFSF3011B Advise customers on interior decoration

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the competency to advise customers on colour coordination, fabric selection and styles in relation to soft furnishings.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify work requirements	1.1. Job requirements are identified from customer's initial instructions or enquiries and work instructions 1.2. Potential site problems or site specific requirements are identified 1.3. Work sequence is planned, including quality checkpoints
2. Prepare for work	2.1. A range of materials and products are selected to match customer requirements, suitability for the purpose and work instructions 2.2. Sample materials, products and visual aids are collected 2.3. An appointment is arranged with the customer and an appropriate time plan is agreed
3. Confirm customer requirements	3.1. Questioning and active listening techniques are used to clarify customer needs 3.2. Customer requirements are identified professionally, courteously, with tact and without presumptions 3.3. Customer requirements are fed back accurately in language that can be understood by the customer and enterprise staff 3.4. Customer requirements are documented in accordance with relevant industry, legal and/or enterprise standards and procedures
4. Provide advice on interior decoration options	4.1. Viable options for colour, fabric and design that are relevant to the customer's requirements are generated 4.2. Relevant suppliers are contacted to research alternative options, if required 4.3. Options for colour, fabric and design are explained to and discussed with the customer to facilitate customer understanding 4.4. Fabric or product samples and/or visual aids are made available to the customer, where appropriate, to facilitate customer understanding 4.5. Benefits and approximate costs of each option are explained to the customer to facilitate informed decision making
5. Agree selection with customer	5.1. Customer preferred option, including agreed delivery timeframe, is determined 5.2. Customer commitment to agreed option is gained, in accordance with workplace requirements

ELEMENT	PERFORMANCE CRITERIA
	5.3. Documentation is completed following workplace procedures, including any required specification sheets for products selected (eg colour, fabric, style, track type) and drawings 5.4. Assistance with any paperwork requiring completion by customer is provided where appropriate
6. Finalise process	6.1. Sample products are returned to storage as required 6.2. Contact is maintained with customer throughout manufacture and installation process, if required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related to work orders, and current trends and styles in interior decoration
- communicate ideas and information to enable confirmation of requirements and specifications, coordination of ideas with customers, and the gaining of the customer's confidence
- plan and organise activities, including the preparation and layout of the worksite and the obtaining of equipment and materials to avoid any backtracking, advisory services
- work with others and in a team by recognising dependencies and using co-operative approaches to optimise workflow and productivity
- use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate material requirements
- apply analytical techniques to many customer requirements with preferred options
- use workplace technology related to locating and analysing options for the client

Required knowledge

- interpretation of plans and work sheets
- colour coordination and matching
- fabric types and applications
- current trends in soft furnishing styles

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<p>Critical aspects of evidence</p>	<ul style="list-style-type: none"> • Identify products and materials used in interior decoration, and any special handling requirements for those materials • Interpret work order and locate and apply relevant information • Interpret plans and work instructions • Advise customers on at least three occasions involving both fabric and colour selections • Work effectively with others • Modify activities to cater for variations in workplace contexts and environment
<p>Resource implications</p>	<p>Sample fabrics and products, visual aids, tools and equipment.</p>
<p>Method of assessment</p>	<p>Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.</p> <p>Assessment should be by direct observation of tasks and questioning on underpinning knowledge.</p> <p>Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.</p>
<p>Context of assessment</p>	<p>Assessment may occur on the job or in a workplace simulated facility with relevant process equipment, materials, work instructions and deadlines.</p>

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
Unit scope	This unit covers work involving providing advice to customers on colour coordination, fabric selection and styles in relation to soft furnishings
Unit context	<ul style="list-style-type: none"> • OHS requirements may include legislation, building codes, material safety management systems, hazardous and dangerous goods codes and local safe operating procedures or equivalent • Work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation insurance requirements • Work requires individuals to demonstrate discretion, judgement and problem solving skills in determining customer and site requirements. This may be demonstrated either individually or in a team environment.
Tools and equipment may include:	<ul style="list-style-type: none"> • measuring and calculating equipment • including tapes • rulers • calculators • computers
Materials may include:	<ul style="list-style-type: none"> • product and fabric samples • and visual aids (photographs) • magazines • trade brochures • sketches
Personal protective equipment	Personal protective equipment is to include that prescribed under legislation, regulations and enterprise policies and practices
Information and procedures	<ul style="list-style-type: none"> • Workplace procedures relating to customer service

RANGE STATEMENT	
	<ul style="list-style-type: none"> • Product manufacturer specifications and operational procedures • Work instructions, including job sheets, plans, drawings and designs • Workplace procedures relating to reporting and communication

Unit Sector(s)

Unit sector	Soft Furnishing
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		