



Australian Government

MSFFT4009 Match furnishing style and materials to customer requirements

Release: 2

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Modification History

Release 2 - Mapping corrected

Release 1 - New unit of competency

Application

This unit of competency covers assessing customer requirements, analysing all available and practical options to match furnishing styles and materials to those requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Competency Field

Unit Sector

Furnishing Technology

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|---------------------------------|-----|--|
| 1 | Determine customer requirements | 1.1 | Customer is consulted to determine requirements |
| | | 1.2 | Examples of furnishing styles and materials are shown to the customer |
| | | 1.3 | Limitations and benefits of styles and materials are explained |
| | | 1.4 | Options for the use and modification of styles or materials are defined and proposed to the customer |
| | | 1.5 | Product requirements are explored, taking into consideration design parameters, material, process, quantity, cost and outcome requirements |

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|---|--|-----|--|
| | | 1.6 | Cost and feasibility of customer requirements/options are evaluated |
| 2 | Match options to customer requirements | 2.1 | Customer specifications/standards and user requirements are compared to furnishing styles and materials options |
| | | 2.2 | Range of best-fit styles and materials are presented to the customer for evaluation |
| | | 2.3 | Customer queries are answered and examples used to illustrate answers |
| 3 | Document requirements | 3.1 | Requirements are confirmed and/or approved in the appropriate format |
| | | 3.2 | Specification details are established and confirmed, including quality standards, in accordance with enterprise procedures |
| | | 3.3 | Required completion date and any delivery requirements are documented |
| | | 3.4 | Special instructions to production team are added where required |
| | | 3.5 | Appropriate cost details are incorporated when necessary |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. Detail on appropriate performance levels for each furnishing unit of competency in reading, writing, oral communication and numeracy utilising the Australian Core Skills Framework (ACSF) are provided in the Furnishing Training Package Implementation Guide.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit context includes:

- work health and safety (WHS) requirements, including 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 conceptual ability, discretion, judgement and problem solving
- work is performed with little external assistance and with minimal supervision or direction
- customers may be internal or external
- that prescribed under legislation, regulations and enterprise policies and practices

Personal protective equipment includes:

Information and procedures include:

- customer requirements
- product and style catalogues
- work procedures/instructions
- manufacturer/designer specifications and instructions
- organisation work specifications and requirements
- legislation/regulations/national and industry codes and practices relevant to the product
- quality and Australian Standards and procedures

Unit Mapping Information

Supersedes and is equivalent to LMFFT4009B Match furnishing style/materials to customer requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>