



Australian Government

Department of Education, Employment and Workplace Relations

LMF32009 Certificate III in Kitchens and Bathrooms (Client Services)

Revision Number: 2

LMF32009 Certificate III in Kitchens and Bathrooms (Client Services)

Modification History

LMTTF4009A corrected to version B due to an error in training.gov.au transfer

Description

This qualification describes the skills and knowledge required by those working in the kitchen or bathroom industry providing limited technical advice to customers within a showroom or domestic environment. Advice will relate to a standardised range of kitchen or bathroom designs and fittings to meet client design requirements.

Job roles/employment outcomes

The LMF32009 Certificate III in Kitchens and Bathrooms (Client Services) reflects vocational outcomes for those working in a sales environment providing technical and design information and advice on kitchen, bathroom, laundry or related products and design packages. Job roles such as showroom sales assistants, customer liaison, and marketing officers work in a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Application

This qualification is typically used to develop skills and a breadth, depth and complexity of knowledge in sales and other customer liaison techniques with limited technical information on kitchen and bathroom products and services and would cover selecting, adapting and transferring this skill and knowledge to new environments and providing technical advice and some leadership in resolution of specific problems. Application would be across a range of roles in a variety of contexts with some complexity in the extent and choice of options available and may involve some responsibility for others. Participation in teams including group or team coordination may be required.

Pathways into the qualification

This qualification may be accessed by direct entry. Credit can be granted towards this qualification by those who have completed a relevant Furnishing Certificate I or II qualification or achieved equivalent industry experience.

Pathways from the qualification

Further training pathways from this qualification include LMF40508 Certificate IV in Design of Kitchens, Bathrooms and Interior Spaces and relevant supervisory, management or competitive manufacturing qualifications.

Licensing considerations

There are no specific licences that relate to this qualification. However, depending on the jurisdiction, licensing or regulatory requirements may apply to the use of some units in this qualification. Local regulations should be checked for details.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • establish communication with customer • use interpersonal communication skills • interpret product related information • follow work instructions • provide relevant information • complete workplace documentation
Teamwork	<ul style="list-style-type: none"> • work cooperatively with others • use skills of others to assist work activity • observe demonstrations of others • share workplace information
Problem-solving	<ul style="list-style-type: none"> • identify customer needs and problems • identify and address customer information needs • report hazards • determine requirements in own work to meet quality standards • seek skills and knowledge of supervisors to solve problems
Initiative and enterprise	<ul style="list-style-type: none"> • identify and recommend improvements to own work processes • seek skill development support • monitor and adjust work activities in response to outcomes • assist customers with product suggestions to achieve their design ideas
Planning and organising	<ul style="list-style-type: none"> • recognise hazards and follow hazard control measures • follow production sequences for a given process or product • identify customer service requirements • coordinate work activities to meet timelines
Self-management	<ul style="list-style-type: none"> • keep the work area clean and tidy at all times • monitor own work to ensure quality standards are achieved • understand own work activities and ask questions if required • apply safety procedures • follow operating instructions for equipment
Learning	<ul style="list-style-type: none"> • ask questions to expand own understanding of work processes or requirements • demonstrate listening skills • identify own skill requirements and seek skill development • identify and access industry product and trend information • access operator manuals to assist own learning

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Technology

- operate equipment safely and according to operating standards
- use information technologies

Packaging Rules**Packaging Rules**

To be awarded the LMF32009 Certificate III in Kitchens and Bathrooms (Client Services), competency must be achieved in **thirteen (13)** units of competency.

- **eight (8)** core units of competency
- **five (5)** elective units of competency.

Note: Where prerequisite units apply, these have been listed, and must be considered in the total number of units.

CORE UNITS

Complete all **eight (8)** units from this list.

Unit code	Unit title	Prerequisites
BSBCUS301A	Deliver and monitor a service to customers	
BSBDES202A	Evaluate the nature of design in a specific industry context	
LMFGN3001B	Read and interpret work documents	
LMFKB3001A	Identify processes in kitchen and bathroom projects	
LMFKB3007A	Provide advice on cabinet design features	
MEM16006A	Organise and	

Unit code	Unit title	Prerequisites
	communicate information	
MSAENV272B	Participate in environmentally sustainable work practices	
MSAPMOHS200A	Work safely	

ELECTIVE UNITS

Select **five (5)** units from Groups A and B as specified below.

Group A

Select a minimum of **two (2)** units from Group A

Unit code	Unit title	Prerequisites
BSBCCO304B	Provide sales solutions to customers	
BSBCMM301A	Process customer complaints	
BSBDES301A	Explore the use of colour	
BSBDES305A	Source and apply information on the history and theory of design	
BSBFIA301A	Maintain financial records	
CUVCOR09B	Select and apply drawing techniques and media to represent and communicate the concept	

Unit code	Unit title	Prerequisites
LMFFT4009B	Match furnishing styles/materials to customer requirements	
LMFGN3002B	Estimate and cost job	
LMFID4009A	Research architectural styles and movements	
LMFKB3008A	Identify cabinet construction and installation methods	
MEM16008A	Interact with computing technology	
MSACMT251A	Apply quality standards	
MSACMT271A	Use sustainable environmental practices	
MSAPMSUP201A	Receive or despatch goods	
SIRRRPK010A	Recommend home and home improvement products and services	
SIRXINV002A	Maintain and order stock	
SIRXSLS004A	Build relationships with customers	

Group B

Up to **three (3)** relevant units may be chosen from units not already selected in Group A, or units available in this Training Package or in other endorsed Training Packages and accredited courses. Those units must be aligned at Certificate III level or Certificate IV level (maximum 1 Certificate IV unit).

Units selected from other Training Packages and accredited courses via Group B must be relevant to the qualification outcome and not duplicate units available within this qualification.

If Competitive Manufacturing units are chosen (identified as MSACM in the code), these should only be selected on the basis of work requirements.