Australian Government

Department of Education, Employment and Workplace Relations

LMFAH4001A Recommend security technology, hardware and services

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

LMFAH4001A Recommend security technology, hardware and services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the application of achitectural hardware product and service knowledge to provide advice to customers/clients and other sales staff with regard to design, technical features and uses of achitectural hardware products,ancillary products, prices and warranties.

Application of the Unit

Application of the unit	This unit applies to architectural hardware specifiers who provide advice to clients on product selection, price, services and warranties in regards to architectural hardware. The unit applies to clients requiring architectural hardware schedules and products for construction and renovation projects.
	This unit requires the ability to source relevant information, determine client requirements and use appropriate techniques to accurately identify architectural hardware requirements to meet client needs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Research architectural hardware product range	1.1. ***Job requirements*** are correctly identified according to relevant product ***information***
	1.2. Suitable ***architectural hardware*** products are identified by accessing ***relevant sources of information***
	1.3. Hardware components are identified to suit client specifications and ***applicable legislation***, ***codes and national standards***
	1.4. Available product options and features are evaluated for suitability and value
	1.5. Operation of architectural hardware products and equipment is safely and accurately demonstrated according to ***organisational requirements***
	1.6. Knowledge of measurement systems used in architectural hardware product range is demonstrated
2. Recommend door and window hardware products	2.1. ***Customer/client*** needs are accurately identified
	2.2. Detailed manufacturer's product specifications are provided, when applicable, and explained to customer/client to assist buying decisions according to legislative requirements
	2.3. Features and benefits of products are demonstrated to customer/client using appropriate ***interpersonal techniques***
3. Identify hardware quantities	3.1. Quantities of architectural hardware products required are accurately determined from customer/client specifications
	3.2. ***Measuring tools*** are accurately used to determine imperial or metric measures relevant to job requirements
	3.3. Customer/client is provided with accurate quotation for quantities estimated
4. Advise on hardware product warranties	4.1. Comparisons between architectural hardware manufacturer's warranty terms are clearly explained to customer
	4.2. Individual product warranty terms and conditions are confirmed from relevant sources of information and accurately conveyed to customer/client
	4.3. Customer/client is provided with written information regarding individual product warranty terms and conditions, especially extended or promotional

ELEMENT	PERFORMANCE CRITERIA
	warranties, according to organisational requirements
5. Negotiate price and payment options	5.1. Store recommended retail pricing for various brand options is accurately conveyed to customer/client according applicable legislation, codes and national standards
	5.2. Individual product prices are negotiated, where necessary, according to organisational requirements to achieve sales
	5.3. Store payment options are accurately conveyed to customer/client and a preferred option negotiated following organisational requirements
6. Advise on and arrange product services and repairs	6.1. Customer/client is questioned to determine nature of problem
	6.2. Customer/client needs are diagnosed by accessing manufacturer's information
	6.3. Solutions are offered according to nature of problem, available product information and organisational requirements
	6.4. Service/repair process is identified and accurately described to customer, as required, according to organisational requirements
	6.5. Price and timeline for basic service/repairs are identified and quoted to customer where applicable
	6.6. Customer/client details are identified and accurately transcribed to repair form, according to organisational requirements
	6.7. Item for repair is labelled and securely stored according to organisational requirements
	6.8. Customer/client is notified without undue delay on arrival/completion of service/repair

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Required skills include:

- identifying architectural hardware needs
- identifying suitable architectural hardware brands, prices and warranty conditions
- reading and interpreting plans, designs and specifications
- applying basic numeracy techniques
- applying safe and efficient work practices
- interpersonal communication skills
- relating to people from different social and cultural backgrounds
- dealing with customer/clients that are difficult or abusive
- dealing with customer/clients that have special needs
- presenting a professional image
- preparing documentation
- entering data using basic keyboarding skills

Required knowledge

Required knowledge includes:

- organisational policies and procedures, in relation to:
  - sales/customer services
  - methods of dealing with special needs/requests of customers
  - customer complaints
  - price negotiation
- available architectural hardware/keying system options and basic requirements for installation
- types and functions of architectural hardware/keying system
- building construction methods and types
- organisational and client confidentiality requirements
- basic problem-solving strategies
- operational principles of information technology
- principles of effective communication
- documentation requirements and processes

Evidence Guide

EVIDENCE GUIDE	
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.	
Overview of assessment	A person who demonstrates competency in this unit must be able to research and recommend architectural hardware and/or keying requirements, identify quantities, and advise on price, warranty and service and repair options, and include this information as required in the preparation of a brief for a client.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Critical aspects of assessment and evidence include: • ability to match architectural hardware products to a client brief or specification • ensuring selected architectural hardware products comply with relevant legislation, codes and standards • explaining and demonstrating architectural hardware products to clients • undertaking imperial and metric measurements of job requirements and matching to architectural hardware measuring systems • estimating quantities of required architectural hardware products • supplying accurate quotes for architectural hardware products and services • negotiating prices • advising on warranties, service and repair options for architectural hardware products and services • arranging service and repairs.
Context of and specific resources for assessment	This unit may be assessed on the job, off the job or a combination of both. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. Assessors must be satisfied that the candidate can competently and consistently perform all elements of the

EVIDENCE GUIDE

	unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.
Method of assessment	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways, including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.
Guidance information for assessment	This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with assessing technical security requirements, or other units requiring the exercise of the skills and knowledge covered by this unit.

Range Statement

RANGE STATEMENT	
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.	

Job requirements	Job requirements may include:
	
	• instructions from supervisor/management
	• work schedules and completion dates
	• specific client requirements
	• site requirements
	• security clearance and access requirements
	• reporting and documentation requirements
	• budget allocations
	• associated legislation which may include Building Code of Australia (BCA) and Australian standards, such as:
	   • AS 1428 (Set)-2010 Design for access and mobility set
	   • AS 1905.1-2005 Components for the protection of openings in fire-resistant walls - Fire-resistant door sets
	   • AS 4145.2-2008 Locksets and hardware for doors and windows - Mechanical locksets for doors and windows in buildings
	   • AS 1670.1-2004 Fire detection, warning, control and intercom systems - System design, installation and commissioning - Fire
	   • AS 1530.1-1994 Methods for fire tests on building materials, components and structures - Combustibility test for materials

Information	Information may include: • value or importance of assets • insurance policy agreements • special rooms or areas requiring higher level of protection • current/proposed operating environments • assets and systems

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	• activities and functions • existing security systems/equipment • existing management strategies • business and operational plans • incident history
Architectural hardware	Architectural hardware may include: • hinges • pivots • door track • locks • handles • door furniture • door closers • exit devices • sequence selectors • cylinders • keying and master keying • bolts • door stops • door seals • kick plates • door protection • sundry hardware • sanitary hardware • automatic operators • access control devices
Relevant sources of information	Relevant sources of information may include: • product catalogues • reference manuals • technical specifications • product instructions • drawings and illustrations • technical sales staff
Applicable legislation, codes and national standards	Applicable legislation, codes and national standards may include: • relevant commonwealth and state/territory legislation which affect organisational operation, such as: • occupational health and safety (OHS) and

RANGE STATEMENT	
	environmental issues • equal employment opportunity • industrial relations • anti-discrimination and diversity • licensing arrangements • Australian standards • quality assurance and certification requirements • relevant industry codes of practice • trade practices • award and enterprise agreements • privacy related legislation
Organisational requirements	Organisational requirements may include: • legal and organisational operational policies and procedures • operations manuals • induction and training materials • insurance policy agreements • client and organisational confidentiality requirements • organisational goals/objectives/plans/systems/processes • employer and employee rights and responsibilities • own role, responsibility and delegation • quality and continuous improvement processes and standards • client service standards • defined resource parameters • OHS policies/procedures/programs • emergency and evacuation procedures • duty of care, code of conduct, code of ethics, access and equity policy, principles and practice • records and information systems and processes • communication channels • reporting procedures
Customer/client	Customer/client may include: • owner

RANGE STATEMENT

	• property/other agent • tenant • building supervisor • manager • project manager • government and legal instruments/agencies
Interpersonal techniques	Interpersonal techniques may include: • verbal or non-verbal language • two-way interaction • constructive feedback • active listening • questioning to clarify and confirm understanding • interpreting non-verbal and verbal messages • observation techniques • use of positive, confident and cooperative language • control of tone of voice and body language • use of language and concepts appropriate to cultural differences • use of clear presentations of options and consequences • demonstrating flexibility and willingness to compromise
Measuring tools	Measuring tools may include: • tape measures • callipers • vernier • steel rule

Unit Sector(s)

Unit sector	

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Competency field

Competency field	

Co-requisite units

Co-requisite units		