



Australian Government

Department of Education, Employment and Workplace Relations

LMFBA3009A Provide advice to customers on blinds and awnings

Revision Number: 1

LMFBA3009A Provide advice to customers on blinds and awnings

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit specifies the outcomes required to provide advice to customers regarding blinds and awnings
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Application of the Unit

Application of the unit	<p>This unit applies to the skills and knowledge required to provide advice to customers. The unit applies in a workplace and on-site environment and may be conducted in small to large scale enterprises.</p> <p>Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.</p>
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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

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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop and maintain knowledge of products and services	1.1. A comprehensive knowledge and understanding of industry <i>products</i> and <i>services</i> is actively and regularly researched from <i>authoritative sources</i> 1.2. <i>Characteristics of products</i> and services are identified and understood using available product and service <i>documentation</i> . 1.3. <i>Sample</i> materials, products and <i>visual aids</i> are collected and organised for easy use
2. Prepare for work	2.1. A range of materials and products are selected to match <i>customer requirements</i> and suitability for purpose 2.2. An appointment is arranged with the customer and an appropriate schedule is agreed
3. Confirm customer requirements	3.1. Questioning and <i>active listening</i> techniques are used to clarify customer requirements 3.2. Customer requirements are identified professionally, courteously and with tact 3.3. <i>Assumptions</i> are documented in accordance with workplace practices 3.4. Customer requirements are <i>fed back</i> accurately in language that can be understood by the customer and workplace staff 3.5. Customer requirements are <i>documented</i> in accordance with workplace practices
4. Provide advice on blinds and awnings	4.1. Viable options for colour, material and style that are relevant to the customer's requirements are presented 4.2. Options for colour, materials and style are explained to, and discussed with the customer to facilitate customer understanding of available products and services 4.3. Material samples and visual aids are made available to the customer to facilitate customer understanding of available products and services 4.4. 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 selection including agreed delivery timeframe is determined 5.2. Customer <i>commitment</i> to agreed selection is gained in accordance with workplace practices

ELEMENT	PERFORMANCE CRITERIA
	5.3. Documentation is completed following workplace practices including specification sheets for products selected (colour, style, etc) and drawings 5.4. Customer is informed of <i>rights and obligations</i> regarding product or service
6. Finalise process	6.1. Sample products are returned to storage as required 6.2. <i>Documentation</i> is submitted to <i>appropriate personnel</i> in accordance with workplace practices 6.3. Contact is maintained with customer throughout the manufacturing and installation process

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- read and understand documentation
- speak clearly and directly
- apply effective listening techniques
- ask questions to gain information
- complete standardised workplace information
- share information
- meet the needs of customers
- provide information to customers
- write workplace documentation
- present information
- work as part of a team
- share information
- apply a range of strategies to solve problems
- monitor and evaluate solutions
- identify and define problems
- develop practical solutions to problems
- select appropriate solutions to problems
- apply analysis skills
- show independence and initiative
- adapt to new situations
- initiate solutions to problems
- discuss initiatives with colleagues
- generate a range of options
- assess risks and take appropriate action
- manage innovation and change
- determine opportunities to improve processes
- take initiative and make decisions
- collect and organise information
- plan tasks and identify task outcomes
- plan use of resources
- assess and prioritise tasks
- manage time and resources
- participate in continuous improvement processes
- allocate people and other resources to tasks
- collect and analyse information

REQUIRED SKILLS AND KNOWLEDGE

- establish clear goals and deliverables
- amend own work practices
- clarify objectives
- manage workplace information
- select and sequence information
- manage own time and prioritise own work
- assess own skills and knowledge
- use feedback to improve performance
- take responsibility
- apply knowledge and confidence in own ideas
- apply quality practices
- work safely
- adapt to new skill requirements
- be open to new ideas and techniques
- invest time and effort into learning new skills
- be open to learning and accommodate change
- apply reflective skills
- use equipment and tools
- use technology relevant to the job
- use basic IT skills
- use IT to organise information

Required knowledge

- State or Territory OHS legislation, regulations, standards and codes of practice relevant to blinds and awnings manufacturing and installation
- organisational and site standards, requirements, policies and procedures for providing advice to customers
- interpretation of plans and worksheets
- colour coordination and matching
- fabric and material types and their application
- suitable applications of the various styles of blinds and awnings
- organisation's products and services
- principles and techniques of public relations and product promotion
- strategies for planning and monitoring activities
- consultation methods, techniques and protocols
- terms used to describe components of blinds and awnings
- procedures for the recording, reporting and maintenance of workplace records and information
- mathematical techniques for estimation and measurement of materials

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 for assessment and evidence required to demonstrate competency in this unit</p>	<ul style="list-style-type: none"> • Identify products and materials used in blinds and awnings manufacturing • Conducting meetings and presentations • Assessing and reporting on customer satisfaction • Analysing sales and product development data • Completing workplace documentation • Advise customer on at least three occasions involving material, style and colour selection
<p>Context of, and specific resources for assessment</p>	<ul style="list-style-type: none"> • The application of competency is to be assessed in the workplace or simulated workplace • Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints • Assessment of required knowledge and skills may be conducted in workplace or simulated workplace environment • The following resources should be made available: <ul style="list-style-type: none"> • workplace location or simulated workplace • materials and equipment relevant to providing advice to customers • workplace practices including standard documentation and procedures relevant to providing advice to customers
<p>Method of assessment</p>	<p>Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of required knowledge and skills</p> <p>Assessment methods should be by direct observation of tasks and include questioning on required knowledge and skills to ensure its correct interpretation and application</p> <p>Assessment should be conducted over time and may be in conjunction with assessment of other units of competency</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>	
Products	<ul style="list-style-type: none"> includes blinds and/or awnings
Services	<ul style="list-style-type: none"> includes preparation, manufacturing and installation
Authoritative sources	<ul style="list-style-type: none"> includes manufacturers, industry resource groups, industry advocacy groups
Characteristics of products	<ul style="list-style-type: none"> includes characteristics of fabrics, materials, fixings
Documentation	<ul style="list-style-type: none"> includes product information sheets, specifications
Sample	<ul style="list-style-type: none"> may include fabric off-cuts, photographs, drawings, sketches
Visual aids	<ul style="list-style-type: none"> include photographs, brochures, computer presentations
Customer requirements	<ul style="list-style-type: none"> may include sun protection, darkening effects, privacy, insulation, decoration, noise reduction, weather protection, presenting a professional image, advertising and branding, light dispersment
Active listening	<ul style="list-style-type: none"> includes maintaining eye contact, asking questions to clarify meaning,
Assumptions	<ul style="list-style-type: none"> includes site access, removal and disposal of existing blinds, awnings or fixtures
Feed back	<ul style="list-style-type: none"> includes verbal or written feed back
Documented	<ul style="list-style-type: none"> includes quotation for work, sketches, drawings
Commitment	<ul style="list-style-type: none"> includes signing work order or contract, collecting and receipting deposits
Rights and obligations	<ul style="list-style-type: none"> includes cooling off periods, providing access to property, availability at arranged time, payment terms and conditions
Documentation	<ul style="list-style-type: none"> includes work orders, customer care cards

RANGE STATEMENT	
Appropriate personnel	<ul style="list-style-type: none"> includes trainers, assessors, managers, production personnel, office staff, supervisors

Unit Sector(s)

Unit sector	Blinds and awnings
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		