



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LMFKB3007A Provide advice on cabinet design features**

**Revision Number: 1**

## LMFKB3007A Provide advice on cabinet design features

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers the skills and knowledge required to provide customers with information relating to the features and benefits of cabinet designs and components, and to advise on best fit to meet customer needs.
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### Application of the Unit

<b>Application of the unit</b>	This unit applies to skills used in a kitchen or bathroom showroom or similar environment where a set range of cabinet designs and components are available. Basic technical and design information relevant to cabinets is required to achieve this unit.
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	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. Confirm customer requirements	1.1. Obtain and document <i>customer requirements</i> for cabinet design features 1.2. Identify <i>design requirements</i> for cabinet with the customer 1.3. Locate and obtain plans, drawings and any design details relevant to the customer enquiry 1.4. Confirm services available and appropriate to the customer's needs with the customer
2. Provide technical information on design options	2.1. Explain cabinet design options to the customer noting specific features and benefits of the layout and inclusions 2.2. Access and research <i>technical information</i> on all cabinet designs available to ensure advice to customers is informed 2.3. Provide design brochures, drawings and other advisory materials to the customer 2.4. Explain construction, installation and ordering details of the designs to the customer
3. Provide technical information on cabinet components	3.1. Access and research technical and product information on all cabinet fixtures, fittings and finishes to ensure advice to customers is informed 3.2. Locate and provide brochures, drawings and information on cabinet components and products to the customer as required 3.3. Communicate features, benefits and limitations of available components that are suitable to the <i>context</i> required by the customer 3.4. Discuss application methods, manufacturing processes and environmental impact of cabinet components with the customer as required
4. Suggest best design package to meet customer needs	4.1. Apply <i>elements and principles of design</i> to examine the appropriateness of cabinet products for customer requirements 4.2. Discuss options with the customer to ascertain responses and preferences 4.3. Provide advice on best option to meet customer requirements 4.4. Confirm preferences with the customer 4.5. Determine required quantities based on manufacturer specifications, plans and customer

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	needs 4.6. Calculate costs according to work policy and procedures
5. Complete cabinet design documentation	5.1. Record customer details and check for accuracy 5.2. Document details of design, fixtures, fittings and finishes for customer according to workplace practice 5.3. Document any special requirements or conditions 5.4. Place formal order and provide documentation to the customer

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- Language and literacy to the level of interpreting workplace documents and product information
- Numeracy skills to the level of estimating approximate quantities and calculating costs
- Using and applying workplace terminology
- Following safe work practices
- Applying quality practices
- Communication skills
- Sales skills
- Recognising and responding to circumstances outside instructions or personal competence
- Interpreting customer information
- Providing information and advice relevant to customer requirements
- Documentation
- Using computer operations for internet access and searches
- Analysing performance characteristics

#### Required knowledge

- Construction processes for cabinet designs
- Safe work practices
- Documentation procedures
- Quality checking procedures
- Symbols and terminology on plans and drawings
- Features of cabinet components
- Principles and elements of design
- Characteristics of materials, products and defects
- Effects of finishes and finishing techniques
- Appropriate mathematical procedures for estimation and measurement

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<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><b>Overview of assessment</b></p>	<ul style="list-style-type: none"> <li>Assessment processes and techniques must be culturally appropriate and appropriate to the language, literacy and numeracy capacity of the candidate and the work being performed</li> </ul>
<p><b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b></p>	<ul style="list-style-type: none"> <li>Identify features, benefits and limitations of cabinet design features</li> <li>Engage customer to confirm cabinet requirements</li> <li>Provide solution to meet customer requirements</li> <li>Use and communicate technical information to inform design options</li> </ul>
<p><b>Context of and specific resources for assessment</b></p>	<ul style="list-style-type: none"> <li>The application of competency is to be assessed in the workplace or realistically simulated workplace</li> <li>Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints</li> <li>Assessment of essential underpinning knowledge, other than confirmatory questions, will usually be conducted in an off-site context</li> <li>Assessment is to comply with relevant regulatory or Australian Standards requirements</li> <li>The following resources should be made available: <ul style="list-style-type: none"> <li>workplace location or simulated workplace</li> <li>range of cabinet designs and products</li> <li>specifications and work instructions</li> </ul> </li> </ul>
<p><b>Method of assessment</b></p>	<ul style="list-style-type: none"> <li>Assessment must satisfy the endorsed assessment guidelines of the Furnishing Industry Training Package</li> <li>Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge</li> <li>Assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure correct interpretation and application</li> <li>Assessment may be applied under project related conditions (real or simulated) and require evidence of</li> </ul>

**EVIDENCE GUIDE**

	<p>process</p> <ul style="list-style-type: none"><li>• Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances</li><li>• Assessment may be in conjunction with assessment of other units of competency</li></ul>
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## 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.

#### Customer requirements

Customer requirements may include:

- client aims and objectives and criteria for evaluation
- function
- budget
- timelines
- consultation requirements
- brand preferences

#### Design requirements

Design requirements may include:

- storage
- appliances
- colour
- materials
- finish
- vanity, toilet, shower and bath requirements
- components such as hinges, runners, handles, latches, taps, splashbacks and bench tops
- components such as taps, spas, basins and bath
- doors, drawers and cabinet styles
- dimensions
- usage patterns
- quality

#### Technical information

Technical information may include:

- cabinet standards for application in kitchens, bathrooms and other domestic settings
- product codes
- dimensions
- characteristics and qualities
- environmental specifications
- installation requirements
- ergonomic specifications

<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• quality</li> <li>• operation</li> <li>• warranties</li> <li>• available colour range</li> <li>• price</li> <li>• construction of products</li> <li>• care and maintenance requirements</li> <li>• stain and dirt resistance</li> <li>• product performance</li> <li>• colour fastness, colour fading properties</li> <li>• availability</li> </ul>
<b>Context</b>	Context must include: <ul style="list-style-type: none"> <li>• kitchen or bathroom and other domestic settings</li> </ul>
<b>Elements and principles of design</b>	Elements and principles of design may include: <ul style="list-style-type: none"> <li>• line, shape, form, texture and colour</li> <li>• balance, proportion (symmetry, asymmetry), harmony, contrast, pattern, movement, rhythm, unity, style, focus, scale, emphasis, proximity, alignment, space, ergonomics, arrangement, aesthetic relations, tension and development methods</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Kitchens and bathrooms
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## Competency field

<b>Competency field</b>	
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## Co-requisite units

<b>Co-requisite units</b>		