



Australian Government

Department of Education, Employment and Workplace Relations

LMFSF3014B Provide technical advice to customers

Revision Number: 1

LMFSF3014B Provide technical advice to customers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the competency to provide advice to customers on a range of technical issues that impact on soft furnishings.
------------------------	--

Application of the Unit

Application of the unit	
--------------------------------	--

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

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. Identify customer requirements	<p>1.1. Questioning techniques are applied to determine the nature of customer requirements</p> <p>1.2. Potential site problems or site specific requirements are identified</p>
2. Access and interpret information	<p>2.1. All available information relating to customer-specific requirements is gathered, recorded and confirmed with the customer</p> <p>2.2. Information on options that potentially meet the customer's requirements is accessed and interpreted</p>
3. Provide advice to customer	<p>3.1. Viable options relating to products, techniques or solutions that are relevant to the customer's requirements are generated</p> <p>3.2. Information on available options relating to products, techniques or solutions is provided to the customer</p> <p>3.3. Features, benefits, limitations and safety implications relating to available options are explained to the customer</p> <p>3.4. The customer is advised to seek specialist advice where warranted</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- collect, organise and understand information related to work orders, and current trends and styles in interior decoration
- communicate ideas and information to enable confirmation of requirements and specifications, coordination of ideas with customers, and the gaining of the customer's confidence
- plan and organise activities, including the preparation and layout of the worksite and the obtaining of equipment and materials to avoid any back tracking, advisory services
- work with others and in a team by recognising dependencies and using co-operative approaches to optimise workflow and productivity
- use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate material requirements
- apply analytical techniques to many customer requirements with preferred options
- use workplace technology related to locating and analysing options for the client

Required knowledge

- interpretation of plans, drawings and work sheets
- interior design principles
- types of motorisation
- energy conservation methods
- types of wall and ceiling construction
- identification of equipment, processes and procedures

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.

Critical aspects of evidence

- Interpret work order and locate and apply relevant information
- Interpret plans, drawings and work instructions
- Select and use tools and equipment appropriate to the task
- Provide advice to customers on three occasions with each involving a different central subject
- Follow work instructions, operating procedures and inspection practices to:
 - complete required workplace documentation
 - gather and interpret information on customer requirements and needs
 - minimise the risk of injury to self and others
- Work effectively with others
- Modify activities to cater for variations in workplace contexts and environment
- Identify safe handling practices for equipment, products and materials

Resource implications

Sample products, visual aids, tools and equipment.

Method of assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and questioning on underpinning knowledge.

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Context of assessment

Assessment may occur on the job or in a workplace simulated facility with relevant process equipment, materials, work instructions and deadlines.

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>	
Unit scope	This unit covers work involving providing advice to customers in relation to technical issues that impact of soft furnishings, including wall structures, interior design, motorisation, energy conservation and architectural drawings
Unit context	<ul style="list-style-type: none"> • OHS requirements may include 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 discretion, judgement and problem solving skills in determining customer and site requirements. This may be demonstrated either individually or in a team environment
Tools and equipment may include:	<ul style="list-style-type: none"> • measuring and calculating equipment, including tapes, rulers, calculators, computers
Materials may include:	<ul style="list-style-type: none"> • product and fabric samples • visual aids (photographs, magazines, trade brochures, sketches, etc.) • technical drawings
Personal protective equipment	Personal protective equipment is to include that prescribed under legislation, regulations and enterprise policies and practices
Information and procedures	<ul style="list-style-type: none"> • Workplace procedures relating to customer service • Product manufacturer specifications and operational procedures

RANGE STATEMENT	
	<ul style="list-style-type: none"> • Work instructions, including job sheets, plans, drawings and designs • Workplace procedures relating to reporting and communication

Unit Sector(s)

Unit sector	Soft Furnishing
--------------------	-----------------

Competency field

Competency field	
-------------------------	--

Co-requisite units

Co-requisite units		