



Australian Government

MSF31018 Certificate III in Interior Decoration Retail Services

Release 2

MSF31018 Certificate III in Interior Decoration Retail Services

Modification History

Release 2. Minor updates. Supersedes and is equivalent to MSF31018 Certificate III in Interior Decoration Retail Services (Release 1).

Release 1. Supersedes and is equivalent to MSF31013 Certificate III in Interior Decoration Retail Services.

Qualification Description

This qualification reflects the role of individuals who provide practical assistance and advice to customers on furnishing products in a retail, showroom or domestic environment.

They use discretion and judgment in their work roles and adapt and transfer skills and knowledge to different customer situations and needs. Furnishing products may include soft furnishings, furniture, flooring, window coverings or kitchen and bathroom items

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

Total number of units = 13

- 5 core units
- 8 elective units, consisting of:
 - at least 1 unit from Group A
 - at least 5 units from Group B
 - up to 2 units from Group A, Group B, any endorsed Training Package or accredited course – these units must be relevant to the work outcome.

Units selected from other Training Packages and accredited courses must not duplicate units available within this qualification.

CORE UNITS

Unit code	Unit title
MSMENV272	Participate in environmentally sustainable work practices
MSMSUP102	Communicate in the workplace

MSMSUP106	Work in a team
MSMWHS200	Work safely
SIRXCEG001	Engage the customer

ELECTIVE UNITS

Group A

Unit code	Unit title
MSFGN3003	Advise customers on products and services
MSFFL3058	Provide advice to customers on floor coverings
MSFFL3052	Plan and cost flooring technology work
MSFFP2009	Identify materials suitable for kitchen or bathroom construction
MSFFT4009	Match furnishing styles and materials to customer requirements
MSFGN2001	Make measurements and calculations
MSFKB3009	Provide advice on modular kitchens
MSFKB3011	Plan kitchen and bathroom projects
MSFSF3008	Measure up and calculate fabric quantities for window coverings
MSFSF3010	Advise customers on interior decoration
MSFSF3013	Provide technical advice to customers

Group B

Unit code	Unit title
BSBCMM301	Process customer complaints
BSBCUE304	Provide sales solutions to customers
BSBCUS301	Deliver and monitor a service to customers
BSBDES202	Evaluate the nature of design in a specific industry context

BSBDES301	Explore the use of colour
BSBDES305	Source and apply information on the history and theory of design
BSBFIA301	Maintain financial records
CUAACD301	Produce drawings to communicate ideas
CUAACD302	Produce computer-aided drawings
CUADIG304	Create visual design components
MSFGN3001	Read and interpret work documents
MSFGN3002	Estimate and cost job
MSS402051	Apply quality standards
SIRRINV002	Control stock
SIRXSLS001	Sell to the retail customer
SITXMPR003	Plan and implement sales activities

Qualification Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>