



**Australian Government**

# **MSF31313 Certificate III in Kitchens and Bathrooms - Retail Services**

**Release 2**

# **MSF31313 Certificate III in Kitchens and Bathrooms - Retail Services**

## **Modification History**

Release 2 - Imported units updated. Equivalent.

Release 1 - New qualification

## **Qualification Description**

This qualification describes the skills and knowledge required by those working in the kitchen or bathroom industry providing limited technical advice to customers within a showroom or domestic environment. Advice will relate to a standardised range of kitchen or bathroom designs and fittings to meet client design requirements. It reflects vocational outcomes for those working in a sales environment providing technical and design information and advice on kitchen, bathroom, laundry or related products and design packages. Job roles, such as showroom sales assistants, customer liaison, and marketing officers, use sales and other customer liaison techniques with limited technical information on kitchen and bathroom products and services.

There are no specific licences that relate to this qualification. However, depending on the jurisdiction, licensing or regulatory requirements may apply to the use of some units in this qualification. Local regulations should be checked for details.

## **Entry Requirements**

Not applicable

## Packaging Rules

To be awarded the MSF31313 Certificate III in Kitchens and Bathrooms - Retail Services, competency must be achieved in **thirteen (13)** units of competency.

- **four (4)** core units of competency
- **nine (9)** elective units of competency.

Note: Units marked with an asterisk have one or more prerequisites and must be considered in the total number of units. Please refer to individual units for details.

### CORE UNITS

Complete all **four (4)** units from this list.

Unit code	Unit title
MSMENV272	Participate in environmentally sustainable work practices
MSMWHS200	Work safely
MSMSUP102	Communicate in the workplace
MSMSUP106	Work in a team

### ELECTIVE UNITS

Select **nine (9)** units from Group A and B as specified below.

#### Group A

Select a minimum of **six (6)** units from Group A.

Unit code	Unit title
BSBCUE304	Provide sales solutions to customers
BSBCMM301	Process customer complaints
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
CPCCOHS1001A	Work safely in the construction industry

<b>Unit code</b>	<b>Unit title</b>
CUAACD301	Produce drawings to communicate ideas
MEM16008A	Interact with computing technology
MSAPMSUP201A	Receive or despatch goods
MSFFT4009	Match furnishing styles and materials to customer requirements
MSFGN3001	Read and interpret work documents
MSFGN3002	Estimate and cost job
MSFID3001	Source and specify decoration products
MSFID3002	Style a retail display
MSFID4009	Research architectural styles and movements
MSFKB3001	Identify processes in kitchen and bathroom projects
MSFKB3007	Provide advice on cabinet design features
MSFKB3008	Identify cabinet construction and installation methods
MSS402051A	Apply quality standards
SIRRRPK010A	Recommend home and home improvement products and services
SIRXINV002A	Maintain and order stock
SIRXSLS303	Build relationships with customers

### **Group B**

Up to **three (3)** relevant units may be chosen from units not already selected in Group A, or units available in this Training Package or in other endorsed Training Packages and accredited courses. Those units must be aligned at Certificate III level or Certificate IV level (maximum 1 Certificate IV unit).

Units selected from other Training Packages and accredited courses via Group B must be relevant to the qualification outcome and not duplicate units available within this qualification.

## **Qualification Mapping Information**

Supersedes and is based on LMF32009 Certificate III in Kitchens and Bathrooms (Client Services). Outcomes are equivalent.

## **Links**

MSA Training Package Companion Volumes -

[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=35](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=35)