



Australian Government

Assessment Requirements for MSFAH4001

Advise on security technology, hardware and services

Release: 1

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Modification History

Release 1 - New unit of competency

Performance Evidence

- Match architectural hardware products to a client brief or specification identifying suitable architectural hardware brands, prices and warranty conditions
- Ensure selected architectural hardware products comply with relevant legislation, codes and standards
- Explain and demonstrate architectural hardware products to clients
- Undertake imperial and metric measurements of job requirements and matching to architectural hardware measuring systems
- Estimate quantities of required architectural hardware products
- Supply accurate quotes for architectural hardware products and services and negotiate prices
- Arrange service and repairs
- Read and interpret plans, designs and specifications
- Apply basic numeracy techniques
- Apply safe and efficient work practices
- Relate to people from different social and cultural backgrounds
- Deal with customers/clients that may be difficult or abusive
- Deal with customers/clients that have special needs
- Enter data using basic keyboarding skills

Knowledge Evidence

- Organisational policies and procedures, in relation to:
 - sales/customer services
 - methods of dealing with special needs/requests of customers
 - customer complaints
 - price negotiation
- Available architectural hardware/keying system options and basic requirements for installation
- Types and functions of architectural hardware/keying system
- Building construction methods and types
- Organisational and client confidentiality requirements
- Basic problem-solving strategies
- Operational principles of information technology
- Principles of effective communication
- Documentation requirements and processes

Assessment Conditions

- Assessors must:
 - hold training and assessment competencies as determined by the National Skills Standards Council (NSSC) or its successors
 - have vocational competency in the furnishing industry at least to the level being assessed with broad industry knowledge and experience, usually combined with a relevant industry qualification
 - be familiar with the current skills and knowledge used and have relevant, current experience in the furnishing industry.
- Assessment methods must confirm consistency of performance over time rather than a single assessment event and in a range of workplace relevant contexts.
- Assessment must be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, multimedia evidence, supervisor's reports, projects and work samples.
- Assessment is to be conducted on single units of competency or in conjunction with other related units of competency. Foundation skills are integral to competent performance in the unit and should not be assessed separately.
- Assessment must occur on the job or in a workplace simulated facility with relevant process, equipment, materials, work instructions and deadlines.
- Access is required to tools, equipment, materials and documentation, relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials, safety procedures, regulations and all necessary facilities.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>