



**Australian Government**

# **MSFBA3009 Provide advice to customers on blinds and awnings**

**Release: 1**

# MSFBA3009 Provide advice to customers on blinds and awnings

## Modification History

Release 1 - New unit of competency

## Application

This unit of competency covers providing advice to customers on blinds and awnings products and services. It applies in workplaces and on-site residential and commercial environments and may be conducted in small to large scale enterprises.

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

## Pre-requisite Unit

## Competency Field

## Unit Sector

Blinds and awnings

## Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Develop and maintain knowledge of products and services	1.1	A comprehensive knowledge of industry products and services is actively and regularly researched from authoritative sources
		1.2	Characteristics of products and services are identified and understood using available product and service documentation
		1.3	Sample materials, products and visual aids are collected and organised for easy use
2	Prepare for work	2.1	A range of materials and products are selected to match customer requirements and suitability for purpose
		2.2	An appointment is arranged with the customer and an

- appropriate schedule is agreed
- |   |                                      |     |  |
|---|--------------------------------------|-----|--|
| 3 | Confirm customer requirements        | 3.1 | Questioning and active listening techniques are used to clarify customer requirements  |
|   |                                      | 3.2 | Customer requirements are identified professionally, courteously and with tact   |
|   |                                      | 3.3 | Assumptions are documented in accordance with workplace practices  |
|   |                                      | 3.4 | Customer requirements are fed back accurately in language that can be understood by the customer and other workplace staff   |
|   |                                      | 3.5 | Customer requirements are documented in accordance with workplace practices  |
| 4 | Provide advice on blinds and awnings | 4.1 | Viable options for colour, material and style that are relevant to the customer's requirements are presented   |
|   |                                      | 4.2 | Options for colour, materials and style are explained to, and discussed with, the customer to facilitate customer understanding of available products and services |
|   |                                      | 4.3 | Material samples and visual aids are made available to the customer to facilitate customer understanding of available products and services                        |
|   |                                      | 4.4 | Benefits and approximate costs of each option are explained to the customer to facilitate informed decision making   |
| 5 | Confirm selection with customer      | 5.1 | Customer selection including agreed delivery timeframe, is determined  |
|   |                                      | 5.2 | Customer commitment to agreed selection is gained in accordance with workplace practices   |
|   |                                      | 5.3 | Documentation is completed following workplace practices, including specification sheets for products selected and drawings  |
|   |                                      | 5.4 | Customer is informed of rights and obligations regarding product or service  |
| 6 | Complete work                        | 6.1 | Sample products are returned to storage as required  |
|   |                                      | 6.2 | Documentation is submitted to appropriate personnel in accordance with workplace practices   |

- 6.3 Contact is maintained with customer throughout the manufacturing and installation process

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. Detail on appropriate performance levels for each furnishing unit of competency in reading, writing, oral communication and numeracy utilising the Australian Core Skills Framework (ACSF) are provided in the Furnishing Training Package Implementation Guide.

## Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Range is restricted to essential operating conditions and any other variables essential to the work environment.

- Products include:**
- blinds
  - awnings
  - shutters
- Services include:**
- preparation
  - manufacturing
  - installation
- Authoritative sources include:**
- manufacturers
  - industry resource groups
  - industry advocacy groups
- Characteristics of products include:**
- fabrics
  - materials
  - colour
  - style
  - fixings
- Documentation includes:**
- product information sheets and specifications
- Samples include:**
- fabric off-cuts
  - photographs
  - drawings and sketches
- Visual aids include:**
- photographs
  - brochures

- computer presentations
  - sun protection
  - darkening effects
  - privacy
  - insulation
  - decoration
  - noise reduction
  - weather protection
  - presenting a professional image
  - advertising and branding
  - light dispersal
- Customer requirements include:**
- maintaining eye contact and asking questions to clarify meaning
- Active listening includes:**
- site access, removal and disposal of existing blinds, awnings or fixtures
- Assumptions include:**
- verbal or written feedback
- Feedback includes:**
- quotation for work
  - sketches
  - drawings
  - work orders
  - customer care cards
- Documentation includes:**
- signing work order or contract, and collecting and receipting deposits
- Commitment includes:**
- cooling off periods
  - providing access to property
  - availability at arranged time
  - payment terms and conditions
- Rights and obligations include:**
- trainers
  - assessors
  - managers
  - production personnel
  - office staff
  - supervisors
- Appropriate personnel include:**

## Unit Mapping Information

Supersedes and is equivalent to LMF3009A Provide advice to customers on blinds and awnings

## **Links**

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