



Australian Government

MSFFL3055 Respond to complaints about flooring installations

Release: 1

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Modification History

Release 1. Supersedes and is not equivalent to MSFFL3032 Inspect defective timber flooring.

Application

This unit describes the skills and knowledge required to prepare for, carry out and report on inspections of flooring where there are issues related to defective materials or workmanship. It includes the development of proposals for remediation of faults.

This unit applies to flooring technicians who have a full suite of installation skills and knowledge in one or more areas of flooring technology, and who are only responding to complaints installations undertaken by themselves or their business.

Licensing, legislative or certification requirements may apply to this unit and relevant state/territory and local government agencies should be consulted to determine any necessary certification or licensing for undertaking flooring work. Industry standards and codes of practice within Australia must also be applied. Access to construction sites requires certification of general induction training specified by the National Code of Practice for Induction for Construction Work (ASCC 2007).

Pre-requisite Unit

Competency Field

Unit Sector

Flooring technology

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine work requirements	<p>1.1 Identify the nature of the flooring problem from work documentation or through consultation with the customer</p> <p>1.2 Clarify and agree to the purpose, scope, formality and reporting requirements for the inspection</p> <p>1.3 Consult with customer and document and agree to the need for, and liability associated with, the outcome of invasive inspection techniques</p> <p>1.4 Select and check tools, equipment and materials required for the</p>

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<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	inspection for suitability, serviceability and safety prior to use 1.5 Plan sequence of work to ensure efficiency and quality of outcome
2. Conduct the inspection	2.1 Identify and follow work health and safety legislative and organisational requirements 2.2 Complete initial visual and other non-invasive inspections to identify and isolate further inspection needs 2.3 Make areas which have been invasively inspected safe
3. Report on the inspection	3.1 Accurately document the report, clearly identifying the scope of the inspection, findings and suggested options for addressing the faults or findings 3.2 Present report to the customer and provide required technical clarifications 3.3 Organise follow up action based on report outcomes and recommendations.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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