



Australian Government

Assessment Requirements for MSFGN3003 Advise customers on products and services

Release: 1

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Modification History

Release 1. No equivalent unit. Supersedes but is not equivalent to MSFBA3009 Provide advice to customers on blinds and awnings.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements, performance criteria, and foundation skills of this unit, which must include the ability to:

- provide at least three different customers with product and service advice; once in relation to a product, once in relation to a service.

In the course of providing the above advice, the person must:

- establish and clarify customer requirements and expectations
- demonstrate current and suitably broad knowledge of product and service range
- explain and discuss each suggested viable option with customer, including:
 - features, benefits and limitations of product or service
 - product or service availability
 - approximate costs
- facilitate informed customer decision-making
- finalise advisory service according to workplace procedures and customer service standards
- work with others, recognising dependencies and using cooperative approaches to optimise work flow and productivity.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- sources of authoritative and current information on products and services relating to advisory services described in performance evidence
- workplace procedures relating to:
 - customer service standards
 - consultation methods
 - communicating product and service information to customers, including presentation methods
 - scheduling appointments
 - recording and reporting outcomes of customer appointment
 - storing and retrieving product and service information

- documenting, communicating and reporting customer preferences
- products and services offered by own workplace
- key features, characteristics, and terms of products and services relating to advisory services described in performance evidence, including features described in:
 - product and service instructions and specification sheets
 - service conditions
 - manufacturer specifications
 - special requirements
- legal obligations associated with products and services described in performance evidence, including:
 - cooling-off periods
 - payment terms and conditions
- principles and techniques of customer service and product promotion
- mathematical methods for quantifying customer requirements and estimating costs.

Assessment Conditions

Assessment must occur in the workplace, or in a simulated environment that reflects workplace conditions and contingencies.

Access is required to a commercially realistic range of customers requiring the advice described in the performance evidence above, including:

- authoritative sources of information relating to range of products and services that apply to advice in performance evidence
- computer with access to the internet for further research
- product samples, materials and visual aids relating to workplace products and services, including:
 - magazines
 - photographs
 - software presentations
 - sketches
 - trade brochures
- workplace procedures specified in knowledge evidence.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards

Links

Companion Volume implementation guides are found in VETNet -

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