



**Australian Government**

# **MSFSF3010 Advise customers on interior decoration**

**Release: 1**

# MSFSF3010 Advise customers on interior decoration

## Modification History

Release 1 - New unit of competency

## Application

This unit of competency covers advising customers on colour coordination, fabric selection and styles in relation to soft furnishings.

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

## Pre-requisite Unit

## Competency Field

## Unit Sector

Soft Furnishing

## Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Identify work requirements	1.1	Job requirements are identified from customer's initial instructions or enquiries and work instructions
		1.2	Potential site problems or site-specific requirements are identified
		1.3	Work sequence is planned, including quality checkpoints
2	Prepare for work	2.1	A range of materials and products are selected to match customer requirements, suitability for the purpose and work instructions
		2.2	Sample materials, products and visual aids are collected
		2.3	An appointment is arranged with the customer and an appropriate time plan is agreed
3	Confirm customer requirements	3.1	Questioning and active listening techniques are used to clarify customer needs

- 3.2 Customer requirements are identified professionally, courteously, with tact and without presumptions
    - 3.3 Customer requirements are fed back accurately using language that can be understood by the customer and enterprise staff
    - 3.4 Customer requirements are documented in accordance with relevant industry, legal and/or enterprise standards and procedures
- 4 Provide advice on interior decoration options
  - 4.1 Viable options for colour, fabric and design that are relevant to the customer's requirements are generated
  - 4.2 Relevant suppliers are contacted to research alternative options, if required
  - 4.3 Options for colour, fabric and design are explained to and discussed with the customer to facilitate customer understanding
  - 4.4 Fabric or product samples and/or visual aids are made available to the customer, where appropriate, to facilitate customer understanding
  - 4.5 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 preferred option, including agreed delivery timeframe, is determined
  - 5.2 Customer commitment to agreed option is gained in accordance with workplace requirements
  - 5.3 Documentation is completed following workplace procedures, including any required specification sheets for products selected
  - 5.4 Assistance with any paperwork requiring completion by customer is provided, where appropriate
- 6 Finalise process
  - 6.1 Sample products are returned to storage, as required
  - 6.2 Contact is maintained with customer throughout manufacture and installation process, if required

## 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.

- Unit context includes:**
- WHS requirements, including legislation, building codes, material safety management systems, hazardous and dangerous goods codes, and local safe operating procedures or equivalent
  - work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation insurance requirements
  - work requires individuals to demonstrate some discretion, judgement and problem solving
- Tools and equipment include:**
- measuring and calculating equipment:
    - tapes
    - rulers
    - calculators
    - computers
- Materials include:**
- product and fabric samples
  - visual aids (photographs)
  - magazines
  - trade brochures
  - sketches
- Personal protective equipment includes:**
- that prescribed under legislation, regulations and enterprise policies and practices
- Information and procedures include:**
- workplace procedures relating to the use of tools and equipment
  - work instructions, including job sheets, cutting lists, plans, drawings and designs
  - workplace procedures relating to reporting and communication

- manufacturer specifications and operational procedures

## **Unit Mapping Information**

Supersedes and is equivalent to LMFSF3011B Advise customers on interior decoration.

## **Links**

Companion Volume implementation guides are found in VETNet -

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