



Australian Government

MSFSF3013 Provide technical advice to customers

Release: 1

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Modification History

Release 1 - New unit of competency

Application

This unit of competency covers providing advice to customers on a range of technical issues that impact on soft furnishing types, uses and installation issues, including wall structures, interior design principles, motorisation, energy conservation and interpretation of architectural drawings.

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 technical advisory work. 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

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 customer requirements	1.1	Questioning techniques are applied to determine the nature of customer requirements
		1.2	Potential site problems or site-specific requirements are identified
2	Access and interpret information	2.1	All available information relating to customer-specific requirements is gathered, recorded and confirmed with the customer
		2.2	Information on options that potentially meet the customer's requirements is accessed and interpreted
3	Provide advice to	3.1	Viable options relating to products, techniques or solutions

- customer that are relevant to the customer's requirements are generated
- 3.2 Information on available options relating to products, techniques or solutions is provided to the customer
 - 3.3 Features, benefits, limitations and safety implications relating to available options are explained to the customer
 - 3.4 The customer is advised to seek specialist advice, where warranted

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:**
- work health and safety (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
 - technical drawings
 - that prescribed under legislation, regulations and enterprise policies and practices
- Personal protective equipment includes:**
- 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
- Information and procedures include:**

Unit Mapping Information

Supersedes and is equivalent to LMFSF3014B Provide technical advice to customers.

Links

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