



Australian Government

MSFOPS301 Develop product knowledge

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Modification History

Release	Comments
1	This unit of competency was first released in MSF Furnishing Training Package Release 9.0.

Application

This unit describes the skills and knowledge required to develop product knowledge for products that are sold, installed or manufactured in the individual's workplace and work sector.

The unit applies to individuals who work under limited supervision to solve a defined range of unpredictable problems, and analyse and synthesise information from a variety of sources to identify product technical specifications, features and benefits.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.

Licensing/Regulatory Information

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

Pre-requisite unit(s)

No prerequisite units.

Competency field(s)

N/A

Unit sector(s)

Operations (OPS)

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. Acquire knowledge of workplace product range	1.1 Use available manufacturer or technical specifications to research characteristics of products and services 1.2 Make comparisons with other products and services 1.3 Identify and describe product purpose and use/s and key features 1.4 Identify and apply knowledge to improve standards for product in own work area 1.5 Maintain currency of product knowledge
2. Develop knowledge of the product life cycle	2.1 Research characteristics and properties of materials used to manufacture products 2.2 Identify production process for product 2.3 Identify installation process for product 2.4 Identify operating mechanisms and features of product 2.5 Identify quality standards for product, components and materials 2.6 Identify emerging trends in product

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Learning	- Find and evaluate relevant product information - Ask questions to learn new product information
Reading	- Analyse and interpret information on products - Read manufacturer specifications or technical specifications for products

Range of conditions

No conditions apply to this unit of competency at the time of publication.

Unit Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
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MSFOPS301 Develop product knowledge		This unit has been created to address a skill or task required by industry that is not covered by an existing unit of competency	Newly created
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Assessment Requirements for MSFOPS301 Develop product knowledge

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has identified, researched and evaluated information relating to at least five products in the work sector, including:

- characteristics of materials and componentry
- manufacturing process
- installation process
- operating mechanisms.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- sources of technical product information and specifications
- features and benefits of products sold by the workplace
- industry quality standards for products sold, manufactured or installed by the workplace
- industry safety and compliance standards for products sold by the workplace
- Australian consumer law, including warranties, relevant to products sold by the workplace
- common industry products and their types, properties, benefits and uses
- action required to stay up-to-date with product knowledge
- current industry trends and technologies.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - assessment must occur in the workplace, or in an environment that accurately reflects workplace conditions and contingencies
- specifications:
 - workplace policies and procedures
 - product information from manufacturers and industry stakeholders
 - technical specifications from component suppliers.

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

Link

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>.