



Australian Government

LMFFT4009A Match furnishing style/materials to customer requirements

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit addresses the competency to assess customer requirements, to analyse all available and practical options and to match furnishing style/materials to customer requirements.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine customer requirements	1.1. Customer is consulted to determine requirements 1.2. Examples of furnishing styles and materials are shown to the customer 1.3. Limitations and benefits of styles and materials are explained 1.4. Options for the use and modification of styles or materials are defined and proposed to the customer 1.5. Product requirements are explored, taking into consideration design parameters, material, process, quantity, cost and outcome requirements 1.6. Cost and feasibility of customer requirements/options is evaluated
2. Match options to customer requirements	2.1. Customer specifications/standards and user requirements are compared to furnishing styles and materials options 2.2. Range of best fit styles and materials are presented to the customer for evaluation 2.3. Customer queries are answered and examples used to illustrate answers
3. Document requirements	3.1. Requirements are confirmed and/or approved in the appropriate format 3.2. Specification details are established and confirmed, including quality standards in accordance with enterprise procedures 3.3. Required completion date and any delivery requirements are documented 3.4. Special instructions to production team are added where required 3.5. Appropriate cost details are incorporated when necessary

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- research, collect, organise and understand information related to furnishing styles and materials, including the relevant technical, regulatory, cultural, environmental and safety requirements
- communicate ideas and information to enable clarification of the requirements and the oral and written reporting of outcomes to the client
- plan and organise activities to access products, equipment, systems and materials to avoid any backtracking, interruptions or communication break-downs
- work with other and in team by recognising dependencies and using cooperative approaches
- use mathematical ideas and techniques to correctly complete measurements, calculate area and dimensions, create accurate and scaled drawings, estimate material requirements and calculate costs
- create and apply systematic problem solving techniques to anticipate problems, avoid re-working and avoid wastage
- use the workplace technology related to the matching process, including computer-aided systems

Required knowledge

- the range of company products, market, work systems and equipment
- relevant furnishing styles and materials
- company business policies and plans, including procedures for product modification and product development
- legislative requirements of the work activities

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects of evidence

- Locate, interpret and apply relevant information
- Apply safety requirements throughout the work sequence, including the use of personal protective clothing and equipment
- On two occasions involving different products, match furnishing style/materials to meet customer requirements and:
 - evaluate design and design requirements
 - evaluate furnishing styles and materials and compare them to customer requirements
 - suggest improvements to stock line designs and materials and where appropriate, negotiate changes
 - identify the impact of decisions in terms of commercial, environmental and safety risks
- Work effectively with others

Resource implications

Product lists, furnishing style catalogues or references and customer requirements.

Method of assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and questioning on underpinning knowledge.

Assessment should be conducted over time and will generally be in conjunction with assessment of other units of competency.

Context of assessment

Assessment may occur on the job or in a simulated workplace facility with relevant equipment, simulated work instructions and deadlines.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Unit scope	This unit covers the work involved in matching furnishing style/materials/costs to meet a customer's order
Unit context	• OHS requirements include legislation, building codes, material safety management systems, hazardous substances and dangerous goods codes and safe operating procedures • Work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, authorised handling procedures and organisation insurance requirements • Work requires individuals to demonstrate conceptual ability, discretion, judgement and problem solving skills
Workplace environment	• The matching of furnishing style/materials to meet a customer order is undertaken in accordance with established enterprise procedures and practices • Work is generally performed with little external assistance and with minimal supervision or direction • Customers may be internal or external
Information and procedures	• Customer requirements • Product and style catalogues • Work procedures/instructions • Manufacturer/designer specifications and instructions • Organisation work specifications and requirements • Legislation/regulations/national and industry codes and practices relevant to the product • Quality and Australian standards and procedures

Unit Sector(s)

Unit sector	Furnishing Technology
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		