



Australian Government

Department of Education, Employment and Workplace Relations

LMTML4005A Undertake initial millinery consultation, subsequent fittings and finishing

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to conduct initial client assessment to determine client needs and expectations, and provide subsequent fittings to ensure client satisfaction. It encompasses skills required to prepare the finished product for presentation to the client.
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Application of the Unit

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This unit applies to all service interaction with clients, including interviewing, assessing needs and expectations, making recommendations, fitting items and maintaining documentation. Work requires individuals to demonstrate discretion, judgement and problem solving skills in the delivery of millinery service. Work may be conducted in small to large scale enterprises and may involve individual and team activities. The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of problem solving skills associated with consulting with clients on design requirements, determining budget, timelines and expectations, as well as applying millinery processes and technologies. This unit also requires an ability to present millinery, check quality of outcomes, identify and address problems and complete workplace documentation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish client needs and expectations	1.1 Interpersonal skills are used to greet client and establish initial millinery needs 1.2 The millinery process is explained to client 1.3 Client is encouraged to express and clarify requirements and expectations, including priorities, preferences, budget and timelines 1.4 Agreement to continue with millinery service is obtained
2 Conduct initial millinery consultation	2.1 Client facial features are assessed, including shape and hairstyle 2.2 Intended use of millinery product is ascertained 2.3 Materials, styles and millinery features are discussed with the client 2.4 Millinery models are used to demonstrate different millinery styles 2.5 Cost estimates are discussed with the client 2.6 Size requirements are recorded
3 Make style recommendations	3.1 Total look styling concepts are used to assess client profile and make recommendations 3.2 Style recommendations are discussed and negotiated with the client 3.3 Professional judgment and interpersonal skills are used to make recommendations 3.4 Style options are provided if necessary
4 Confirm millinery order	4.1 Millinery style, materials, features and costs are agreed upon with client 4.2 Patterns and sketches are provided to assist client if required 4.3 Order is confirmed according to workplace procedures 4.4 Fittings, timelines and payment are arranged 4.5 Sizing systems and principles are applied to head measurements
5 Conduct fittings	5.1 Headwear is professionally presented to the client 5.2 Construction progress is discussed with client 5.3 Millinery fitting is provided and discussed 5.4 Adjustments and modifications to the design are negotiated
6 Finish headwear and present to client	6.1 Requirements for finishing the headwear are confirmed to ensure defined standards are met 6.2 Headwear is labelled and elastic attached as required 6.3 Headwear is finished for presentation by brushing, steaming or pressing, as necessary 6.4 Final inspection is conducted to ensure conformance to quality and safety standards
7 Maintain records	7.1 Finished article and conformance records and reports are accurately maintained according to workplace procedures 7.2 Client records are maintained according to workplace procedures

ELEMENT	PERFORMANCE CRITERIA
8 Work to quality and safety standards	8.1 Workplace quality standards and procedures for specific task are identified 8.2 Work is conducted to meet workplace quality standards 8.3 OHS practices for the specific task are identified 8.4 Work task is conducted according to OHS practices

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Demonstrates knowledge of:

- millinery policies, standards and guidelines, industry codes of practice, legislative and regulatory requirements
- industry, workplace and product processes
- a range of textiles and materials, including their composition and the stretch quality of fabrics
- millinery production tools and equipment
- millinery pricing
- information required for complete consultation
- style options, fashion trends and total look concepts
- protocol regarding headwear and dress style for specific occasions
- millinery manufacture techniques
- document, assess and transfer information
- OHS practices, including hazard identification and control measures
- quality practices
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- select appropriate materials
- suggest appropriate styles and making recommendations
- use high-level interpersonal skills
- assess client expectation and satisfaction
- interpret and apply established procedures
- document, assess and transfer information
- provide high-level customer service for fittings
- finish headwear according to client requirements
- present headwear to clients
- confirm and complete millinery sale
- read, interpret and follow information on work specifications, standard operating procedures and work instructions and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Demonstrates skills and knowledge to:

- accurately interpret client needs and expectations
- provide relevant and accurate millinery advice
- use props to establish client needs
- use effective interpersonal skills to provide consultation
- negotiate order and price with client
- confirm client order
- conduct fitting and accurately identify required adjustments
- finish headwear according to workplace standards and client requirements
- present completed item to client
- meet quality and OHS standards
- record client details according to workplace procedure
- establish client satisfaction as the objective of interaction and millinery production

Consistently applies skills and knowledge when:

- organising work
- completing tasks
- identifying improvements
- using workplace practices
- using OHS practices
- recording and reporting accidents and incidents
- assessing operational readiness of equipment used and work processes
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- completing work systematically with attention to detail without damage to goods and equipment

Context and specific resources for assessment

Assessment may occur on the job or in an appropriately simulated environment and requires access to work areas, materials and equipment and to information on workplace practices and OHS practices.

Guidance information for assessment

This unit may be assessed independently or in combination with other relevant units.

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. Add any 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.

Legislative/regulatory requirements All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.

OHS practices OHS practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may include:

- manual handling techniques
- standard operating procedures
- personal protective equipment
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- other OHS practices relevant to the job and enterprise

Unit Sector(s)

Sector Millinery