



Australian Government

Department of Education, Employment and Workplace Relations

LMTML4008A Undertake couture millinery

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the skills and knowledge required to produce one-off hats to meet specific client needs. It encompasses and builds on customer service skills to conduct thorough assessments of needs, and production skills to deliver specially made products.

Application of the Unit

Application of the Unit

This unit applies to interviewing customers, making recommendations, assessing needs and expectations, designing and producing one-off millinery items, fitting and finishing items to customer satisfaction. Work requires individuals to demonstrate discretion, judgement and problem solving skills in the establishment and delivery of millinery orders. Responsibility is taken for the maintenance of own work quality and requirement to contribute to the quality improvement of organisation, where necessary

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 communication skills associated with consulting with clients on design requirements, budget, timelines and expectations, as well as problem solving and initiative and enterprise to develop a design to meet a client's needs. This unit also requires an ability to plan and organise safe and efficient use of couture millinery processes and operations to produce the millinery item.

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 Provide advanced client service	1.1 Appointment is made to provide service to client 1.2 Client records are assessed to establish millinery service history 1.3 High-level interpersonal skills are used to provide high level of service 1.4 Client needs, expectations and desired effect are identified 1.5 Client priorities, preferences, budget and time lines are identified 1.6 Agreement to continue with millinery service is obtained 1.7 Client records are maintained
2 Conduct initial millinery consultation	2.1 Client intended use and desired effect are confirmed 2.2 Accompanying outfit and accessories are identified and assessed if possible, to consider in millinery design 2.3 Millinery design is considered according to the needs, expectations and personal features of the client 2.4 Cost estimates are discussed with the client 2.5 Size requirements are recorded 2.6 Client order and design specifications are confirmed
3 Use millinery props and knowledge to assist client to select design	3.1 Client is provided with high-level advice regarding the choice of millinery style 3.2 High-level interpersonal skills are used to negotiate and advise on millinery design 3.3 Models, sketches and examples are used to assist the client to decide on millinery styling 3.4 Materials, styles and millinery features are discussed with the client 3.5 Millinery models are used to demonstrate different millinery styles
4 Produce one-off hat for client	4.1 Millinery pattern is produced for client order 4.2 Materials are sourced for client order 4.3 Alternative materials are produced if required to achieve desired effect 4.4 Headwear is produced according to the design specifications 4.5 Headwear is prepared for client fitting
5 Conduct client fitting	5.1 Appointment is made for client fitting 5.2 Opportunity to fit headwear with clothing and accessories, is provided if required 5.3 High-level interpersonal skills are used to assist client to review headwear and decide on modifications 5.4 Trims, additional and alternative features are provided for

ELEMENT	PERFORMANCE CRITERIA
	consideration
	5.5 Required modifications to headwear are confirmed
	5.6 Client concerns are addressed and resolved when possible
6 Finish headwear and present to client	6.1 Headwear is finished according to design specifications and modifications
	6.2 Headwear is finished for presentation by brushing, steaming or pressing, as necessary
	6.3 Appointment is made for final presentation to the client
	6.4 Final inspection is conducted to ensure conformance to client needs and expectations, and workplace quality standards
	6.5 High-level interpersonal skills are used to ensure client satisfaction as much possible
7 Maintain Records	7.1 Finished article and conformance records and reports are accurately maintained
	7.2 Detailed client records are maintained
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 tasks are 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
- a wide range of textiles and materials, including their composition and the stretch quality of fabrics
- industry, workplace and product processes
- 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
- OHS practices, including hazard identification and control measures
- quality practices
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- price millinery items
- select appropriate materials
- suggest appropriate styles
- use high-level interpersonal skills
- assess client expectation and satisfaction
- interpret and apply established procedures
- document, assess and transfer information
- sketch designs to portray images to clients
- make millinery patterns for one-off items
- make individual hats according to specific client requirements
- provide high-level customer service for fittings
- finish headwear according to client requirements
- present headwear to clients
- negotiate price and confirming 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

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

- 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 identify client needs, expectations and desired outcome
- provide high-level and relevant millinery advice
- effectively use millinery props and resources to establish client needs
- use effective and professional interpersonal skills to establish relationship with the client and provide high-level, individualised customer service
- effectively negotiate order details and price with the client
- conduct millinery fitting and identify required adjustments
- finish headwear is according to workplace standards and client requirements
- present completed item to the client
- follow OHS guidelines throughout production of millinery items
- 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

This unit may be assessed independently or in combination with

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.

**information for
assessment** 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