



Australian Government

MSFAH4001 Advise on security technology, hardware and services

Release: 1

MSFAH4001 Advise on security technology, hardware and services

Modification History

Release 1 - New unit of competency

Application

This unit of competency covers the application of architectural hardware product and service knowledge to provide advice to customers/clients and other sales staff with regard to design, technical features and uses of architectural hardware products, ancillary products, prices and warranties. It applies to architectural hardware specifiers who provide advice to clients on product selection, price, services and warranties in regards to architectural hardware. Clients include those requiring architectural hardware schedules and products for construction and renovation projects.

This unit requires the ability to source relevant information, determine client requirements and use appropriate techniques to accurately identify architectural hardware requirements to meet client needs.

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

Pre-requisite Unit

Competency Field

Unit Sector

Architectural hardware

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Research architectural hardware product range	1.1	Job requirements are correctly identified according to relevant product information
		1.2	Suitable architectural hardware products are identified by accessing relevant sources of information
		1.3	Hardware components are identified to suit client specifications and applicable legislation, codes and national standards

		1.4	Available product options and features are evaluated for suitability and value
		1.5	Operation of architectural hardware products and equipment is safely and accurately demonstrated according to organisational requirements
		1.6	Knowledge of measurement systems used in architectural hardware product range is demonstrated
2	Recommend door and window hardware products	2.1	Customer/client needs are accurately identified
		2.2	Detailed manufacturer product specifications are provided, when applicable, and explained to customer/client to assist buying decisions according to legislative requirements
		2.3	Features and benefits of products are demonstrated to customer/client using appropriate interpersonal techniques
3	Identify hardware quantities	3.1	Quantities of architectural hardware products required are accurately determined from customer/client specifications
		3.2	Measuring tools are accurately used to determine imperial or metric measures relevant to job requirements
		3.3	Customer/client is provided with accurate quotation for quantities estimated
4	Advise on hardware product warranties	4.1	Comparisons between architectural hardware manufacturer's warranty terms are clearly explained to customer
		4.2	Individual product warranty terms and conditions are confirmed from relevant sources of information, including Regulation 90, and accurately conveyed to customer/client
		4.3	Customer/client is provided with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties, according to organisational requirements
5	Negotiate price and payment options	5.1	Store recommended retail pricing for various brand options is accurately conveyed to customer/client according applicable legislation, codes and national standards

- 5.2 Individual product prices are negotiated, where necessary, according to organisational requirements to achieve sales
- 5.3 Store payment options are accurately conveyed to customer/client and a preferred option negotiated following organisational requirements

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.

Job requirements include:

- instructions from supervisor/management
- work schedules and completion dates
- specific client requirements
- site requirements
- security clearance and access requirements
- reporting and documentation requirements
- budget allocations
- National Construction Code (NCC)
- AS 1428 (Set)-2010 Design for access and mobility Set
- AS 1905.1-2005 Components for the protection of openings in fire-resistant walls – Fire-resistant door sets
- AS 4145.2-2008 Locksets and hardware for doors and windows – Mechanical locksets for doors and windows in buildings
- AS 1670.1-2004 Fire detection, warning, control and intercom systems – System design, installation and commissioning – Fire
- AS 1530.1-1994 Methods for fire tests on building materials, components and structures – Combustibility test

	for materials
Information includes:	• value or importance of assets • insurance policy agreements • special rooms or areas requiring higher level of protection • current/proposed operating environments • assets and systems • activities and functions • existing security systems/equipment • existing management strategies • business and operational plans • incident history
Architectural hardware includes:	• hinges • pivots • door track • locks • handles • door furniture • door closers • exit devices • sequence selectors • cylinders • keying and master keying • bolts • door stops • door seals • kick plates • door protection • sundry hardware • sanitary hardware • automatic operators • access control devices
Relevant sources of information include:	• product catalogues • reference manuals • technical specifications • product instructions • drawings and illustrations • technical sales staff
Applicable legislation, codes and national standards include:	• relevant Commonwealth and state/territory legislation • work health and safety (WHS) and environmental issues • equal employment opportunity (EEO) • industrial relations

Organisational requirements include:

- anti-discrimination and diversity
- licensing arrangements
- Australian standards
- quality assurance and certification requirements
- relevant industry codes of practice
- trade practices
- award and enterprise agreements
- privacy related legislation
- legal and organisational operational policies and procedures
- operations manuals
- induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals/objectives/plans/systems/processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- WHS policies/procedures/programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics, access and equity policy, principles and practice
- records and information systems and processes
- communication channels
- reporting procedures

Customers or clients include:

- owner
- property/other agent
- tenant
- building supervisor
- manager
- project manager
- government and legal instruments/agencies

Interpersonal techniques include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and cooperative language

- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to compromise

Measuring tools include:

- tape measures
- callipers
- vernier
- steel rule

Unit Mapping Information

Supersedes and is equivalent to LMFAH4001A Recommend security technology, hardware and services

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>

Assessment Requirements for MSFAH4001 Advise on security technology, hardware and services

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Performance Evidence

- Match architectural hardware products to a client brief or specification identifying suitable architectural hardware brands, prices and warranty conditions
- Ensure selected architectural hardware products comply with relevant legislation, codes and standards
- Explain and demonstrate architectural hardware products to clients
- Undertake imperial and metric measurements of job requirements and matching to architectural hardware measuring systems
- Estimate quantities of required architectural hardware products
- Supply accurate quotes for architectural hardware products and services and negotiate prices
- Arrange service and repairs
- Read and interpret plans, designs and specifications
- Apply basic numeracy techniques
- Apply safe and efficient work practices
- Relate to people from different social and cultural backgrounds
- Deal with customers/clients that may be difficult or abusive
- Deal with customers/clients that have special needs
- Enter data using basic keyboarding skills

Knowledge Evidence

- Organisational policies and procedures, in relation to:
 - sales/customer services
 - methods of dealing with special needs/requests of customers
 - customer complaints
 - price negotiation
- Available architectural hardware/keying system options and basic requirements for installation
- Types and functions of architectural hardware/keying system
- Building construction methods and types
- Organisational and client confidentiality requirements
- Basic problem-solving strategies
- Operational principles of information technology
- Principles of effective communication

- Documentation requirements and processes

Assessment Conditions

- Assessors must:
 - hold training and assessment competencies as determined by the National Skills Standards Council (NSSC) or its successors
 - have vocational competency in the furnishing industry at least to the level being assessed with broad industry knowledge and experience, usually combined with a relevant industry qualification
 - be familiar with the current skills and knowledge used and have relevant, current experience in the furnishing industry.
- Assessment methods must confirm consistency of performance over time rather than a single assessment event and in a range of workplace relevant contexts.
- Assessment must be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, multimedia evidence, supervisor's reports, projects and work samples.
- Assessment is to be conducted on single units of competency or in conjunction with other related units of competency. Foundation skills are integral to competent performance in the unit and should not be assessed separately.
- Assessment must occur on the job or in a workplace simulated facility with relevant process, equipment, materials, work instructions and deadlines.
- Access is required to tools, equipment, materials and documentation, relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials, safety procedures, regulations and all necessary facilities.

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