



Australian Government

MSFAH4003 Advise on security technology, hardware and services

Release: 1

MSFAH4003 Advise on security technology, hardware and services

Modification History

Release 1. Supersedes and is equivalent to MSFAH4001 Advise on security technology, hardware and services.

Application

This unit describes the skills and knowledge required to apply architectural hardware product and service knowledge to provide advice to customers and other sales staff on the design, technical features and uses of architectural hardware and security products, ancillary items, prices and warranties.

This unit applies to architectural hardware specifiers who analyse and compare information from a range of sources to respond to customer needs. Customers include those requiring architectural hardware schedules and products for construction and renovation projects.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

N/A

Unit Sector

Architectural hardware

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. Research architectural hardware product range	1.1 Identify job requirements from plans and specifications 1.2 Identify potentially suitable architectural hardware products by accessing relevant sources of information 1.3 Identify hardware components that suit customer specifications and meet applicable legislation, codes and national standards
2. Recommend door and window hardware products	2.1 Provide and explain detailed manufacturer product specifications to customer to assist buying decisions 2.2 Demonstrate features and benefits of products to customer using

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	appropriate interpersonal techniques
3. Identify hardware quantities	3.1 Accurately determine quantities of required architectural hardware products from customer specifications 3.2 Determine measuring tools and systems to be used based on job requirements 3.3 Provide customer with accurate quotation for estimated quantities
4. Advise on hardware product quantities	4.1 Clearly explain to customer comparisons between architectural hardware manufacturer's warranty terms 4.2 Confirm individual product warranty terms and conditions from relevant sources of information and accurately convey to customer 4.3 Provide customer with accurate written information regarding individual product warranty terms and conditions
5. Negotiate price and payment options	5.1 Accurately convey store recommended retail pricing to customer according to applicable legislation, codes and national standards 5.2 Negotiate individual product prices in accordance with organisational requirements to achieve sales 5.3 Accurately convey store payment options to customer and negotiate preferred option following organisational requirements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to MSFAH4001 Advise on 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 MSFAH4003 Advise on security technology, hardware and services

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- matched compliant architectural hardware products to 2 different customer briefs or specifications
- undertaken both imperial and metric measurements and matching to hardware measuring systems
- read and interpreted:
 - plans
 - designs
 - specifications.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- legislation, codes and standards that apply to architectural hardware, including key features of Regulation 90
- architectural hardware:
 - types of jobs
 - typical customers
- sources of information on architectural hardware products and services
- available architectural hardware and/or keying system options and basic requirements for installation
- types and functions of architectural hardware and/or keying system
- organisational policies and procedures, in relation to:
 - client confidentiality
 - sales and/or customer service
 - methods of dealing with special requirements of customers
 - customer complaints
 - price negotiation
- building construction methods and types that impact on architectural hardware

- type of problems associated with architectural hardware systems and how to avoid and respond
- principles of effective communication
- documentation requirements and processes.
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - architectural hardware products
 - job specifications and/or requirements
 - legislation, codes and standards

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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