



Australian Government

MSFBA3009 Provide advice to customers on blinds and awnings

Release: 1

MSFBA3009 Provide advice to customers on blinds and awnings

Modification History

Release 1 - New unit of competency

Application

This unit of competency covers providing advice to customers on blinds and awnings products and services. It applies in workplaces and on-site residential and commercial environments and may be conducted in small to large scale enterprises.

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

Pre-requisite Unit

Competency Field

Unit Sector

Blinds and awnings

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Develop and maintain knowledge of products and services	1.1	A comprehensive knowledge of industry products and services is actively and regularly researched from authoritative sources
		1.2	Characteristics of products and services are identified and understood using available product and service documentation
		1.3	Sample materials, products and visual aids are collected and organised for easy use
2	Prepare for work	2.1	A range of materials and products are selected to match customer requirements and suitability for purpose
		2.2	An appointment is arranged with the customer and an appropriate schedule is agreed
3	Confirm customer	3.1	Questioning and active listening techniques are used to

	requirements		clarify customer requirements
		3.2	Customer requirements are identified professionally, courteously and with tact
		3.3	Assumptions are documented in accordance with workplace practices
		3.4	Customer requirements are fed back accurately in language that can be understood by the customer and other workplace staff
		3.5	Customer requirements are documented in accordance with workplace practices
4	Provide advice on blinds and awnings	4.1	Viable options for colour, material and style that are relevant to the customer's requirements are presented
		4.2	Options for colour, materials and style are explained to, and discussed with, the customer to facilitate customer understanding of available products and services
		4.3	Material samples and visual aids are made available to the customer to facilitate customer understanding of available products and services
		4.4	Benefits and approximate costs of each option are explained to the customer to facilitate informed decision making
5	Confirm selection with customer	5.1	Customer selection including agreed delivery timeframe, is determined
		5.2	Customer commitment to agreed selection is gained in accordance with workplace practices
		5.3	Documentation is completed following workplace practices, including specification sheets for products selected and drawings
		5.4	Customer is informed of rights and obligations regarding product or service
6	Complete work	6.1	Sample products are returned to storage as required
		6.2	Documentation is submitted to appropriate personnel in accordance with workplace practices
		6.3	Contact is maintained with customer throughout the manufacturing and installation process

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.

Products include:	• blinds • awnings • shutters
Services include:	• preparation • manufacturing • installation
Authoritative sources include:	• manufacturers • industry resource groups • industry advocacy groups
Characteristics of products include:	• fabrics • materials • colour • style • fixings
Documentation includes:	• product information sheets and specifications
Samples include:	• fabric off-cuts • photographs • drawings and sketches
Visual aids include:	• photographs • brochures • computer presentations
Customer requirements include:	• sun protection • darkening effects • privacy

- insulation
 - decoration
 - noise reduction
 - weather protection
 - presenting a professional image
 - advertising and branding
 - light dispersal
- Active listening includes:** • maintaining eye contact and asking questions to clarify meaning
- Assumptions include:** • site access, removal and disposal of existing blinds, awnings or fixtures
- Feedback includes:** • verbal or written feedback
- Documentation includes:** • quotation for work
• sketches
• drawings
• work orders
• customer care cards
- Commitment includes:** • signing work order or contract, and collecting and receipting deposits
- Rights and obligations include:** • cooling off periods
• providing access to property
• availability at arranged time
• payment terms and conditions
- Appropriate personnel include:** • trainers
• assessors
• managers
• production personnel
• office staff
• supervisors

Unit Mapping Information

Supersedes and is equivalent to LMF3009A Provide advice to customers on blinds and awnings

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 MSFBA3009 Provide advice to customers on blinds and awnings

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Performance Evidence

- Identify products and materials used in blinds and awnings manufacturing
- Conduct meetings and presentations
- Assess and report on customer satisfaction
- Analyse sales and product development data
- Complete workplace documentation
- Deal effectively with customers by:
 - speaking clearly and directly
 - applying effective listening techniques
 - asking questions to gain information
- Advise customers on at least three (3) occasions involving a range of material, style and colour selections
- Communicate ideas and information to enable confirmation of work requirements and specifications and the reporting of work outcomes and problems, interpret basic plans and follow safety procedures
- Avoid backtracking, work flow interruptions or wastage
- Work with others and in a team by recognising dependencies and using cooperative approaches to optimise work flow and productivity

Knowledge Evidence

- State or territory WHS legislation, regulations, standards and codes of practice relevant to blinds and awnings manufacturing and installation
- Organisational and site standards, requirements, policies and procedures for providing advice to customers
- Interpretation of plans and work sheets
- Colour coordination and matching
- Fabric and material types and their application
- Suitable applications of the various styles of blinds and awnings
- Organisation's products and services
- Principles and techniques of public relations and product promotion
- Strategies for planning and monitoring activities
- Consultation methods, techniques and protocols
- Terms used to describe components of blinds and awnings

- Procedures for the recording, reporting and maintenance of workplace records and information
- Mathematical techniques for estimation and measurement of materials

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 a location relevant to providing advice to customers; and workplace practices, including standard documentation and procedures for customer service.

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