



Australian Government

MSFFDM4009 Match furnishing style and materials to customer requirements

Release: 1

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Modification History

Release 1. Unit code and application changed. Elements and performance criteria changed. Range of conditions removed and relevant information moved to Assessment Requirements. Assessment Requirements changed to remove duplication with Performance Criteria. Supersedes and is equivalent to MSFFT4009 Match furnishing style and materials to customer requirements.

Application

This unit describes the skills and knowledge required to determine and match customer style and materials requirements and create the related workplace documentation.

This unit applies to individuals providing furnishing product information to customers in any sector. Customers may be internal or external.

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

Competency Field

Design practice

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine customer requirements	1.1 Establish customer needs through review of documentation or consultation with customer and in-person inspection of product site if required 1.2 Research and identify potential options and provide details or examples of potential furnishing or similar products that meet styles and materials requirements to customer 1.3 Explain limitations and benefits of different styles and materials within context of product's intended location and use 1.4 Identify and explain options for the use and modification of styles or materials to customer 1.5 Confirm customer specifications and parameters for making final selections

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
2. Match options to customer requirements	2.1 Compare customer specifications and user requirements with furnishing styles and materials options, ensuring consistency of style and materials between existing and proposed new products or locations 2.2 Present range of best-fit styles and materials to customer for evaluation 2.3 Answer customer queries and use examples to illustrate answers
3. Document customer requirements	3.1 Establish and confirm specifications, delivery requirements and required quality standards in accordance with workplace procedures 3.2 Calculate required product quantities and associated costs 3.3 Document details in accordance with workplace procedures, including research results and confirmation of styles and materials matching, and special instructions required for production

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Numeracy skills to interpret technical information and perform calculations relating to product and production costings.
- Reading skills to interpret research information and specifications.
- Writing and oral communication skills to document research results and report to stakeholders.

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

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSFFT4009 Match furnishing style and materials to customer requirements.

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 MSFFDM4009 Match furnishing style and materials to customer requirements

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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 demonstrated the ability to:

- match furnishing style and/or materials to meet the needs of two different customers, providing information on all of the following:
 - product characteristics and origins
 - competitive features
 - how the product meets specific customer needs
 - costs.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- legal and ethical considerations when providing information to customers, including individual responsibility under Australian consumer law
- parameters for making furnishing style and materials selections:
 - overall design parameters
 - colour
 - materials
 - practicality
 - cost
 - end user requirements
- historical and contemporary, including emerging art and design styles and movements, and their respective style characteristics and materials, and options relevant to the work context:
 - product characteristics and origins
 - competitive features
 - costs
- visual aesthetics

- current market segment products, and suitable online and offline sources of inspiration and possible design elements that will meet client needs:
 - brochures
 - magazines
 - websites such as online galleries and retail sites
 - design forums
 - reference books
 - other existing workplace design information
 - transferable technological ideas or concepts
 - natural or man-made structures and objects
- current ethical issues in society affecting makers and designers, including but not limited to:
 - social justice
 - environmental sustainability
 - ethical sourcing of material
 - biodiversity
 - cultural heritage and sensitivities
 - social responsibilities of makers and designers
- making techniques for products based on materials selection
- style, materials and finishes used to produce products, including their specifications, behaviours and limitations, and how currently available materials and finishes can be applied to achieve historical art and design styles
- workplace policies and procedures for:
 - costing of products
 - interactions with customers
 - documentation requirements
- mathematical procedures for calculation of costs.

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:
 - information about product options
 - information technology for documentation.

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

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