



Australian Government

Assessment Requirements for MSFFL3050 Provide advice to customers on floor coverings

Release: 1

Assessment Requirements for MSFFL3050 Provide advice to customers on floor coverings

Modification History

Release 1 - New unit of competency

Performance Evidence

- Provision of accurate advice to customers on timber, laminate, resilient, carpet and other textile floor covering types, including their characteristics, suitability for the customer needs, maintenance and installation techniques
- Collect, organise and understand information related to customer requests, product definition, work orders, basic plans and safety procedures
- Communicate ideas and information to convince customers of the appropriateness of particular products to their needs
- Plan and organise activities to interest customers and to ensure the product is viewed in a favourable way
- Work with others and in a team by recognising dependencies and using cooperative approaches to promote the image of the enterprise and product range
- Use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate material requirements
- Apply analytical techniques to correctly match customer needs with flooring products and services
- Use workplace technology related to providing advice to customers, including tools, materials, calculators and measuring devices

Knowledge Evidence

- The type, characteristics, uses and limitation of :
 - timber and laminate floor coverings products and services
 - resilient floor coverings products and services
 - carpet and other textile floor coverings products and services
- Workplace safety systems related to floor coverings and their installation
- Work flow in relation to seeking information from customers and providing advice
- Enterprise pricing policies
- Enterprise protocols associated with customer service and sales

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 relevant customers.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>