



Australian Government

MSFFL3050 Provide advice to customers on floor coverings

Release: 1

MSFFL3050 Provide advice to customers on floor coverings

Modification History

Release 1 - New unit of competency

Application

This unit of competency covers providing advice to customers on a range of floor coverings, including carpet and other textile, resilient, timber and laminate products.

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

Pre-requisite Unit

Competency Field

Unit Sector

Flooring technology

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 flooring products and services	1.1	Current information on a range of floor covering products and services is actively and regularly researched from authoritative sources
		1.2	Characteristics of floor covering products and services are identified and understood using available product and service documentation
		1.3	Information on floor covering products and services is accurately documented and maintained in a format consistent with organisational requirements
		1.4	Acquired knowledge is applied to improve quality within personal work areas
2	Identify customer needs	2.1	Customers are questioned in detail and listened to actively to determine product/service requirements
		2.2	Customer flooring needs are agreed with the customer

		2.3	Technical/specialist advice is offered to the customer where such advice is considered beneficial to the closing of the sale and customer understanding and decision making
		2.4	Customer's financial limitations and expectations for flooring product purchase are established
3	Recommend flooring products and services	3.1	Recommendations on floor covering products and services are in line with organisational requirements
		3.2	Recommendations emphasise floor covering product and service issues relevant to client needs
		3.3	Advantages of dealing with the enterprise are promoted
		3.4	Evidence in support of recommendations is verifiable and presented in a suitable format
		3.5	Impact of activities is estimated from verifiable customer feedback sources

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.

Unit context includes:

- workplace health and safety (WHS) requirements, which may include WHS legislation, building codes, material safety management systems, hazardous and dangerous goods codes, local safe operating procedures or equivalent and manufacturers' recommendations
- work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation

	insurance requirements
Advice on products and services include:	• work requires individuals to demonstrate discretion, judgement and problem-solving skills in providing advice to customers on floor coverings • types and applications of available, such as: • timber and laminate flooring materials, coatings and finishes • resilient floor coverings, colours and patterns • carpet and other textile floor covering colours and patterns • methods and techniques for: • timber and laminate flooring installation, sanding and finishing • care and maintenance of carpet and other textile flooring • techniques for resilient flooring installation, care and maintenance
Relevant legislation, codes, regulations and standards include:	• Privacy Act • equal employment opportunity (EEO) and anti-discrimination legislation • Telecommunication Act • Trade Practices Act • Consumer Credit Code
Product and service documentation includes:	• operational guidelines • marketing data • consumer reports • industry reports • sales figures
Information includes:	• competitive features of products or services • product trends and sales trends • problems with products or service • innovations • cost and production data • distribution process • sales records (monthly forecasts, targets achieved)
Authoritative sources include:	• industry associations • authorised suppliers • industry conferences and recognised industry media sources
Tools and equipment include:	• measuring and calculating equipment, including tapes, rulers, calculators, desk and portable computers
Information and procedures includes:	• workplace procedures relating to the use and operation of tools and equipment

- workplace instructions, including job sheets, plans, drawings and designs
- workplace procedures relating to reporting and communications
- manufacturer recommendations for the use of equipment and materials

Unit Mapping Information

No equivalent unit

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 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.

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