



Australian Government

Assessment Requirements for MSFFL3055 Respond to complaints about flooring installations

Release: 1

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Modification History

Release 1. Supersedes and is not equivalent to MSFFL3032 Inspect defective timber flooring.

Performance Evidence

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

- conducted 2 inspections that individually or cumulatively include:
 - a report and scope of works to remediate an issue, or make alterations to a previously completed floor
 - a report that identifies a client issue and uses technical information and appropriate industry and manufacture guidelines to justify not remediating the identified client issue/s.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- key aspects of state or territory legislation, regulations, standards and codes of practice, including individual technician rights and obligations relating to:
 - workplace health and safety
 - consumer law
 - invasive inspection techniques and effects commonly experienced
- organisational customer communication standards and protocols
- organisational and site standards, requirements, policies and procedures for the inspection of floors and associated reporting
- industry and manufacturer guidelines and how they are applied in situations of defective materials or workmanship
- mathematical procedures for estimation and measurement, including calculation of area and estimation of material requirements
- scope, format and inclusions for flooring reports, and how these may vary
- different types of faults and repair / restoration options:
 - subfloor
 - materials
 - structural
 - finishing.

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:
 - defective floors for inspection
 - work orders
 - workplace procedures
- modelling of industry operating conditions.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>