



Australian Government

MSFFL3055 Respond to complaints about flooring installations

Release: 1

MSFFL3055 Respond to complaints about flooring installations

Modification History

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

Application

This unit describes the skills and knowledge required to prepare for, carry out and report on inspections of flooring where there are issues related to defective materials or workmanship. It includes the development of proposals for remediation of faults.

This unit applies to flooring technicians who have a full suite of installation skills and knowledge in one or more areas of flooring technology, and who are only responding to complaints installations undertaken by themselves or their business.

Licensing, legislative or certification requirements may apply to this unit and relevant state/territory and local government agencies should be consulted to determine any necessary certification or licensing for undertaking flooring work. Industry standards and codes of practice within Australia must also be applied. Access to construction sites requires certification of general induction training specified by the National Code of Practice for Induction for Construction Work (ASCC 2007).

Pre-requisite Unit

Competency Field

Unit Sector

Flooring technology

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine work requirements	1.1 Identify the nature of the flooring problem from work documentation or through consultation with the customer 1.2 Clarify and agree to the purpose, scope, formality and reporting requirements for the inspection 1.3 Consult with customer and document and agree to the need for, and liability associated with, the outcome of invasive inspection techniques 1.4 Select and check tools, equipment and materials required for the

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<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	inspection for suitability, serviceability and safety prior to use 1.5 Plan sequence of work to ensure efficiency and quality of outcome
2. Conduct the inspection	2.1 Identify and follow work health and safety legislative and organisational requirements 2.2 Complete initial visual and other non-invasive inspections to identify and isolate further inspection needs 2.3 Make areas which have been invasively inspected safe
3. Report on the inspection	3.1 Accurately document the report, clearly identifying the scope of the inspection, findings and suggested options for addressing the faults or findings 3.2 Present report to the customer and provide required technical clarifications 3.3 Organise follow up action based on report outcomes and recommendations.

Foundation Skills

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

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 MSFFL3055 Respond to complaints about flooring installations

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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:

- 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.

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