



Australian Government

Assessment Requirements for MSFFL3058 Provide advice to customers on floor coverings

Release: 1

Assessment Requirements for MSFFL3058 Provide advice to customers on floor coverings

Modification History

Release 1. Supersedes and is equivalent to MSFFL3050 Provide advice to customers on floor coverings.

Performance Evidence

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

- responded to 4 different customer enquiries that individually or cumulatively require provision of information on all of the following floor coverings:
 - carpet and other textile products
 - laminate
 - resilient
 - timber
- provided accurate information for each of the above enquiries that includes:
 - product characteristics and origins
 - competitive features
 - how the product matches the customer needs
 - installation techniques and requirements
 - maintenance requirements
 - cost.
 -

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- legal and ethical considerations when providing advice on floor coverings, including individual responsibility under Australian consumer law
- workplace safety systems related to floor coverings and their installation
- sources and types of reliable information about different floor covering materials
- types, characteristics, uses and limitations of different floor covering materials, including installation, finishing and maintenance considerations for:
 - timber and laminate floor coverings products and services
 - resilient floor coverings products and services
 - carpet and other textile floor coverings products and services
- product and service information, including:
 - availability

- competitive features
- distribution process
- origins
- price and organisational pricing policies
- organisational customer service and sales protocols and procedures for:
 - interactions with customers
 - documentation requirements.
 -

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:
 - product information
 - customer enquiries
 - workplace procedures.

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>