



Australian Government

MSFFL3058 Provide advice to customers on floor coverings

Release: 1

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.

Application

This unit describes the skills and knowledge required to develop product knowledge and provide advice to customers on a range of floor coverings, including carpet and other textile, resilient, timber and laminate products.

This unit applies to any individual providing advice on floor coverings.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Competency Field

Flooring technology

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. Develop and maintain knowledge of flooring products and services	1.1 Research current information on floor covering products and services from authoritative sources 1.2 Identify characteristics of floor covering products and services using available product and service documentation 1.3 Document and maintain information on floor covering products and services in a format consistent with organisational requirements 1.4 Use knowledge to improve quality within personal work areas
2. Identify customer needs	2.1 Question customers in detail and use active listening to determine product and/or service requirements

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	2.2 Offer accurate technical and/or specialist advice to the customer to support sales activity and customer understanding and decision making 2.3 Establish customer's financial limitations and expectations for flooring product purchase 2.4 Discuss and confirm customer needs based on information gathered
3. Recommend flooring products and services	3.1 Make recommendations consistent with organisational requirements and customer needs 3.2 Promote advantages of product and organisation based on knowledge of produce features and services offered 3.3 Verify evidence in support of recommendations and present in a suitable format 3.4 Estimate impact of activities from verifiable customer feedback sources

Foundation Skills

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

Unit Mapping Information

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

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 MSFFL3058 Provide advice to customers on floor coverings

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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:

- 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.
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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.
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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.

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