



Australian Government

MSFFT4009 Match furnishing style and materials to customer requirements

Release: 2

MSFFT4009 Match furnishing style and materials to customer requirements

Modification History

Release 2 - Mapping corrected

Release 1 - New unit of competency

Application

This unit of competency covers assessing customer requirements, analysing all available and practical options to match furnishing styles and materials to those requirements.

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

Pre-requisite Unit

Competency Field

Unit Sector

Furnishing Technology

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | | |
|---|---------------------------------|-----|--|
| 1 | Determine customer requirements | 1.1 | Customer is consulted to determine requirements |
| | | 1.2 | Examples of furnishing styles and materials are shown to the customer |
| | | 1.3 | Limitations and benefits of styles and materials are explained |
| | | 1.4 | Options for the use and modification of styles or materials are defined and proposed to the customer |
| | | 1.5 | Product requirements are explored, taking into consideration design parameters, material, process, quantity, cost and outcome requirements |

		1.6	Cost and feasibility of customer requirements/options are evaluated
2	Match options to customer requirements	2.1	Customer specifications/standards and user requirements are compared to furnishing styles and materials options
		2.2	Range of best-fit styles and materials are presented to the customer for evaluation
		2.3	Customer queries are answered and examples used to illustrate answers
3	Document requirements	3.1	Requirements are confirmed and/or approved in the appropriate format
		3.2	Specification details are established and confirmed, including quality standards, in accordance with enterprise procedures
		3.3	Required completion date and any delivery requirements are documented
		3.4	Special instructions to production team are added where required
		3.5	Appropriate cost details are incorporated when necessary

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:

- work health and safety (WHS) requirements, including legislation, building codes, material safety management

	systems, hazardous and dangerous goods codes, and local safe operating procedures or equivalent
	• work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation insurance requirements • work requires individuals to demonstrate conceptual ability, discretion, judgement and problem solving • work is performed with little external assistance and with minimal supervision or direction • customers may be internal or external • that prescribed under legislation, regulations and enterprise policies and practices
Personal protective equipment includes:	
Information and procedures include:	• customer requirements • product and style catalogues • work procedures/instructions • manufacturer/designer specifications and instructions • organisation work specifications and requirements • legislation/regulations/national and industry codes and practices relevant to the product • quality and Australian Standards and procedures

Unit Mapping Information

Supersedes and is equivalent to LMFFT4009B Match furnishing style/materials to customer requirements.

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 MSFFT4009 Match furnishing style and materials to customer requirements

Modification History

Release 2 - Mapping corrected

Release 1 - New unit of competency

Performance Evidence

- Collect, organise and understand information related to multi-trade work instructions and work orders, building and structural plans and safety procedures
- Identify materials used in the work process
- Follow work instructions, operating procedures and inspection processes to:
 - minimise the risk of injury to self or others
 - prevent damage to goods, equipment and products
 - maintain required production output and product quality
- Match furnishing style/materials to meet customer requirements on two (2) occasions involving different products, and:
 - evaluate design and design requirements
 - evaluate furnishing styles and materials and compare them to customer requirements
 - identify the impact of commercial, environmental and safety risks
- Use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate material requirements
- Communicate ideas and information to enable confirmation of work requirements and specifications and the reporting of work outcomes and problems, interpret basic plans and follow safety procedures
- Avoid backtracking, work flow interruptions or wastage

Knowledge Evidence

- Range of company products, market, work systems and equipment
- Relevant furnishing styles and materials
- Company business policies and plans, including procedures for product modification and product development
- Legislative requirements of the work activities

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 product lists, furnishing style catalogues or references and customer requirements.

Links

Companion Volume implementation guides are found in VETNet -

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