



Australian Government

MSFGN3003 Advise customers on products and services

Release: 1

MSFGN3003 Advise customers on products and services

Modification History

Release 1. No equivalent unit. Supersedes but is not equivalent to MSFBA3009 Provide advice to customers on blinds and awnings.

Application

This unit of competency describes the skills and knowledge required to provide advice to customers on products and services. It requires broad and current knowledge relating to the products and services, and skills required to establish customer product or service requirements, and present and discuss the benefits and features of viable options that meet customer requirements and preferences.

The unit applies to those providing customers with product and service advice in a wide range of residential and commercial environments, including small through to large-scale enterprises.

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

Pre-requisite Unit

Not applicable.

Unit Sector

Generic

Elements and Performance Criteria

Elements	Performance Criteria	
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
1. Develop knowledge of products and services relevant to own workplace	1.1	Research and analyse information on characteristics of products and services relevant to own workplace
	1.2	Record and store research findings according to workplace procedures
	1.3	Collect and organise information, materials, product samples and visual aids relating to products and services for future retrieval and use
2. Prepare to provide	2.1	Review work instructions to establish customer product and

Elements	Performance Criteria	
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
advice to customer		service requirements
	2.2	Select fit-for-purpose information, materials, product samples and visual aids that match customer requirement
	2.3	Schedule appointment with customer
3. Provide advice to customer	3.1	Attend scheduled appointment with customer equipped with suitable support information, products, materials and visual aids
	3.2	Consult with client to confirm client requirements and expectations
	3.3	Present viable options relating to product and service requirements in a format and style suited to customer needs
	3.4	Explain and discuss features, benefits, limitations, availability and approximate costs, terms and product and service options with customer within context of customer's specific requirements
4. Finalise advisory service to customer	4.1	Assist customer to decide on preferred product and service options
	4.2	Document customer preferences and selections according to workplace procedures
	4.3	Establish availability of customer preferences and selections with suppliers
	4.4	Store support information, products, materials and visual aids according to workplace procedures
	4.5	Complete workplace documentation and submit to required personnel according to workplace procedures
	4.6	Complete required customer follow-up according to workplace customer service procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria of this unit of competency.

Numeracy skills to:	• interpret, discuss and use mathematical information in workplace documentation • quantify customer requirements • estimate and discuss product and service cost information • schedule appointments and discuss cooling-off periods and payment terms and conditions
Oral communication skills to:	• listen to customer requirements using questioning and active listening techniques to clarify customer requirements and elicit preferences • respond to and feedback customer requirements accurately and clearly, using suitable and sufficiently broad vocabulary to convey the features and characteristics of products and services • express own opinion clearly
Reading skills to:	• interpret at times complex workplace documentation, including service conditions, customer and supplier legal obligations
Technology skills to:	• use ICT-based tools in familiar contexts to access product and service information
Writing skills to:	• write simple notes of research findings • legibly document customer preferences and selections

Unit Mapping Information

Release 1. Supersedes but is not equivalent to MSFBA3009 Provide advice to customers on blinds and awnings.

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 MSFGN3003 Advise customers on products and services

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements, performance criteria, and foundation skills of this unit, which must include the ability to:

- provide at least three different customers with product and service advice; once in relation to a product, once in relation to a service.

In the course of providing the above advice, the person must:

- establish and clarify customer requirements and expectations
- demonstrate current and suitably broad knowledge of product and service range
- explain and discuss each suggested viable option with customer, including:
 - features, benefits and limitations of product or service
 - product or service availability
 - approximate costs
- facilitate informed customer decision-making
- finalise advisory service according to workplace procedures and customer service standards
- work with others, recognising dependencies and using cooperative approaches to optimise work flow and productivity.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- sources of authoritative and current information on products and services relating to advisory services described in performance evidence
- workplace procedures relating to:
 - customer service standards
 - consultation methods
 - communicating product and service information to customers, including presentation methods
 - scheduling appointments
 - recording and reporting outcomes of customer appointment
 - storing and retrieving product and service information

- documenting, communicating and reporting customer preferences
- products and services offered by own workplace
- key features, characteristics, and terms of products and services relating to advisory services described in performance evidence, including features described in:
 - product and service instructions and specification sheets
 - service conditions
 - manufacturer specifications
 - special requirements
- legal obligations associated with products and services described in performance evidence, including:
 - cooling-off periods
 - payment terms and conditions
- principles and techniques of customer service and product promotion
- mathematical methods for quantifying customer requirements and estimating costs.

Assessment Conditions

Assessment must occur in the workplace, or in a simulated environment that reflects workplace conditions and contingencies.

Access is required to a commercially realistic range of customers requiring the advice described in the performance evidence above, including:

- authoritative sources of information relating to range of products and services that apply to advice in performance evidence
- computer with access to the internet for further research
- product samples, materials and visual aids relating to workplace products and services, including:
 - magazines
 - photographs
 - software presentations
 - sketches
 - trade brochures
- workplace procedures specified in knowledge evidence.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards

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