



Australian Government

MSFKB3009 Provide advice on modular kitchens

Release: 1

MSFKB3009 Provide advice on modular kitchens

Modification History

Release 1. Supersedes and not equivalent to MSFKB3007 Provide advice on cabinet design features.

Application

This unit describes the skills and knowledge required to provide clients with information relating to the features and benefits of modular kitchen products and components, and to advise on best fit to meet client needs.

This unit applies to individuals providing advice in a kitchen showroom or similar environment where a set range of designs and components are available and basic technical and design information relevant to cabinets is used.

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

Pre-requisite Unit

N/A

Unit Sector

Kitchens and Bathrooms

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. Identify client requirements	1.1 Obtain client requirements for kitchen components through questioning or review of documentation 1.2 Access and interpret plans, drawings and any design details relevant to the client enquiry 1.3 Identify and confirm services available appropriate to the client's needs and confirm with client
2. Provide information on materials, hardware and accessories	2.1 Access and research information on all product options and to ensure advice to clients is fully informed 2.2 Explain product options to the client noting specific features and benefits

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	2.3 Clearly explain construction, installation and ordering details
3. Provide layout options	3.1 Prepare layout options using modular cabinets based on client information 3.2 Assess advantages and disadvantages of options
4. Suggest best solution to meet client needs	4.1 Discuss options with the client to ascertain responses and preferences 4.2 Provide advice on best options to meet client requirements and confirm preferences
5. Complete costing and ordering documentation	5.1 Record client details and confirm for accuracy 5.2 Determine required quantities based on manufacturer specifications, plans and client needs 5.3 Prepare and present accurate costing to the client 5.4 Place formal order and provide clear and accurate documentation to the client

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 MSFKB3009 Provide advice on modular kitchens

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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:

- advised 3 different clients on options for modular kitchen products to suit their needs, with each kitchen to comprise:
 - appliances
 - benchtops
 - cabinetry
 - hardware and accessories
 - splashback.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- how different client requirements impact advice provided:
 - brand preferences
 - budget
 - function
 - timelines
- how to interpret symbols and terminology on plans and drawings
- types and characteristics of different products:
 - appliances
 - benchtops
 - cabinetry
 - hardware
 - other surfaces
- types of product technical information and how to access and interpret this information
 - aspect and orientation
 - care and maintenance requirements
 - characteristics and qualities
 - colour range
 - modular cabinet construction

- dimensions
- environmental specifications
- finishes
- installation requirements
- price
- quality and performance
- warranties
- mathematical procedures for estimation and measurement
- documentation procedures for placing cabinet orders.
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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:
 - client requirements
 - technical and design information on kitchen products
 - workplace procedures and documentation for placing orders.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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