



**Australian Government**

# **MSFSF3010 Advise customers on interior decoration**

**Release: 1**

# MSFSF3010 Advise customers on interior decoration

## Modification History

Release 1 - New unit of competency

## Application

This unit of competency covers advising customers on colour coordination, fabric selection and styles in relation to soft furnishings.

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

## Pre-requisite Unit

## Competency Field

## Unit Sector

Soft Furnishing

## Elements and Performance Criteria

| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                                                                                                |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Identify work requirements              | <p>1.1 Job requirements are identified from customer's initial instructions or enquiries and work instructions</p> <p>1.2 Potential site problems or site-specific requirements are identified</p> <p>1.3 Work sequence is planned, including quality checkpoints</p>                                          |
| 2 Prepare for work                        | <p>2.1 A range of materials and products are selected to match customer requirements, suitability for the purpose and work instructions</p> <p>2.2 Sample materials, products and visual aids are collected</p> <p>2.3 An appointment is arranged with the customer and an appropriate time plan is agreed</p> |
| 3 Confirm customer requirements           | <p>3.1 Questioning and active listening techniques are used to clarify customer needs</p>                                                                                                                                                                                                                      |

- |   |                                               |                                                                                                                                          |
|---|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
|   | 3.2                                           | Customer requirements are identified professionally, courteously, with tact and without presumptions                                     |
|   | 3.3                                           | Customer requirements are fed back accurately using language that can be understood by the customer and enterprise staff                 |
|   | 3.4                                           | Customer requirements are documented in accordance with relevant industry, legal and/or enterprise standards and procedures              |
| 4 | Provide advice on interior decoration options |                                                                                                                                          |
|   | 4.1                                           | Viable options for colour, fabric and design that are relevant to the customer's requirements are generated                              |
|   | 4.2                                           | Relevant suppliers are contacted to research alternative options, if required                                                            |
|   | 4.3                                           | Options for colour, fabric and design are explained to and discussed with the customer to facilitate customer understanding              |
|   | 4.4                                           | Fabric or product samples and/or visual aids are made available to the customer, where appropriate, to facilitate customer understanding |
|   | 4.5                                           | Benefits and approximate costs of each option are explained to the customer to facilitate informed decision making                       |
| 5 | Confirm selection with customer               |                                                                                                                                          |
|   | 5.1                                           | Customer preferred option, including agreed delivery timeframe, is determined                                                            |
|   | 5.2                                           | Customer commitment to agreed option is gained in accordance with workplace requirements                                                 |
|   | 5.3                                           | Documentation is completed following workplace procedures, including any required specification sheets for products selected             |
|   | 5.4                                           | Assistance with any paperwork requiring completion by customer is provided, where appropriate                                            |
| 6 | Finalise process                              |                                                                                                                                          |
|   | 6.1                                           | Sample products are returned to storage, as required                                                                                     |
|   | 6.2                                           | Contact is maintained with customer throughout manufacture and installation process, if required                                         |

## 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.

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|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit context includes:</b>                  | <ul style="list-style-type: none"><li>• WHS requirements, including legislation, building codes, material safety management systems, hazardous and dangerous goods codes, and local safe operating procedures or equivalent</li><li>• work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation insurance requirements</li><li>• work requires individuals to demonstrate some discretion, judgement and problem solving</li></ul> |
| <b>Tools and equipment include:</b>            | <ul style="list-style-type: none"><li>• measuring and calculating equipment:<ul style="list-style-type: none"><li>• tapes</li><li>• rulers</li><li>• calculators</li><li>• computers</li></ul></li></ul>                                                                                                                                                                                                                                                                                                                                     |
| <b>Materials include:</b>                      | <ul style="list-style-type: none"><li>• product and fabric samples</li><li>• visual aids (photographs)</li><li>• magazines</li><li>• trade brochures</li><li>• sketches</li></ul>                                                                                                                                                                                                                                                                                                                                                            |
| <b>Personal protective equipment includes:</b> | <ul style="list-style-type: none"><li>• that prescribed under legislation, regulations and enterprise policies and practices</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Information and procedures include:</b>     | <ul style="list-style-type: none"><li>• workplace procedures relating to the use of tools and equipment</li><li>• work instructions, including job sheets, cutting lists, plans, drawings and designs</li><li>• workplace procedures relating to reporting and communication</li></ul>                                                                                                                                                                                                                                                       |

- manufacturer specifications and operational procedures

## Unit Mapping Information

Supersedes and is equivalent to LMFSF3011B Advise customers on interior decoration.

## 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 MSFSF3010 Advise customers on interior decoration

## Modification History

Release 1 - New unit of competency

## Performance Evidence

- Interpret work order and locate and apply relevant information
- Apply safe handling requirements for equipment, products and materials, including use of personal protective equipment
- 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
- Identify products and materials used in interior decoration and any special handling requirements for those materials
- Advise customers on at least three (3) occasions involving both fabric and colour selections
- 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
- Work with others and in a team by recognising dependencies and using cooperative approaches to optimise work flow and productivity

## Knowledge Evidence

- Interpretation of plans and worksheets
- Colour coordination and matching
- Fabric types and applications
- Current trends in soft furnishing styles

## 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 sample fabrics and products, visual aids and customer specifications.

## Links

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