



Australian Government

MSFSF3013 Provide technical advice to customers

Release: 1

MSFSF3013 Provide technical advice to customers

Modification History

Release 1 - New unit of competency

Application

This unit of competency covers providing advice to customers on a range of technical issues that impact on soft furnishing types, uses and installation issues, including wall structures, interior design principles, motorisation, energy conservation and interpretation of architectural drawings.

Licensing, legislative or certification requirements may apply to this unit and relevant state/territory and local government agencies should be consulted to determine any necessary certification or licensing for undertaking technical advisory work. Access to construction sites requires certification of general induction training specified by the *National Code of Practice for Induction for Construction Work (ASCC 2007)*.

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 customer requirements	1.1	Questioning techniques are applied to determine the nature of customer requirements
		1.2	Potential site problems or site-specific requirements are identified
2	Access and interpret information	2.1	All available information relating to customer-specific requirements is gathered, recorded and confirmed with the customer
		2.2	Information on options that potentially meet the customer's requirements is accessed and interpreted
3	Provide advice to	3.1	Viable options relating to products, techniques or solutions

customer	that are relevant to the customer's requirements are generated
3.2	Information on available options relating to products, techniques or solutions is provided to the customer
3.3	Features, benefits, limitations and safety implications relating to available options are explained to the customer
3.4	The customer is advised to seek specialist advice, where warranted

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 some discretion, judgement and problem solving
Tools and equipment include:	• measuring and calculating equipment: • tapes • rulers • calculators • computers
Materials include:	• product and fabric samples

- visual aids:
 - photographs
 - magazines
 - trade brochures
 - sketches
 - technical drawings
 - that prescribed under legislation, regulations and enterprise policies and practices
- Personal protective equipment includes:**
- Information and procedures include:**
- workplace procedures relating to the use of tools and equipment
 - work instructions, including job sheets, cutting lists, plans, drawings and designs
 - workplace procedures relating to reporting and communication
 - manufacturer specifications and operational procedures

Unit Mapping Information

Supersedes and is equivalent to LMFSF3014B Provide technical advice to customers.

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 MSFSF3013 Provide technical advice to customers

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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
- 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
- Provide advice to customers on three (3) occasions with each involving a different central subject
- 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, drawings and worksheets
- Interior design principles
- Types of motorisation
- Energy conservation methods
- Types of wall and ceiling construction

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 products, visual aids and customer specifications.

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