



Australian Government

Assessment Requirements for MSFSF3018 Advise customers on interior decoration products

Release: 1

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Modification History

Release 1. Changes to code, application, elements, performance criteria, assessment requirements. Foundation skills added. Range of conditions removed. Assessment requirements changed.

Performance Evidence

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

- clarify the needs of 3 customers and provide advice on products to meet these needs, collectively including advice on:
 - general style
 - fabric
 - colour.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- individual responsibility when providing product advice under Australian consumer law
- sources and types of information about interior decoration products
- current and emerging trends in interior decoration:
 - different styles and colour trends
 - soft furnishings
 - blinds and awnings
 - furniture and accessories
- principles of colour coordination and matching
- fabric types used in domestic furnishing applications:
 - main characteristics and uses
 - special handling requirements
 - safety considerations
 - benefits and limitations
- organisational customer service and sales protocols and procedures for:
 - interactions with customers
 - documentation requirements.
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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 required for performance evidence, including:
 - customers
 - product information
 - product samples
 - workplace procedures.

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

Links

Companion Volume implementation guides are found in VETNet –

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