



Australian Government

MSFSF3018 Advise customers on interior decoration products

Release: 1

MSFSF3018 Advise customers on interior decoration products

Modification History

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

Application

This unit describes the skills and knowledge required to provide advice to customers on interior decoration products in relation to colour coordination, fabric selection and general style.

Workers with this competency provide advice on interior decoration products. They may work in showrooms, retail outlets or other customer service contexts.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Soft furnishing

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 and maintain knowledge of interior decoration products	1.1 Research information on products and services from authoritative sources 1.2 Identify characteristics of different products using available product and service documentation 1.3 Source and maintain product information in format consistent with organisational requirements 1.4 Use knowledge to improve quality of advice provided to customers
2. Identify customer needs	2.1 Use questioning and active listening techniques to clarify customer needs and general style preferences 2.2 Establish customer's budget and expectations 2.3 Discuss and confirm customer needs in accordance with organisational customer service standards

Elements	Performance Criteria
3. Provide product advice	3.1 Identify products to meet customer requirements 3.2 Provide information about colour, fabric and design options to meet customer needs 3.3 Provide accurate technical information about products 3.4 Provide product samples and pictures to customer 3.5 Explain benefits and approximate costs of each option 3.6 Document customer decision on product and follow organisational processes for purchasing or ordering

Foundation Skills

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

- Reading skills to interpret unfamiliar product information from diverse sources
- Writing skills to communicate information in familiar workplace sales documents
- Oral communication skills to use questioning and active listening skills to determine needs and to clearly explain product features in language the customer can understand
- Numeracy skills to calculate product costs and costing variables.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release1. Supersedes and is equivalent to MSFSF3010 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 MSFSF3018 Advise customers on interior decoration products

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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 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.

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