



Australian Government

MSTML4005 Undertake initial millinery consultation, subsequent fittings and finishing

Release: 1

MSTML4005 Undertake initial millinery consultation, subsequent fittings and finishing

Modification History

Release 1. Supersedes and is equivalent to LMTML4005A Undertake initial millinery consultation, subsequent fittings and finishing

Application

This unit of competency covers the skills and knowledge required to conduct initial client assessment, determine client needs and expectations, and provide subsequent fittings to ensure client satisfaction.

This unit of competency applies to all service interaction with clients, including interviewing, assessing needs and expectations, making recommendations, fitting items and maintaining documentation. It encompasses skills required to prepare the finished product for presentation to the client.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

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

Pre-requisite Unit

Nil

Competency Field

Millinery

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Determine job requirements

- 1.1 Follow standard operating procedures (SOPs)
- 1.2 Comply with work health and safety (WHS) requirements at all times
- 1.3 Use appropriate personal protective equipment (PPE) in

			accordance with SOPs
		1.4	Identify job requirements from specifications, drawings, job sheets or work instructions
2	Prepare for millinery project	2.1	Interview client to establish client needs and expectations
		2.2	Obtain agreement to continue with millinery service
		2.3	Conduct initial millinery consultation
3	Confirm millinery order	3.1	Use total look styling concepts to assess client profile and make recommendations
		3.2	Discuss style recommendations, provide style options and negotiate to reach agreement with client
		3.3	Provide patterns and sketches to assist client, as required
		3.4	Confirm order according to workplace procedures
		3.5	Arrange fittings, timelines and payment
		3.6	Apply sizing systems and principles to head measurements
4	Conduct fittings	4.1	Present headwear to the client in a professional manner
		4.2	Use professional judgement, discretion and interpersonal skills to discuss construction progress with client
		4.3	Fit headwear, seek feedback and negotiate adjustments and modifications to the design
5	Finish headwear and present to client	5.1	Finish headwear according to client requirements and workplace procedures
		5.2	Check headwear to ensure quality standards are met
		5.3	Use effective interpersonal skills to present to the client

5.4 Complete and maintain details of finished article and client records according to workplace procedures

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for 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.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs
- work instructions
- PPE
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

Establishing client needs includes:

- using interpersonal skills to greet client
- establishing initial millinery needs
- explaining the millinery process to client
- encouraging client to express and clarify requirements and expectations, including priorities, preferences, budget and timelines

Millinery consultation includes:

- assessing client facial features, including shape and hairstyle
- ascertaining intended use of millinery product
- discussing materials, styles and millinery features with the client

- using millinery models to demonstrate different millinery styles
- discussing cost estimates with the client
- recording size requirements

Unit Mapping Information

Release 1. Supersedes and is equivalent to LMTML4005A Undertake initial millinery consultation, subsequent fittings and finishing

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

Assessment Requirements for MSTML4005 Undertake initial millinery consultation, subsequent fittings and finishing

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- establishing client needs and expectations and obtaining agreement to continue with millinery service
- conducting at least two (2) initial millinery consultations, using props and demonstration to help interpret and clarify client needs and expectations
- using total look styling concepts to assess client profile, make recommendations, provide style options and negotiate to reach agreement with client
- selecting appropriate materials and styles, patterns and sketches to make recommendations to client
- confirming order according to workplace procedures and arranging fittings, timelines and payment
- apply sizing systems and principles to head measurements
- using professional judgement, discretion, problem solving and interpersonal skills to discuss construction progress with client
- fitting headwear, seeking feedback and negotiating adjustments and modifications to the design on at least two (2) occasions
- finishing headwear according to workplace standards and client requirements on at least two (2) occasions
- presenting completed item to client
- recording product and client details according to workplace procedures
- maintaining accurate records.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- millinery policies, standards and guidelines, industry codes of practice, legislative and regulatory requirements
- industry, workplace and product processes
- a range of textiles and materials, including their composition and the stretch quality of fabrics

- millinery production tools and equipment
- millinery pricing
- information required for complete consultation
- style options, fashion trends and total look concepts
- protocol regarding headwear and dress style for specific occasions
- sizing systems and principles for head measurements
- millinery manufacture techniques
- agreement requirements with client:
 - millinery style
 - materials
 - features
 - costs
 - timeframe
- finishing techniques:
 - brushing
 - steaming
 - pressing
 - attaching elastic
 - labelling
 - adjusting the positioning of trims
- body language
- documentation and transfer of information
- quality practices
- workplace procedures
- recording and reporting practices.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in millinery consultation, fitting and finishing, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.

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