



Australian Government

MSTML4008 Undertake couture millinery

Release: 1

MSTML4008 Undertake couture millinery

Modification History

Release 1. Supersedes and is equivalent to LMTML4008A Undertake couture millinery

Application

This unit of competency covers the skills and knowledge required to produce one-off hats to meet specific client needs. It encompasses and builds on customer service skills to conduct thorough assessments of needs, and production skills to deliver specially made products.

The unit of competency applies to interviewing customers, making recommendations, assessing needs and expectations, designing and producing one-off millinery items, fitting and finishing items to customer satisfaction.

Responsibility is taken for the maintenance of own work quality and requirement to contribute to the quality improvement of organisation, where necessary.

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 to undertake couture millinery	2.1	Provide advanced client service to determine requirements
		2.2	Obtain agreement to continue with millinery service
		2.3	Conduct initial millinery consultation
		2.4	Confirm client order and design specifications
		2.5	Maintain client records
3	Assist client to select design	3.1	Identify accompanying outfit and accessories and assess if possible, to consider in millinery design
		3.2	Consider millinery design according to the needs, expectations and personal features of the client
		3.3	Use effective interpersonal skills to provide high-level advice, negotiate and advise on millinery design
		3.4	Use models, sketches and examples to demonstrate different millinery styles and assist the client to decide on millinery styling
		3.5	Discuss materials, styles and millinery features with the client
4	Produce one-off hat for client	4.1	Produce millinery pattern for client order
		4.2	Source materials and produce alternative materials, if required, to achieve desired effect
		4.3	Produce headwear according to the design specifications
		4.4	Prepare headwear for client fitting
5	Conduct client fitting	5.1	Make appointment for client fitting
		5.2	Provide opportunity to fit headwear with clothing and

		accessories, if required
	5.3	Provide trims, additional and alternative features for consideration
	5.4	Assist client to review headwear, decide on any modifications and confirm design
	5.5	Address client concerns and resolve according to workplace policies and procedures
	5.6	Make appointment for final presentation to the client
6	Finish headwear and present to client	6.1 Finish headwear according to client requirements, modifications and workplace procedures
		6.2 Check headwear to ensure it conforms with client requirements and quality standards
		6.3 Use effective interpersonal skills to present to the client and ensure satisfaction
		6.4 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

Millinery consultation includes:

- assessing client facial features, including shape and hairstyle
- ascertaining intended use and desired effect of millinery product
- discussing materials, styles and millinery features with the client
- using millinery models and props to demonstrate different millinery styles
- discussing cost estimates with the client
- recording size requirements

Unit Mapping Information

Release 1. Supersedes and is equivalent to LMTML4008A Undertake couture millinery

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 MSTML4008 Undertake couture millinery

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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 on at least two occasions and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- accurately identifying client needs, expectations and desired outcome
- providing high-level and relevant millinery advice
- using millinery props, models and sketches to establish client needs
- using effective and professional interpersonal skills to establish relationship with the client and provide high-level, individualised customer service
- demonstrating discretion, judgement and problem-solving skills in the establishment and delivery of millinery orders
- effectively negotiating order details and price with the client for couture millinery on at least two (2) occasions
- conducting millinery fitting and identify required adjustments
- finishing headwear according to workplace standards and client requirements and presenting to client on at least two (2) occasions
- presenting completed item to the client
- applying workplace procedures
- recording client details and maintaining records according to workplace procedures.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- pricing millinery items
- appropriate millinery materials
- millinery styles
- body language
- customer focused communication to meet client expectation and satisfaction
- documentation
- sketching techniques to portray images to clients
- millinery patternmaking for one-off items
- finishing techniques:
 - brushing

- steaming
- pressing
- attaching elastic
- labelling
- adjusting the positioning of trims
- documentation and record keeping according to workplace procedures records.

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 couture millinery, 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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