



PROGRAM GUIDE

MSF30919 Certificate III in blinds,
awnings, security screens and grilles

2024

Learn key skills that you'll use and grow throughout your career. Graduate with the knowledge and confidence to make, sell or install window and door furnishing products to a high standard.

1 Course outcomes

- Work while you learn and gain practical experience and develop specialist skills that give you an advantage in your workplace.
- On successful completion, be awarded a nationally accredited qualification at Certificate III level.

2 Is this course right for me?

If you are a new worker, or an existing worker, we have a training program that will suit you. We need to make sure your supervisor is on board with you training, because you will need to be trained and assessed at work.

3 What will I learn?

Courses are made up of a combination of both core and elective (specialty) units. In the MSF30919 Certificate III in Blinds, Awnings, Security Screens and Grilles, you'll need to successfully complete 18 units of competency, including 5 core and 13 elective units. The core units (that everyone studies and form a solid foundation for working effectively in the industry) include the following skills:

- Products
- Communication and teamwork
- Estimating
- Safety
- Following work instructions

Specialty areas of study include:

- manufacturing (fabrication and assembly)
- installation
- sales and service (estimating and detailing).

We will work with you and your manager to develop a program that teaches you skills you need for your current role as well as skills you will need to progress your career in the industry.

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How will I learn?

Your trainer will visit you at work and coach you on new skills, while recognising your existing skills. They will ask you questions, discuss your work and observe you doing jobs you do every day. They will demonstrate new skills and give you an opportunity to practice them.

They will keep your supervisor updated with your progress and training focus between visits. If there are other people at your work doing this course, your trainer will schedule workshops to bring you in together, but if it's just you, they will work with you 1:1.

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How long will it take?

The course can take anywhere from 1-4 years depending on the pathway you follow. People with lots of industry experience can finish their course faster than people who need more learning and coaching. A training consultant can discuss your experience and needs with you and your manager to help you work out a program that fits you.

The Frontline Group (International) Pty Ltd (Frontline), in partnership with the Blinds Manufacturers' Association of Australia (BMAA) have developed a comprehensive training plan for the industry. A critical component of this plan is the skilling of the workforce and provision of an industry wide standard for capability. This Program outlines an industry development and training program opportunity for businesses within the industry interested in developing their people.

1 Introduction

This Program outlines an industry development and training program designed by the window furnishings industry specifically for that industry. Frontline, in collaboration with the BMAA have developed the program, which provides all trainer and learner resources, quality monitoring, trainers and workplace implementation support. Participants who successfully complete this program will be skilled to perform a range of tasks relevant to their appropriate stream:

- Installation
- Manufacturing
- Sales and Service

On successful completion, participants will attain MSF30919 Certificate III in Blinds, Awnings, Security Screens and Grilles. This qualification describes the skills and knowledge required to estimate, fabricate, assemble and install blinds, awnings, shade sails, shutters, and screens and grilles using a range of materials, fixtures and fittings.

Work is usually performed in a defined range of skilled operations, where a range of methods, tools, materials and information are used to complete routine activities. Discretion and judgement are required in selecting equipment, services and contingency measures and resolving mostly predictable problems within known time constraints.

2 Program objectives and benefits

This program aims to provide a comprehensive introduction to the industry for new workers and to upskill and recognise the abilities of workers already employed in the sector. Recognition of this program as a nationally accredited program assists the industry to continue to work towards having unique, industry specific licenses, regulations, codes and standards.

Participating businesses has measurable improvements in product uniformity, best practice, staff communication and retention, and a significant reduction in reworks.

3 Target market

This program has been tailored for two types of student. These students must be employed in the industry:

- **Experienced Program (12-month Program)**

For learners to complete the experienced program, they must be employed on a full-time basis within the industry and have a minimum of 3 years industry experience and an industry relevant qualification (e.g. a certificate in Manufacturing or Building and Construction or Soft Furnishing) or a minimum of 5 years industry experience.

- **Entry program: Apprenticeship pathway (2-4 years) / Traineeship pathway (1-2 years)**

For learners to complete the entry program they must be new employees to the industry. These students must be employed on a full-time basis and will generally have less than 5 years industry experience and no industry relevant qualification. Learners who qualify for the experienced program, however, may also opt for this option as it is delivered at a slower pace.

4 Training program outline

Successful completion of this training program will lead to the award of MSF30919 Certificate III in Blinds, Awnings, Security Screens and Grilles. An apprenticeship/traineeship pathway is available depending on the state/territory your business is in.

Core units plus suggested electives for each stream are detailed in the Training Program Outline in this document. In addition, other units may be packaged in through discussion with a training consultant. We recommend a meeting with a training consultant to discuss options that best suit you and your business.

Learners will attend regular workshops in their own workplace, participate in self-study (using resources developed by Frontline and some online research) and practice in the workplace. They will be visited regularly by an assessor who will observe them performing their normal work and ask them questions to assess their competence. Trainers will provide regular feedback on learner performance.

Workplace supervisors will be expected to provide support to learners while they are practicing in the workplace. This includes assisting learners with their self-paced tasks and projects.

Learning and Assessment resources have been developed by Frontline, in consultation with industry experts and have been thoroughly reviewed and mapped to the required competencies for national recognition. All resources have undergone validation process by industry.

We focus on observing your employee in their work environment and providing best practice feedback to them and you.

Learners must regularly submit completed assessments over the duration of the program. This will be closely monitored by the assessor to support them in keeping up to date with their training.

TRAINING PROGRAM OUTLINE

MSF30919 - Certificate III in Blinds, Awnings, Security Screens and Grilles

Students must complete five core units and 13 elective units. Different electives may be selected depending on specialisation of the student's role.

Core units

All learners are required to complete the five core units for this qualification:

- 1.BSBFLM303: Contribute to effective workplace relationships
- 2.BSBPRO401: Develop product knowledge
- 3.MSFGN2001: Make measurements and calculations
- 4.MSFGN3001: Read and interpret work documents
- 5.MSMVHS200: Work safely

Elective Units and specialisations

NOTE: Other units may be packaged in through discussion with a training consultant.

We recommend a meeting with a training consultant to discuss options that best suit you and your business.

Industry generalist program

This is suitable for students wishing to work in general roles within the industry. Five core units (see above) plus:

- 1.MEM18001C: Use hand tools
- 2.MEM18002B: Use power tools/handheld operations
- 3.MSFBA2011: Select and apply hardware and fixings for blinds, awnings, screens and grilles
- 4.CPCCWHS2001: Apply WHS requirements, policies and procedures in the construction industry
- 5.MSFBA3017: Install interior blinds
- 6.MSTTF3001: Identify client and site requirements for installation of fabricated textile products
- 7.BSBADM311: Maintain business resources
- 8.MSFGN3002: Estimate and cost job
- 9.MSFGN3003: Advise customers on products and services
- 10.MSFGN2002: Move and store materials and products
- 11.MSTTF2015: Install products on and off site
- 12.BSBOPS305: Process customer complaints
- 13.BSBXCM301: Engage in workplace communication

Fabrication & assembly specialisation program

This is suitable for students working in manufacturing roles to achieve the fabrication and assembly specialisation. Five core units (see page 7) plus:

1. MEM18001C: Use hand tools
2. MEM18002B: Use power tools/handheld operations
3. MSFBA3012: Assemble interior blinds
4. MSFBA2011: Select and apply hardware and fixings for blinds, awnings, screens and grilles
5. MSTGN2005: Perform minor maintenance
6. CPCCWHS2001: Apply WHS requirements, policies and procedures in the construction industry
7. MSFBA3017: Install interior blinds
8. MSFGN3002: Estimate and cost job
9. BSBADM311: Maintain business resources
10. MSFBA2013: Set up, and operate and maintain blinds and awnings static machines
11. MSFGN2002: Move and store materials and products
12. TLIA0020: Package goods
13. MSTTF2015: Install products on and off site

Installation specialisation program

This is suitable for students wishing to work in general roles within the industry. Five core units (see page 7) plus:

1. MEM18001C: Use hand tools
2. MEM18002B: Use power tools/handheld operations
3. MSFBA2011: Select and apply hardware and fixings for blinds, awnings, screens and grilles
4. CPCCWHS2001: Apply WHS requirements, policies and procedures in the construction industry
5. MSFBA3017: Install interior blinds
6. MSTTF3001: Identify client and site requirements for installation of fabricated textile products
7. BSBADM311: Maintain business resources
8. MSFGN3002: Estimate and cost job
9. MSFGN3003: Advise customers on products and services
10. MSFGN2002: Move and store materials and products
11. MSTTF2015: Install products on and off site
12. BSBOPS305: Process customer complaints
13. BSBXCM301: Engage in workplace communication

Estimating detailing specialisation program

This is suitable for students working in measure and quote/customer service roles. Five core units (see page 7) plus:

1. MEM18001C: Use hand tools
2. MEM18002: Use power tools/handheld operations
3. MSFBA3017: Install interior blinds
4. MSTTF3001: Identify client and site requirements for installation of fabricated textile products
5. BSBADM311: Maintain business resources
6. BSBCUS301: Deliver and monitor a service to customers
7. MSFBA3018: Assess suitability of blinds and awnings.
8. MSFGN3002: Estimate and cost job
9. MSFGN3003: Advise customers on products and services
10. MSFGN3004: Resolve quality and compliance issues
11. MSFGN2002: Move and store materials and products
12. MSTTF2015: Install products on and off site
13. BSBOPS305: Process customer complaints

Security product generalist program

This is suitable for generalist staff working in a business focussed on window furnishing security products such as security screens and grilles. Five core units (see page 7) plus:

1. MEM18001C: Use hand tools
2. MEM18002B: Use power tools/handheld operations
3. MSFBA2011: Select and apply hardware and fixings for blinds, awnings, screens and grilles
4. MSFSS3005: Assemble non-security and security screens and grilles
5. CPCCWHS2001: Apply WHS requirements, policies and procedures in the construction industry
6. MSFSS3004: Install non-security and security screens and grilles
7. MSTGN2005: Perform minor maintenance
8. BSBADM311: Maintain business resources
9. MSFGN3002: Estimate and cost job
10. MSFGN3004: Resolve quality and compliance issues
11. MSFGN2002: Move and store materials and products
12. TLIA0020: Package goods
13. TLIA0019: Despatch stock



THE FRONTLINE GROUP



PO Box 5142, Cheltenham, Victoria, 3192 Australia



1 300 FRONTLINE



enquiries@thefrontlinegroup.com.au



thefrontlinegroup.com.au



— it's **your** story that counts —

