

Australian Furniture Association



Submission Criteria for Expressions of Interest Furnishing Industry Skills Sets

Submissions Close 5pm 31 October 2016



2016

EXECUTIVE SUMMARY

The Australian Furniture Association (**AFA**) has identified specific sets of skills that meet the technical and 'post trade' skill needs of businesses in the furnishing sector around manufacturing and installation. This document outlines research and findings in relation to these 'post trade' qualifications/skill sets and calls for Expressions of Interest from Registered Training Organisation to deliver the new skill sets and competencies.

SEE PAGE 12 FOR SUBMISSION CRITERIA

THE CLOSING DATE FOR EXPRESSIONS OF INTEREST IS 5PM 31ST OCTOBER 2016.

**ALL SUBMISSIONS MUST BE FORWARDED ELECTRONICALLY TO
PTORELLI@AUSTRALIANFURNITURE.ORG.AU**

Based on the research undertaken and feedback from industry stakeholders, the following skill sets have been identified as major priorities for commencement in January 2017.

- 1. Fitted Furniture Installer Skill Set** – to upskill free standing furniture and furnishing related workforce with the necessary skills to install fitted furniture and ensure the safety of clients and end users.
- 2. Fitted Furniture Estimator Skill Set** – to develop estimating skills of those engaged to prepare tenders and project manage major projects requiring knowledge of standards and compliance obligations. Designed to ensure the competitiveness and viability of the lead organisation whilst enhancing the learners' ability to prepare successful tenders and quotes.
- 3. Furniture Products Compliance Skill Sets** – to develop and upskill workers with an understanding of Australian Standards and compliance requirements for the manufacture, distribution, and repair (after care) of fitted and free standing furniture.

The **AFA** has applied these findings as a basis for a national continuous improvement project focused on skill set development for the Furnishings Training Package (MSF).

Industry representatives acknowledge that for the skill sets to be marketable and attract public funding, they must be supported by industry and be nationally recognised.

The AFA's consultation was undertaken with various stakeholders nationally and attracted widespread support for the three areas of 'post-trade' skills. In July 2016, the recommendations were submitted to the National Industry Skills Council for endorsement of the skill sets to be nationally recognised in the Furnishings Training Package. They were endorsed in early August 2016.

1.0 INTRODUCTION

The following information outlines the development of 'post trade' qualifications/skill sets for the furnishing industry (within the light manufacturing sector) and calls for the expressions of interest for the delivery and accreditation of the skill sets.

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2.0 PURPOSE

The purpose of this program is to form part of the AFA's Continuous Professional Development program. The specific sets of skills that meet the technical and 'post trade' skill needs of businesses in the furnishing sector around manufacturing and installation are in high demand. This may take the form of one or two skills sets and/or recommendations for the development of new competencies.

3.0 METHODOLOGY

The following methods were used to achieve the objectives of the project:

- The *Australian Furniture Association (AFA)* acted in the capacity of a project lead and steering committee member to provide advice and guidance on the development of the skill sets.
- Consultation occurred with a number of stakeholders from the industry sectors to identify and develop a profile of specific skill requirements.
- Desk top research was undertaken to produce a list of competencies that matched the identified skill profile.
- Presentation of the draft skill sets to Industry Advisory Groups for guidance and advice on further development of the training program including consideration of the qualification/skill set packaging rules of relevant training packages.
- Preparation of a report outlining the project findings including the model training program.

4.0 SCOPE

In the initial stages of the project the following industry sectors were considered as benefiting from the project outcomes:

- Furniture making
- Shop fitting
- Upholstery
- Timber and Composite/Wood Machining
- Cabinet making
- Design (Industrial, Commercial, Public Spaces and Residential)

- All small businesses within furnishing industry that manufacture and supply, install and repair fitted and free-standing furniture for commercial and residential use.

5.0 FINDINGS

5.1 Installation of Fitted Furniture

In 2013, Manufacturing Skills Australia (MSA), in consultation with a broad range of businesses and industry associations, secured the endorsement of MSF qualifications which identified a range of areas where the onsite installation of furniture products was increasingly common.

These furniture installation skills are highly sought after in the installation of kitchens; bathrooms; commercial office spaces; aged care and hospital environments; education/classrooms; library and public spaces; hospitality and retail outlets; built in wardrobes; and soft furnishings to name a few but all of which exemplify the importance of specific installation skills for this industry.

Enrolments in these qualifications to date have steadily increased and completion rates for the furnishing industry qualifications have also reflected the industry's confidence that training is appropriately targeted to the needs of businesses.

As new and existing workers in the industry complete the new qualification many are requiring further training to meet the needs of businesses who are now diversifying or transitioning their business, for example free standing furniture manufacturers evolving their business to include fitted furniture for residential or commercial use. In most cases the installation of furnishing products must meet various standards.

5.2 Estimation and Tender Preparation

The Australian Furniture Association (AFA), in close partnership with standards and testing bodies, has identified a growing demand for appropriately skilled estimator and tender preparation providers.

The role of preparing such tenders, particularly for government and major project, falls to the recently appointed design graduate employed by the lead organisation. As a result, 'standards' and 'testing specifications and certifications' are not understood by the employee preparing the submission resulting in a costly exercise for no return on investment by the employer.

Often these submissions simply fail to meet the specifications and this is picked up by the Tenderer. Where the submission fails to secure the project, the result is a financial loss for the lead organisation.

However, where the submission is successful, and the Tenderer has not picked up the anomalies and subsequently the specified products fail on completion of the project or after use, then the outcomes can be disastrous, sometimes causing serious injury or in extreme cases even death.

5.3 Standards and Compliance

The Australian Furniture Association (AFA) receives regular requests from industry, including employees and employers, for support in upgrading skills to assist companies become more competitive nationally and internationally whilst ensuring the manufacturing, installation and repair (after care) of fitted and free standing furniture meet the increasing number of Australian standards and compliance requirements.

Many employers struggle to attain knowledge of the standards as well as finding suitably qualified tradespeople that have the skills needed to ensure their company's quality assurance and compliance obligations are met.

In addition, the AFA has identified an increased consumer demand for greater quality and reassurance that products are designed, processed, manufactured, sold and installed to Australian standards and meet the ACCC consumer and product laws.

As a result of the growing number of consumer complaints about poorly installed furniture and furniture failures, the AFA has established a Quality Assurance & Compliance Office to service both consumers and suppliers.

The AFA has worked closely with the ACCC and the Insurance Industry to identify the risks and causes of the complaints, and set about developing a range of services and products to respond to the demand for improved services from AFA Members. Appropriately skilling the furniture manufacturing, installation and repair/after care workforce is one of the primary services in being demanded.

6.0 SKILL SETS

In the past twelve months, Skill Sets have been gaining significant traction amongst industry and training providers. Skill Sets have the potential to fulfil specific workforce upskilling needs such as:

- enabling nationally recognized skills acquisition through training without the need to undertake a full qualification;
- allowing flexibility and responsiveness to address specific skill needs;
- increasing options available for training; and
- facilitating progression to full qualifications.

The AFA has worked with developers to identify and determine the most appropriate Skill Sets in Training Packages to meet the standards as defined in the *Training Package Products Policy**. The following criteria have been applied in the AFA's determination:

- Skill Sets are not qualifications and are defined as single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licensing or regulatory requirement, or a defined industry need.
- Skill Sets must include:
 - advice about logical clustering of units for the Skill Set in meeting

industry needs.

- Advice about a Skill Set's relationship with a qualification.
- Suggested title for a statement of attainment.
- Skill Sets must not include elective units.

Refer to Training Package Handbook Policy.

<https://docs.education.gov.au/system/files/doc/other/training20package20products20policy.pdf>

7.0 RECOMMENDATIONS

Based on the above comment and definition, the AFA calls for Expressions of Interest for the delivery of the following skill sets as major priorities commencing January 2017.

- **Fitted Furniture Installer Skill Set** – to upskill free standing furniture and furnishing related workforce with the necessary skills to install fitted furniture and ensure the safety of clients and end users
- **Fitted Furniture Estimator Skill Set** – to develop estimating skills of those engaged to prepare tenders and project manage major projects requiring knowledge of standards and compliance obligations. Designed to ensure the competitiveness and viability of the lead organisation whilst enhancing the learners' ability to prepare successful tenders and quotes.
- **Furniture Products Compliance Skill Sets** – to develop and upskill workers with an understanding of Australian Standards and compliance requirements for the manufacture, distribution, and repair (after care) of fitted and free standing furniture.
- **Industry Needs**
 - *Hi Tec Machining / programming – CNC, 3D CAD and Programming
 - *Fitted Furniture (commercial and residential)
 - *Free Standing (commercial and residential)
 - *Timber/Wood
 - *Leather & Upholstery
 - *Glass
 - *Metal
 - *French Polishing/Restoration
 - *Finishing & Polishing (all raw materials used in the furnishing industry)
 - *Electrical (built in to freestanding and fitted furniture)
 - *Flat Pack Assembly
 - *Repair and maintenance of upholstered furniture (repair and recoat surface damage to leather, vinyl, plastics etc, and broken mechanisms)
 - *Stonemasonry repairs (benchttop chips etc)

The following units of endorsed competency from MSF, MSA and BSB training packages are identified for use in the skill sets listed above.

• BSBCUS301B	Deliver and monitor a service to customers
• MSFFM3011	Measure and draw site layout for manufactured furniture products
• MSFFT4001	Coordinate on-site installation of furnishing products
• MSFFT4007	Sample, inspect and test products to specifications
• MSFFT4008	Interpret and use workplace information
• MSFFT4012	Prepare a tender submission
• MSFKB3002	Determine requirements for installation of cabinets
• MSFKB3003	Check and measure fit of cabinets
• MSFKB3004	Conduct on-site adjustments to cabinets and components
• MSFKB3006	Install fitted cabinets and components
• MSFSS3003	Resolve quality and compliance issues
• MSS402051	Apply quality standards
The AFA has also identified the demand for 2 NEW units to be written in the next 12 months	
• MSFGNXXXX	NEW unit that gives overview of obligations under consumer law
• MSFGNXXXX	<p>NEW Units to be developed that will deal with application of Australian and Industry Standards for furniture including</p> <ul style="list-style-type: none"> ○ AFRDI 126: Monitor arms for visual display units ○ AFRDI 142: Office Chairs for Heavy People ○ AFRDI 150: Sustainability standard commercial furniture ○ AFRDI 151: Fixed Height Chairs for Heavy People ○ AS 3744: Furniture - Assessment of the ignitability of upholstered furniture - Ignition source ○ AS 4684: High chairs - safety requirements ○ AS 5079: Filing cabinets ○ AS/NZS 2172: Cots for household use - safety requirements ○ AS/NZS 2195: Folding cots - safety requirements ○ AS 2282: Methods for testing flexible cellular polyurethane ○ AS/NZS 3813: Plastic Monobloc chairs ○ AS/NZS 4088: Burning behaviour of upholstered furniture ○ AS/NZS 4220: Bunk beds and other elevated beds ○ AS/NZS 4386: Domestic kitchen assemblies - Kitchen units ○ AS/NZS 4387: Domestic kitchen assemblies - Methods of test - Introduction, list of methods and general requirements ○ AS/NZS 4438: Height adjustable swivel chairs ○ AS/NZS 4442: Office desks ○ AS/NZS 4443: Office panel systems – workstations ○ AS/NZS 4610.2: School and educational – Chairs ○ AS/NZS 4610.3: School and educational – Tables and storage furniture ○ AS/NZS 4688: Fixed height chairs ○ AS/NZS 4790: Furniture – Storage units – Determination of strength

	<p>and durability</p> <ul style="list-style-type: none">○ AS/NZS 4829: Standalone retail display devices (retail spinners)○ AS/NZS 4935: Domestic furniture - freestanding chests of drawers, wardrobes and bookshelves/bookcases - determination of stability○ AS/NZS 8811: Methods of testing infant products - Sleep surfaces - Test for firmness○ AFRDI 146: Leather descriptions furniture industry
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7.1 Fitted Furniture Installer Skill Set:

Target group

Persons having documented relevant industry experience or completed any Certificate III from the MSF training package or other aligned industry training packages and are now required to upskill and to ensure installation of fitted furniture meet WHS and Australian standards related to the manufacture and installation of fitted furniture.

Units

- MSFKB3002 Determine requirements for installation of cabinets/upholstered items
- MSFKB3003 Check and measure fit of cabinets
- MSFKB3004 Conduct on-site adjustments to cabinets and components
- MSFKB3006 Install fitted cabinets and components
- MSFFT4001 Coordinate on-site installation of furnishing products

Pathway

These competencies can provide credit towards relevant certificate IV qualifications from the Furnishing Training Package

Suggested words for Statement of Attainment

These competencies from the MSF Training Package meet the minimum industry requirements for the installation of fitted furniture within the furnishing industry.

7.2 Fitted Furniture Estimator Skill Set:

Target group

Persons having documented relevant industry experience or completed any Certificate III from the MSF training package or other aligned industry training packages and are now required to upskill and to ensure appropriate costings of fitted furniture to ensure the viability of the business and increase competitiveness by better preparation of tender documents.

Units

- BSBCUS301B Deliver and monitor a service to customers
- MSFFM3011 Measure and draw site layout for manufactured furniture products
- MSFFT4008 Interpret and use workplace information
- MSS402051 Apply quality standards
- MSFFT4012 Prepare a tender submission

Pathway

These competencies can provide credit towards relevant certificate IV qualifications in from the furnishing training package

Suggested words for Statement of Attainment

These competencies from the MSF Training Package meet the minimum industry requirements for the estimating of fitted furniture within the furnishing industry.

7.3 Furniture Products Compliance Skill Set:

Target group

Persons having documented relevant industry experience or completed any Certificate III from the MSF training package or other aligned industry training packages and are now required to upskill and to ensure compliance requirements are maintained and monitored to meet Australian standards and client needs.

Units

- MSFFT4007 Sample, inspect and test products to specifications
- MSFSS3003 Resolve quality and compliance issues
- MSS402051A Apply quality standards

Pathway

These competencies can provide credit towards relevant certificate IV qualifications in from the furnishing training package

Suggested words for Statement of Attainment

These competencies from the MSF Training Package meet the minimum industry requirements for the ensuring compliance of fitted furniture to Australian and industry standards.

8.0 ABOUT THE AFA CPD PROGRAM

The AFA CPD Program

Continuing Professional Development (CPD) is defined as further education following completion of both formal and informal training.

CPD consists of any educational activity which helps to maintain, develop or increase knowledge, problemsolving, technical skills or professional performance standards.

The AFA CPD program can include any formal activity such as relevant short courses offered by AFA Member Registered Training Organisations (RTOs); attending conferences; formal external training e.g. certificate or non-certificate courses; CPD approved in-house training sessions; technical or product demonstrations/workshops run by product suppliers; reading trade journals and searching industry websites; mentoring; active participation in relevant AFA committees etc.

How to Achieve Points

Ten points must be accrued each year. Only AFA Member RTO training will be allocated points for CPD recognised training in the furnishing sector.

Attaining the required CPD points is broken down into two parts - 60% must be gained via training and 40% via recognised activities or additional training.

Apprentice

- Currently completing
 - MSF30113 Certificate III in Furniture Finishing
 - MSF30213 Certificate III in Furniture Making
 - MSF30313 Certificate III in Timber and Composite Machining
 - MSF30613 Certificate III in Soft Furnishings

MSF30713 Certificate III in Upholstery
MSF31113 Certificate III in Cabinet Making
– no CPD required.

Certified

- Completed Certificate

MSF30113 Certificate III in Furniture Finishing
MSF30213 Certificate III in Furniture Making
MSF30313 Certificate III in Timber and Composite Machining
MSF30613 Certificate III in Soft Furnishings
MSF30713 Certificate III in Upholstery
MSF31013 Certificate III in Interior Decorations Retail Services
MSF31113 Certificate III in Cabinet Making
MSF31313 Certificate III in Kitchens and Bathrooms – Retail Services

- Experience in the furnishing sector
- 10 CPD points per year
(20 points can be gained over 2 years).

Master –

Furniture Maker Traditional (includes finishing)
Furniture Maker Modern (includes finishing)
Designer

- 10 years experience
- Demonstrated expertise in specialist areas
- 10 CPD points per year
(20 points can be gained over 2 years).

A comprehensive list of CPD options will be made available, from formal training workshops to conferences to online learning options.

To access AFA CPD Points participants must use an AFA approved Member RTO for formal training in the furnishing sector.

SUBMIT AN EXPRESSION OF INTEREST - RTO Obligations

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Registered Training Organisations are required by law to advertise their services accurately and ethically. This means they must provide certain information before enrolment or entering into an agreement. To ensure prospective participants and employers receive the best service from a chosen RTO, the AFA will endorse and promote approved RTO's to the wider community.

AFA Member RTOs will be required to work closely with the AFA, be financial Members of the AFA and commit to delivering high-quality programs for all participants in line with the AFA's CPD program.

Expressions of Interest for EACH of the Skills Sets should address the following criteria –

1. Is the RTO an AFA Member Registered Training Organisation?
ONLY AFA Member RTOs will be eligible to submit Expressions of Interest
To register contact +613 9856 1600 or membership@australianfurniture.org.au
2. Is the organisation's Training.gov.au 'scope' current and up to date?
3. Has the organisation failed any ASQA or other regulatory audit?
3. Organisational contact details, including Senior Management, Head of School/Department, where applicable name of trainers and organizational registration number.

Details of program delivery

The following criteria must be addressed:

1. List the Units of Competency which will be attained from the training
2. How and when the training is delivered.
3. Will your organisation rely on industry providers, such as suppliers of materials, to assist in delivery of training? Please describe.
4. Type of jobs the training will lead to.
5. Job prospects on completion of the training.
6. Support services offered to improve chances of securing a job in the area of interest (industry engagement)
7. Total cost of the training, including any additional fees
8. Refund policy (Mandatory)
9. Participants' rights and obligations.
10. Does the training lead from or to Australian Qualifications Framework qualifications

Simulated work environment (also known as Block Release)

- Does your organisation (RTO) have a simulated work environment, that is, a space set up to be a workshop where participants can learn and practice new skills?
- Will a simulated environment be used to replicate a workplace?
- If so, how realistic is it? For example, is it well equipped with tools and safety gear?

Workplace training (on the job)

If workplace training is to be included as part of the course

- Will the RTO conduct the training or will the employer?
- Does your organisation have sufficient employer contacts to place participants?
- List them.
- Does the participant need to contact employers to organise their own work placements?

Support services

- Does your organisation provide any support services?
- What are they and how does the participant access them if:
 - Help is needed with literacy or numeracy
 - Help is needed with language skills
 - Assistance is required with any other issues which may affect study
 - Support is needed via a Mentoring Program

Online training

Are some or all of the education or training services offered online:

1. What are the technological requirements?
2. What computer software is required?
3. What download speeds are required?
4. What level of computer literacy is required?
5. Is there a helpdesk for technical issues?
6. Is there trainer support for the course? When is it available?
7. How will the assessment be conducted?
8. What steps does the RTO take to ensure the person participating in the online activities is the person enrolled in the course?
9. Are there any additional fees for online training?
10. Any other queries?

Other points to consider

- Outline or explain other benefits not included above
- Define conditions of enrolment
- Briefly outline administrative process for enrolment
- Schedule of Open Days and face to face information sessions

For more information

Contact The Australian Furniture Association (AFA)

Tel: +613 9856 1600 or email membership@australianfurniture.org.au

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