# Knowledge Assessment

# Trainer & Assessor Marking Guide

## Criteria

### Unit code, name and release number

MSFFT4009 - Match furnishing style and materials to customer requirements (2)

### Qualification/Course code, name and release number

MSF40318 - Certificate IV in Kitchen and Bathroom Design (1)

Version: *1.0*

Date created: *3 July 2018*

Date modified: *16/12/2019*

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

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## Assessment instructions

Table Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Instructions for the trainer and assessor** | This is a written assessment and will be assessing the student on their knowledge of the unit.  This assessment is in two parts:   1. Short answer questions 2. Assessment feedback   Adjust as required.  Model answers, sample responses or a criteria for each question are provided below.  Use these to support your judgement when determining a satisfactory result.  The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct. However, if a student provides information other than indicated below, and in the professional opinion of the assessor it is appropriate and meets the intent of the question, it may be considered correct.  The assessment feedback page must be signed by both the student and the assessor so the student displays that they have received, understood and accepted the feedback.  Complete the assessment feedback to the student and ensure you have taken a copy of the assessment prior to it being returned to the student.  Ensure the students name appears on the bottom of each page of the submitted assessment. |
| **About this marking guide** | The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct.  All questions must be answered correctly in order to satisfactorily complete this assessment event.  Assessors will need to make a judgement call as to whether each answer/response meets the criteria based upon the:   * Rules of Evidence:   + Validity – does the answer address the assessment question and does the evidence reflect the four dimensions of competency?   + Sufficiency – is the answer sufficient in terms of length and depth?   + Currency – has the work been done so recently as to be current?   + Authenticity – is this work the student’s own authentic work? * Principles of Assessment:   + Fairness – individual student’s needs are considered in the assessment process   + Flexibility – assessment is flexible to the individual student   + Validity – any assessment decision is justified, based on the evidence of performance of the student   + Reliability – evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment * Dimensions of competency   + Task skills   + Task Management Skills   + Contingency Planning Skills   + Job Role Environment Skills |
| **Student must provide** | Calculator, pens |
| **Assessor must provide** | Computers, Assessment documents. These may be hard copy or made available online. |
| **Time allowed** | *90 minutes* |

## Part 1: Short answer

Read the question carefully. Your answer should be a minimum of 20 words but no longer than 75 words.

1. How would a client be consulted to determine their requirements for a project? (Give 2 points) PC1.1

‘Responses may include, but are not limited to:’

1. A interview with the client to discuss their requirements
2. With the structured questionnaire discuss the limitations and benefits of products
3. After the style and material evaluation, present clients requirements and material selections
4. Produce a detail drawing of the project
5. What materials and features would a designer present a client who wanted to match the time period of the ART DECO style, give a description of the style and five (5) examples of the features? PC1.2

‘Responses may include, but are not limited to:’

Art Deco is an art, style and design movement highly prevalent in the inter-war period from the 1920s to 1930s.

1. Art Deco architecture is defined by curved facades,
2. decorative brickwork,
3. geometric elements,
4. chevron patterns,
5. metal-framed windows,
6. parquetry floors,
7. timber-veneer wall panelling,
8. built-in joinery and mottled tiles
9. often in pink, mint, lemon or pale blue,
10. contrast with black.
11. In the table below list the Limitations and benefits of the styles listed PC1.3, KE2

Table 2 Limitations

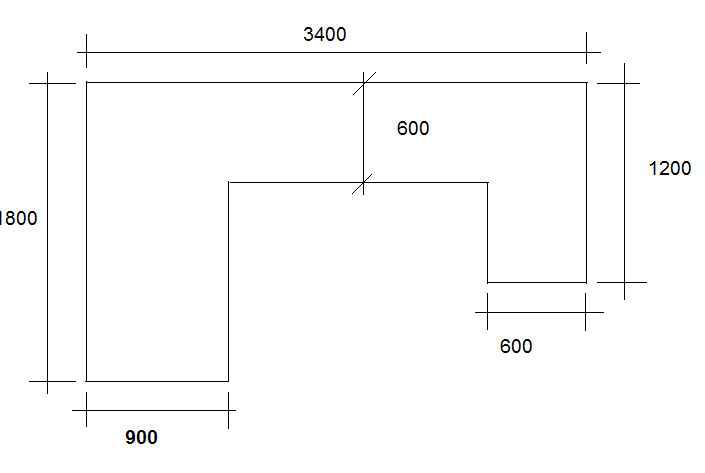
|  |  |  |
| --- | --- | --- |
| Style | Limitations | Benefits |
| Country | Need a large area | Can be easy to maintain |
| Contemporary | Becomes out of date quickly | Can appeal to a larger group of people |
| Commercial | Can be quite plain | Can be inexpensive |
| Victorian | New technologies may not fit to style | Needs to suite the house |

1. In the table below list the Limitations and benefits of the materials listed PC1.3, KE2

Table 3 Limitations

|  |  |  |
| --- | --- | --- |
| Style | Limitations | Benefits |
| Laminate | Can scratch and damage easily | Large colour range and sheet size. Cheap option |
| Vac Formed Doors | Can be affected by heat easily | Large colour range and style to choose from |
| Solid Timber | Colour variations and sizes | Individual features large selection of species |
| Manufactured Board | Usually made with formaldehyde | Cheap options, large colour and sheet range |
| Reconstituted Stone | Standard size and thickness | Economical sheet sizes |
| Glass | Can break easily | Can be used for many purposes |

1. Calculate how many Square Metres are in the bench top below PC1.5, 1.6, PE5



Square Metres = 3.48sqmt

1. Calculate the cost of the Bench Top using the square metre rate in the table below using the square metres of the Bench Top in the previous question PC1.5, 1.6, PE5

Table 4 Calculate costs

|  |  |  |
| --- | --- | --- |
| Product | Square Metre Rate | Cost |
| Corian | $750.00 per square metre | $2610.00 |
| Stone | $550.00 per square metre | $1914.00 |
| Laminate | $280.00 per square metre | $974.40 |
| Timber | $480.00 per square metre | $1670.40 |

1. Give two (2) reasons why the wrong style of furnishings in an area can be detrimental for the client. PC1.4

‘Responses may include, but are not limited to:’

* The value of the house can be reduced
* The furnishings could look out of place
* The furnishings may not work to their best potential

1. Identify the products that would be used for an environmentally friendly (Green) kitchen PC1.4, KE2

Table 5 Green kitchen products

|  |  |
| --- | --- |
| Component | Product |
| Kick Board | No Kick board. (wall mount all floor cabinets) |
| Carcase | Reconstituted recycled plastic. (no formaldehyde glued board) |
| Doors | Recycled Plywood, timber or cloth curtains |
| Bench Top | Recycled Solid Timber |
| Splash Back | Recycled corrugated iron |

1. Why would a designer compare the available furnishing styles, material options and possible modifications, against the client's specifications? Give three (3) examples PC1.4, 2.1

‘Responses may include, but are not limited to:’

1. To evaluate the design meets the client's preferences.
2. To evaluate if there is a better option.
3. Ensure the materials meet the standards and the style requirements.
4. Give 2 reasons why you would present a range of best-fit styles and materials to the customer to review PC2.2

‘Responses may include, but are not limited to:’

1. So the customer can see options they may not have realised were available
2. So the customer can see options together and compare
3. So the customer is better informed so they can make their final decision
4. Indicate three (3) physical examples you would have available to assist customers with any questions they may have in relation to products or materials or design specifications PC2.3

‘Responses may include, but are not limited to:’

* Material samples on a sample board
* Free hand sketch
* Supplier Catalogue
* Detail Drawings
* Material Safety Data Sheets

1. Once the design and costing is finalised in what document would the designer confirm the details? PC3.1, 3.5

Job or Project Contract

1. Identify the products that would be used for a contemporary design house for an entrance built-in storage display unit PC1.2, KE2

Table 6 Contemporary built-in

|  |  |
| --- | --- |
| Component | Product |
| Kick Board | Metal Finish with LED’s shooting down |
| Carcase | Painted melamine board |
| Doors | Glass with LED’s behind |
| Top | Stone, either Natural or Synthetic |
| Display area | Mirror or mirror laminate |

1. What document provides an evaluation of a product? Describe what information is contained within this document? PC1.5,

‘Responses may include, but are not limited to:’

* Material Safety Data Sheet (MSDS)
* It gives information about its strength, weaknesses, combustibility, contaminants, machining process, first aid and PPE requirements, and other technical information.

1. Where can special instructions for the production team be placed? (give 2 examples) PC3.4

‘Responses may include, but are not limited to:’

* The detail drawings would have notes on the drawing and in the title block.
* They can also be placed in the specification sheet for the project.

1. When confirming the final details of client’s project, which of the following details should be documented (place a cross next to all correct options) PC3.2, 3.3, 3.5

* Cost and payment schedule of the project.
* Completion date of project.
* Details of the project to include materials, style information, standards and specifications the project is made to.
* Delivery and installation schedule

All of the above

1. What materials and features would a designer present a client who wanted to match the time period of the VICTORIAN STYLE, give a description of the style and five (5) examples of the features? KE2

‘Responses may include, but are not limited to:’

* Victorian (1840 to 1900)
* Victorian furniture is characterized by ornate carvings.
* Dark woods, and heavy luxurious fabrics.
* Victorian furniture is traditionally made from mahogany, rosewood, or walnut, sometimes painted or gilded.
* Intricate carvings of natural images such as flowers, leaves, curling vines, ribbons, and bows adorned the pieces.
* Houses were adorned with decorative brickwork, timber veranda’s and patterned tile floors.
* Their cast-iron lacework also became more detailed and more ornate.

1. In the table below, fill in the blank cells and identify the use and the title of the following company documents. KE3

Table 7 Company documents

|  |  |
| --- | --- |
| Document Title | Used for |
| Client Brief | To establish what the client ‘s requirements and specifications are |
| Site Evaluation Form | To document site conditions and safety |
| Project Evaluation | To assess materials and designs to review with client |
| Job Schedule | To Plan and Organise different Trades |
| Estimate | A rough evaluation of the cost of a project. (not an exact cost) |
| Quote | A accurate cost of a project |
| Detail Drawings | Details of the project with sizes and information |

1. Fill out the table below to identify the code/legislation number and your responsibilities for the areas identified. KE4

Table 8 Code/legislation and responsibilities

|  |  |  |
| --- | --- | --- |
| Document Title | Code/Legislative Name & Number | Responsibilities |
| ‘Responses may include, but are not limited to:’ | | |
| WHS | Safe Work Australia Section 274 of the WHS Act  **Work Health and Safety Act 2011 No 10** | |  | | --- | | In the same way that designers consider the future impact of a building on environmental sustainability, designers should consider how their design will affect the health and safety of those who will interact with the structure throughout its life. | |
| Australian Standards | AS4386:2018 | Australian Standards set out requirements for products to be fabricated and installed to and need to meet safety standards |
| Building Codes | NCC2019  National Construction Code | Adhere to any codes set to make alterations to structural areas of a dwelling. All Staff need to be qualified within the trade being performed and supervising staff need to be licences as per NSW Fair Trading |
| Hazardous & Dangerous Goods | Safe Work Australia  Managing Risk of Hazardous Chemicals in the Workplace.  Regulation 351, 32-38,  Section 46, 47 & 48 | Designing a kitchen needs to first meet any standards set and have considerations for the future and current people using the area.  There are thousands of hazardous chemicals used in the workplace, from paints to pesticides, cleaners and fuels. They come in various forms – powders, solids, liquids and gases. Some things to consider are:   * Asbestos * Formaldehyde * Crystalline silica |

1. Describe the process of the evaluation process and the client's involvement for a project. (Give 3 examples) PC2.1

‘Responses may include, but are not limited to:’

* Once the client has advised the designer of their requirements, including their budget.
* The designer will assess if the style and materials suites the area.
* Once evaluated for meeting standards, budgetary and practical requirements.
* The client has the information explained by the designer and confirms any changes.

1. Give five examples of products that are used in the Kitchen & Bathroom industry KE1

‘Responses may include, but are not limited to:’

* Polyurethane Painted Panels and Doors
* Stone either Natural or Reconstituted
* Manufactured Board (Melamine Coated, Natural Timber Veneer, Reconstituted plastics)
* Door and drawer Hardware (soft close, electronic close)
* Glass (splashbacks, room dividers, shower screens, doors, bench tops)
* Tiles (floor and wall)
* Floor coverings (floating panels, carpet and carpet tiles, vinyl,)
* Tapware (sinks, showers, baths)
* Windows (Aluminium, Timber, UPVC)
* Furnishings (Kitchens, Furniture, window coverings, lighting)

1. Give two examples of the market for the Kitchen & Bathroom industry KE1

‘Responses may include, but are not limited to:’

* Domestic (House renovations and new buildings)
* Commercial ( Office buildings)
* Bathroom renovations and new buildings
* Business properties

1. Give 2 examples of work systems used within the Kitchen & Bathroom industry KE1

‘Responses may include, but are not limited to:’

* Generate Design (Client Brief, Evaluation, Recommendation, Design, Approval)
* Drafting (Create Detail Drawings for Fabrication and approval)
* Approval (Client approves by signing contracts and pays deposit)
* Fabrication (Check measure, cut out, machine, assemble, install)
* Respond to Faults list and ensure project meets specifications

1. Give 5 examples of equipment/tools used to create and present a project to the client. KE1

‘Responses may include, but are not limited to:’

* Computers
* Cad Programmes
* Product Catalogues
* Product Samples
* Measuring Devices (Tapes Measure, Laser, Levels)
* Hand Tools
* Power Tools
* Machinery ( Basic Static Machines, CNC Machines)

1. In the table below describe what would be a company business policy for the following headings. KE3

Table 9 Company business policy

|  |  |
| --- | --- |
| Item | Policy |
| ‘Responses may include, but are not limited to:’ | |
| Client Contact | Communicate in a polite business manor. Ensure the client is comfortable, is responded to quickly, correct information is passed on quickly. |
| Client Brief | All sections need to be asked and filled out to relevant projects. Open questioning to get accurate feedback. Provide positive feedback for client to consider. Have client confirm in writing the details are correct. |

1. In the table below describe what would be a company business procedures for the following headings. KE3

Table 10 Company business procedure

|  |  |
| --- | --- |
| Item | Procedure |
| ‘Responses may include, but are not limited to:’ | |
| Design | Review client brief, site measure project, research materials and techniques. Create mood boards and meet with client to confirm brief, materials and design. |
| Quote | Review the design, confirm all client details, work out material quantities, and check availability of materials. Use CAD program to gain rough price then review and check price. Ensure all company and government fees are applied. Present quote to client. |

1. Describe what would be a company business procedures for product modification. KE3

‘Responses may include, but are not limited to:’

When a product is created the client gets the chance to modify it prior to the quotation stage. After that the client would have moved to the contract stage and usually any changes would incur an extra cost. On most occasions if it isn't a major change the company could make changes to increase customer satisfaction.

1. Describe what would be a company business procedures for product development. KE3

‘Responses may include, but are not limited to:’

The stages for "Development" would be:

* Start with the concept.
* Confirm design and material
* Confirm site measurements
* Research materials
* Confirm Project meets the codes and legislations
* Produce mood boards
* Draft drawings and meet with client to confirm
* Make changes as required and confirm with client
* Quote project and present to client. (correct any changes as required)
* Prepare contract and meet with client to finalise design
* Prepare for fabrication by sending drawings to workshop
* Co-ordinate project with fabrication, install teams and other trades
* Liaise with client through the process to keep them informed