Modification history

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| Release | Comments |
| Release 1 | This version released with MSF Furnishing Training Package release 9.0. |

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| MSFOPS3x1 | Develop product knowledge |
| Application | This unit describes the skills and knowledge required to develop product knowledge for products that are sold, installed or manufactured in the individual’s workplace and work sector.  The unit applies to individuals who work under limited supervision to solve a defined range of unpredictable problems, and analyse and synthesise information from a variety of sources to identify product technical specifications, features and benefits.  All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Pre-requisite Unit | Nil |
| Unit Sector | Operations (OPS) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Acquire knowledge of workplace product range | 1.1 Use available manufacturer or technical specifications to research characteristics of products and services  1.2 Make comparisons with other products and services  1.3 Identify and describe product purpose and use/s and key features  1.4 Identify and apply knowledge to improve standards for product in own work area  1.5 Maintain currency of product knowledge |
| 2. Develop knowledge of the product life cycle | 2.1 Research characteristics and properties of materials used to manufacture products  2.2 Identify production process for product  2.3 Identify installation process for product  2.4 Identify operating mechanisms and features of product  2.5 Identify quality standards for product, components and materials  2.6 Identify emerging trends in product |

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| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria. | |
| Skill | Description |
| Learning | * Find and evaluate relevant product information * Ask questions to learn new product information |
| Reading | * Analyse and interpret information on products * Read manufacturer specifications or technical specifications for products |

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| Unit Mapping Information | | | |
| Code and title current release | Code and title previous release | Comments | Equivalence status |
| MSFOPS3X1 Develop product knowledge | Not applicable | This unit has been created to address a skill or task required by industry that is not covered by an existing unit | Newly created |

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| Links | Companion Volumes, including Implementation Guides, are available at [training.gov.au](https://training.gov.au/) |

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| TITLE | Assessment requirements for MSFOPS3X1 Develop product knowledge |
| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has identified, researched and evaluated information relating to at least five products in the work sector, including:   * characteristics of materials and componentry * manufacturing process * installation process * operating mechanisms. | |

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| Knowledge Evidence |
| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:   * sources of technical product information and specifications * features and benefits of products sold by the workplace * industry quality standards for products sold, manufactured or installed by the workplace * industry safety and compliance standards for products sold by the workplace * Australian consumer law, including warranties, relevant to products sold by the workplace * common industry products and their types, properties, benefits and uses * action required to stay up-to-date with product knowledge * current industry trends and technologies. |

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| Assessment Conditions |
| Assessment of the skills in this unit of competency must take place under the following conditions:   * physical conditions:   competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting   * specifications:   workplace policies and procedures  product information from manufacturers and industry stakeholders  technical specifications from component suppliers.  Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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