



Furnishing Industry Reference Committee

MSF Furnishing Training Package

Business Case

November 2016

Prepared by

Manufacturing Skills Australia

A. Administrative information

Name of IRC: Furnishing IRC

Name of SSO: Manufacturing Skills Australia

This business case provides evidence of the need for an update to a number of components of the MSF Furnishing Training Package to address current industry trends and workforce needs in the furnishing industry including:

1. Review all units for MSF30513 Certificate III in Picture Framing to support increased demand for archival and preservation skills.
2. Review, update and where necessary develop new Units of Competency (and associated Skill Sets) for:
 - a. Archival/preservation framing skills
 - b. Laminated glass
 - c. Seamless resin flooring
 - d. Furniture Products Compliance
 - e. Furniture Estimator
 - f. Commercial Fitted Furniture (compliance, estimator, installer)
 - g. Glass installation
 - h. Embedded technologies in cabinetry
3. Develop a new pathway qualification for the interior glass fit out sector.
4. Review of all design Qualifications, including:
 - a. MSF31013 Certificate III Interior Decoration Retail Services
 - b. MSF40213 Certificate in Furniture Design and Technology
 - c. MSF40313 Certificate IV in Design of Kitchens, Bathrooms and Interior Spaces
 - d. MSF50313 Diploma of Furniture Design and Technology
 - e. MSF50213 Diploma of Interior Design and Decoration
 - f. MSF60113 Advanced Diploma of Interior Design
5. Restructure of the MSF30413 Certificate III in Glass and Glazing to increase flexibility and to meet the glass industry changing profile.
6. Review of the MSF40413 Certificate IV in Glass and Glazing to reflect industry needs and identify areas of restructure to meet new skills areas and accessibility.

The proposed components comprise the following:

- 10 qualifications to be reviewed
- 116 units of competency to be reviewed
- 14 new units of competency
- 2 new skill sets
- Review of one skill set

See the full list in Appendix A.

Description of scope of work is at Part C below.

B. Methodology for review

Stakeholder consultation

Following approval by the Furnishing IRC, targeted surveys of stakeholders were conducted. These were also accompanied by a series of face-to-face meetings, phone interviews and email conversations to provide industry intelligence on skills needs, workforce directions and industry trends for each project. Full lists of all stakeholders contacted for each project can be found in Appendix B.

C. Outcome of the review

Imperative for change

The Furnishing IRC advises that the following three projects were completed in June this year:

- Furniture Products Compliance
- Furniture Estimator
- Commercial Fitted Furniture (compliance, estimator, installer)

The relevant skill sets for this work are available on training.gov.au. The industry has subsequently identified the need to develop two new units for inclusion in the Furniture Products Compliance skill set. The new units will provide workers with the skills and knowledge required to ensure that enterprises meet their obligations under consumer law; and to be able to design and install furniture that meets Australia and industry standards. These units are essential to address critical issues impacting on the reputation of the industry.

The Furnishing industry is a large, vibrant and diverse industry that contains an extensive myriad of skills and provides services to all parts of the Australian economy. These skills while considered thin market for delivery are critical to the survival of the industry overall. It has been impacted in recent years by the downturn in the housing industry, the demand for skilled workers from the resources construction industry and the influx of ready-to-assemble (flat pack) furniture from low cost manufacturing countries. This has driven the industry to diversify and seek competitive advantage through niche and bespoke high value-add products and services. This situation has meant training packages, qualifications and units of competency struggle to keep pace with new and emerging technology and innovation.

For the ongoing sustainability of the industry and its diverse sectors, a range of adjustments need to be made to the MSF Training Package to ensure that the industry has access to appropriately skilled workers. Consultations were undertaken with industry stakeholders in each of the sectors:

- Picture framing
- Seamless resin flooring
- Glass and glazing
- Furniture manufacturing
- Design

Each sector identified issues specific to its sector which impact on the ability to source the appropriate skilled workers. Many of the skills required within the industry are delivered via apprenticeship arrangements and all stakeholders were unanimous in the need to continue to ensure the rigor of the qualifications to ensure that the outcomes from an apprenticeship were of the highest possible standard. The industry is being impacted by changes to VET funding

arrangements and there is a need to ensure that the Training Package remains fit-for-purpose so employers can have confidence in the integrity of the training.

The Certificate III in Picture Framing is suitable to be delivered as an apprenticeship and has apprenticeship arrangements available. Stakeholders support the need for picture framing qualifications to remain nationally recognised due to the number of picture framing businesses, art galleries and museums present in every State and Territory. However, they identified that the units of competence within the Certificate III in Picture Framing need to be updated to reflect current industry practice and technologies. This will restore the sector's confidence in the qualification to meet its skill needs.

Industry stakeholders in the picture framing sector identified the need for those who plan and organise the preservation of materials and objects to understand the process for archiving and the equipment required. The addition of the Preservation Skill Set (including a new unit in preservation and archival skills) will provide much needed upskilling for those currently working in preservation or conservation roles within museums, art galleries, libraries, archives and other institutions. The sector will also have an opportunity for articulation to higher level qualifications by this proposed addition of the new unit in preservation skills into the Diploma of Furniture Design and Technology.

The seamless resin flooring sector is currently experiencing significant growth with demand for its products and services in the commercial construction sector in particular. In Queensland, workers in the sector are required to be licenced.¹ There is currently no specific skills stream which covers the skills required in this sector. The development of a specialist stream within the current MSF30813 Certificate III in Flooring Technology qualification will address this issue and ensure that the sector has the skills and knowledge to comply with current regulations and licencing requirements. This will support the ongoing development and growth of the sector.

The glass and glazing sector is another sector experiencing significant growth with demand for its services across the whole of the economy. It is vital to the sector that it has access to qualifications that provide the industry with the skills and knowledge that are needed. Industry feedback on the two glass and glazing qualifications indicate that there is work needed on both qualifications to ensure the industry has access to the skills it needs for ongoing productivity. Units of competency within the MSF30413 Certificate III in Glass and Glazing need to be updated to reflect the latest materials and technologies in use. This needs to be accompanied with the development of new learner resources that cater for new/emerging technology and materials and alternate modes of training delivery. The MSF40413 Certificate IV in Glass and Glazing needs a review of both structure and content so that it meets the requirements of the industry and is capable of supplying the industry with the skills and knowledge that is needed to support the industry now and in the next four years.

Industry feedback, since the development of the work plan, clearly indicate that the current Certificate III in Glass and Glazing provides the required skills for working with laminated glass and installing glass as well as the skills needed for internal glass fitouts therefore no specific work is required in these areas. To ensure both RTOs and business are informed of the existing skills covered in the Training Package, an educational program is needed to support industry in the correct use of the Certificate III and IV in Glass qualifications.

For the furniture manufacturing sector, meeting customer expectations in the growing custom-fit, bespoke fitted furniture sector is essential for the sector. New technologies such as low voltage lighting in cabinetry and motorised beds, blinds and screens are increasingly being demanded by customers. The industry is concerned about the risks (fire, injury, even death) associated with

¹ Queensland Building and Construction Commission, 2014, Floor Finishing and Covering (Hard Sector), <http://www.qbcc.qld.gov.au/floor-finishing-covering-hard-sector>

installation of such technologies by inappropriately skilled workers. Existing workers need access to a skill set and units of competency that will enable them to meet industry standards and ensure the ongoing reputation of the industry for high quality bespoke furniture.

Australia's design sector is a strong, diverse and vibrant sector with Australian furniture designers being recognised internationally for their innovative and sustainable products. Stakeholders identified that there is a need to update the technical units in all design qualifications to reflect the new materials and technologies being used in the sector and also to ensure that both Australian and international standards are being met. This work is needed to ensure that Australian furniture designers are able to remain competitive in a global market and to support innovation and sustainability within the industry. Stakeholders also identified that there were gaps within the kitchen and bathroom design qualifications which needed to be addressed through the development of three new units of competency.

Scope of work

To address these issues, and ensure the continued success and viability of the furnishing industry, the Furnishing Industry Reference Committee, through this business case, proposes:

Picture framing and archival/preservation skills:

- Full review of the Certificate III in Picture Framing to ensure that terminology within the Units of Competency reflects current industry practice and re-order units to better meet the needs of the sector
- Develop one new Unit of Competency in preservation of artworks and collectable pieces for inclusion in MSF Diploma of Furniture Design and Technology. This will also provide picture framers with a new career pathway and articulation into higher level qualifications.
- Develop a new skill set in preservation skills to support the upskilling of existing workers into an increasingly important niche occupation

Seamless resin flooring sector:

- Development of seven new units to address the skill needs of the sector
- Restructuring of the current MSF30813 Certificate III in Flooring Technology to accommodate a seamless resin flooring skill stream
- Provision in the packaging rules for the identification of the pathway to be listed on the testamur

Glass and glazing sector:

- Reviewing all units coded MSFGG to ensure that they reflect use of new and developing materials as well as new technology
- Full review of MSF40413 Certificate IV in Glass and Glazing to streamline delivery and to ensure that current and emerging needs of the industry are catered for
- Development of appropriate learner resources that cater for new/emerging technology and alternative forms of training delivery, e.g. e-Resources, POV glasses, phone apps, etc.

Furniture manufacturing sector:

- Development of 2 new units for design and installation of embedded technology and to be added to the MSF40313 Certificate IV in Design of Kitchens, Bathrooms and Interior Spaces
- Development of 2 new units for inclusion in the MSFSS00007 Furniture Product Compliance skill set to ensure that both workers and enterprises have the skills and knowledge to meet their legal obligations under Australian law and industry standards

- Develop a skill set to upskill Cabinet Makers and designers in the area of embedded technology

Design sector:

- Review of range statements of all existing units with coding MSFDT to ensure that the units reflect current industry practice
- Develop three new units to support skills in -
 - Designing kitchens and bathrooms for people with disabilities
 - Complying with Building Standards with relation to kitchens and bathrooms
 - The use of CAD software in designing kitchens and bathrooms

D. Estimated impacts of proposed change

Impact of implementing the changes

Impact and benefits associated with changes proposed within this business case:

- Creation of industry defined and supported national training products
- New platforms for professional development to build sustained talent and productivity improvements within the furnishing industry
- Improved career pathways and workforce development opportunities
- Improved attraction and retention within the industry through the availability of specialist streams within the Furnishing Training Package aligned to specialist job roles
- Improved consistency and currency of skills for specialists in niche sectors within the industry
- Strengthened partnerships between industry and the vocational education and training sector

Impact of not implementing the changes

Impact and risk associated with no change:

- Sustained shortages of skills nationally in growing specialist occupational areas
- Increased recruitment costs and loss of productivity for employers as a result of failed recruitment efforts
- Potential loss of quality within the industry as a result of poorly/incorrectly skilled workers
- Continued lack of training and ongoing development opportunities for skill growth in key furnishings business areas

E. Outstanding issues

No outstanding issues have been identified to date. MSA will work with the incoming IRC and the allocated SSO to ensure a smooth transition of work should this business case be approved.

F. Proposed approach and estimated timeframes for undertaking development work

Training package development work will follow the standard stages of: project scoping, technical development, validation, final draft, quality check, validation and endorsement.

The recommended time to complete the work is 18 months to the time of submission for endorsement.

G. Training product review status

Please see Appendix A.

H. IRC Signoff

This Business Case was approved by:

David Hoare, Chair

Date: 28 November, 2016

Appendix A

Schedule of Review of Training Products: 2016-17

SSO Name: Manufacturing Skills Australia

Contact details: David Hoare, Chair

Date submitted: 29 November, 2016

Training Package code	Training Package name	Qualification code	Qualification name	Unit code	Unit name	Skill Set code	Skill Set name	Review status	Change required
MSF	Furnishing	MSF50313	Diploma of Furniture Design and Technology – Picture Framing	MSFFT5011	Develop and implement strategies for preservation of artworks and collectable pieces	MSFSS00008	Preservation Skill Set		New
		MSF30513	Certificate III in Picture Framing	MSFPF3006	Prepare design requirements for framing				3.5
				MSFPF2007	Assemble a basic artwork package				3.5
				MSFPF2001	Use picture framing sector hand and power tools				3.5
				MSFPF2002	Cut mouldings to length				3.5
				MSFPF2003	Join mouldings				3.5

				MSFPP2004	Mount artwork				3.5
				MSFPP2005	Cut mat boards				3.5
				MSFPP2006	Cut and handle glazing materials for framing				3.5
				MSFPP2008	Recognise and repair finishes of framing materials				3.5
				MSFPP3001	De-frame artwork				3.5
				MSFPP3002	Decorate mat boards				3.5
				MSFPP3003	Set up and operate computer numerically controlled (CNC) machines for picture framing work				3.5
				MSFPP3004	Prepare textiles for framing				3.5
				MSFPP3005	Recognise and handle artwork for framing				3.5
				MSFPP3007	Apply frame finishes				3.5
				MSFPP3008	Assemble a complex artwork package				3.5
				MSFPP3009	Install artwork				3.5

		MSF31013	Certificate III in Interior Decoration Retail Services	MSFID1001	Plan the decoration of a simple space				3.5
				MSFID3001	Source and specify decoration products				3.5
				MSFID3002	Style a retail display				3.5
		MSF40213	Certificate IV in Furniture Design and Technology	MSFID4001	Research, analyse and apply colour for interior spaces				3.5
				MSFID4002	Decorate residential interiors				3.5
				MSFID4003	Prepare a materials board for client presentation				3.5
				MSFID4004	Research and recommend furniture and accessories				3.5
				MSFID4005	Research and recommend soft furnishings for interiors				3.5
				MSFID4006	Research and recommend hard materials and finishes for				3.5

					interiors				
				MSFID4007	Identify materials, construction techniques and methods used in building interiors				3.5
				MSFID4008	Assess interior light and recommend light fittings				3.5
				MSFID4009	Research architectural styles and movements				3.5
				MSFID4010	Research interior decoration and design influences				3.5
				MSFID4011	Determine work health and safety (WHS) implications of interior effects				3.5
		MSF40313	Certificate IV in Design of Kitchens, Bathrooms and Interior Spaces	MSFKB4001	Determine spatial planning considerations for kitchen design				3.5
				MSFKB4002	Research and recommend materials, components and finishes for kitchen designs				3.5

				MSFKB4003	Identify and document services required to support fitted furniture designs				3.5
				MSFKB4004	Determine spatial planning considerations for bathroom design				3.5
				MSFKB4005	Research and recommend materials, components and finishes for bathroom designs				3.5
				MSFKB4006	Prepare quotation and contract documentation for design project				3.5
				MSFKB4007	Design ancillary residential cabinetry				3.5
				MSFKB4008	Determine layout for laundry components				3.5
				MSFKB4009	Design kitchens and bathrooms for people with disabilities.				new
				MSFKB4010	Comply with building standards				new

					in the design of kitchen and bathrooms				
				MSFKB4011	Use CAD software in designing kitchen and bathrooms				new
						MSFSS00009	Design and install embedded technology into kitchen and bathroom cabinetry		new
				MSFKB4012	Design embedded technology in kitchen and bathroom cabinetry				new
				MSFKB4013	Install embedded technology in kitchen and bathroom cabinetry				new
		MSF50313	Diploma of Furniture Design and Technology	All MSFID units					3.5
		MSF50213	Diploma of Interior Design and Decoration	MSFID5001	Design residential interiors				3.5

				MSFID5002	Develop a decoration proposal for a complex site				3.5
				MSFID5003	Evaluate site for interior design brief				3.5
				MSFID5004	Specify structural elements, systems and services for interior spaces				3.5
				MSFID5005	Explore and apply creative design methodology to interior space				3.5
				MSFID5006	Design interior lighting				3.5
				MSFID5007	Decorate for events				3.5
				MSFID5008	Design for people with disabilities and the elderly				3.5
				MSFID5009	Research and recommend colour and applied finishes				3.5
				MSFID5010	Provide interior styling service				3.5
				MSFID5011	Specify soft furnishings for complete interior				3.5

					solution				
				MSFID5012	Research and recommend artwork				3.5
				MSFID5013	Design for small to medium scale commercial or institutional interiors				3.5
				MSFID5014	Use CAD applications to complete models and documentation for interior design projects				3.5
				MSFID5015	Decorate interiors for restoration projects				3.5
		MSF60113	Advanced Diploma of Interior Design	MSFID6001	Resolve complex spatial design problems through modelling				3.5
				MSFID6002	Apply 3-D visualisation techniques to represent interior designs				3.5
				MSFID6003	Design for large scale commercial or institutional interiors				3.5

				MSFID6004	Design interiors for hospitality environments				3.5
				MSFID6005	Design for retail interiors				3.5
				MSFID6006	Design for conservation and restoration projects				3.5
				MSFID6007	Select and instruct consultants and contractors				3.5
				MSFID6008	Evaluate design project outcomes				3.5
				MSFID6009	Produce digital presentations for commercial projects				3.5
		MSF30413	Certificate III in Glass and Glazing	All MSFGG units					3.5
		MSF40413	Certificate IV in Glass and Glazing	All MSFGG units					3.5
		MSF30813	Certificate III in Flooring Technology						3.5
				MSFFL3052	Prepare substrate for resin floors				new
				MSFFL3053	Apply thin roll coat				new

					resin flooring				
				MSFFL3054	Broadcast resin floor				new
				MSFFL3055	Apply self-levelling resin flooring				new
				MSFFL3056	Trowel polymer flooring				new
				MSFFL3057	High build decorative resin flooring				new
				MSFFL3058	Repair substrate				new
						MSFSS00007	Furniture Products Compliance		3.5
				MSFGN3003	Comply with Australian Consumer Law				new
				MSFGN3004	Design and manufacture furniture to Australian and Industry Standards				new
					Total qualifications	10			
					Total Units of Competency	130			
					Total Skill Sets	3			

Appendix B

Picture framing stakeholder list

Name	Organisation
Mark Heydon	Creative Framing/Picture Framers Guild
Quentin Webster	Framing Matters / Picture Framers Association Australia
Leigh Hill	Holmesglen TAFE
Bryan Langworthy	Assessor
Andrew Lewis	Choices Flooring / Newfurn
Anthony Willis	FIAA Ltd
Tim Cleary	NSW Furnishing ITAB
Lee Carter	Department of Education and Training VIC

Glass and glazing stakeholder list

Name	Organisation
Patrick Gavaghan	AGGA
Tracey Gramlick	AWA
Jann O'Conner	AWA
Mark Nicholls	AGGA NSW
Mark Evitt	APQ Glass
Lewis Thomas	Abbey Aluminium
Paul Land	G. James Glass
Sue Kirkham	The Splashback Factory
Nancy Kirby	Glass Co WA
Merinda Young	AGDA
Warren Kay-Spratley	TAFE NSW
Wayne Donnelly	Viridian
Richard Lansdowne	Upskilled
Peter Christie	TAFESA
Jenny Rolsten	Progressive Training
Brendan Rogash	GOTAFE
Ian Simeon	Coast 2 Coast Glass
Glen Henry	Trade Glass Depot
Rob Massingham	CKA Windows
Bruce Porich	Bayview Glass
Ramon Adam	G&C Glass and Aluminium
Bruce Loomes	AGGA Qld
Brent Hinschen	B&N Glass and Aluminium
Kellie Pamic	CRUA Group
David Averlant	TAFE Skillstech Qld
T D De Ruiter	Capricorn Glass
Tina Menges	Walshs Glass
Douglass Stewart	Modern Glass
Shaun Bennett	Superior Glass
Peter Bland	Advantage Glass
Katharine Overton	Tasmanian Glass and Aluminium Association
Jarrad McDonald	HPS Contractors
Johnny Chambers	Chambers Glass PTY Ltd
Tony Ansell	West Perth Glass
David Averlant	TAFE Skillstech

Jane Docherty	AGGA
Andrew Lewis	Choices Flooring / Newfurn
Lee Carter	Department of Education and Training VIC

Seamless resin flooring stakeholder list

Name	Organisation
Jack Josephsen	Real world epoxies
Randy Flierman	ATFA
Allan Firth	Carpet Institute Australia
Warren West	ARFA
William Tree	NSW Floor Coverings Association
Craig Bennett	National Flooring Teachers Network
Steven Owen	Illawarra Coatings/Surface Coating Association Australia
Hayden Reynolds	Floorex
Shane Bethell	Bethell Flooring
Brendan Mc Auliffe	Paintec
Warren Fletcher	Fletcher Floors
Simon Terrel	Silka Floors
Denis Grace	Mapei
Jarka Kluth	Progrind flooring
Andrew Lewis	Choices Flooring / Newfurn
Lee Carter	Department of Education and Training VIC

Furniture manufacturers and suppliers stakeholder list

Name	Organisation
Patrizia Torelli	AFA
Dean Brakell	FIAA
Richard Brooks	CMDA
Alex Milne	KBDI
Martin Videon	Charmwood Kitchens
Edwina McGonagle	Swinburne University
Alicia Oelkers	TABMA
Bernard Dodman	WAFMA
Jody Pehrson	North Coast TAFE
Andrew Lewis	Choices Flooring / Newfurn
Kay Gerard	Food Fibre and Timber Industries Training Council
Colin Nagle	AFA
Lee Carter	Department of Education and Training VIC

Design stakeholder list

Name	Organisation
Anne Maurer	Queensland Interior Design Association
Patrizia Torelli	AFA
Dean Brakell	FIAA
Richard Brooks	CMDA
Alex Milne	KBDI
Julie Shaw	Designer Training
Mary Maksemos	Mary Maksemos Designs
Simona Jabbagy	Swinburne University

Joanna Nestoroski	TAFE NSW Western Sydney Institute
Justin Thomas	TAFE NSW - Western Sydney Institute
Edwina McGonagle	Swinburne University
Judith Molyneux	Judith Molyneux Interior Design
Lynda Christie	TAFE
Andrew Lewis	Choices Flooring / Newfurn
Mary Miceli	Swinburne University
Lee Carter	Department of Education and Training VIC