



LEVEL 3 END-POINT ASSESSMENT FOR FITTED FURNITURE DESIGN TECHNICIAN 603/7536/X

1. Introduction

The Fitted Furniture Design Technician apprenticeship standard has been designed by employers for those that greet customers for the first time in store or visiting them in their own homes, they take time to listen to their wants and needs and inspire them by talking passionately about the kitchen or bathroom they dream of. They create innovative designs that will help customers achieve their aspirations, guaranteeing the sale by attending to every detail and placing customer satisfaction as a priority.

Fitted Furniture Design Technician's work with customers to create their perfect design for their chosen interior. They provide innovative and creative solutions that meet the needs of their client, taking account of the use and location of the product. This includes fitted kitchens, bedrooms, bathrooms, car interiors, boats and ships. In addition, they are often required to work on bespoke one-off commercial developments such as, restaurants, hotels, bars, offices, leisure and health centre projects.

Fitted Furniture Design Technician's create fitted furniture designs using their knowledge of industry specific legislation and understanding of products and materials for interiors. They manage the project from inception through to completion. In their daily work, an employee in this occupation interacts with a range of people including managers, sales colleagues, customers, installers and suppliers.

Fitted Furniture Design Technicians can work in a range of environments from small businesses to large retail organisations.

An employee in this occupation will be responsible for liaising directly with customers and the installation and supply teams. They will be required to manage the project from design through to installation. They usually report to a supervisor or manager and are not usually responsible for staff.

Job titles

Typical job titles include:

Fitted Furniture Design Technician, Design Technician, Furniture Design Technician's Design/Sales Consultant, CAD Advisor, Showroom Sales Consultant and Showroom Designer, Kitchen Designer, Fitted Bedroom Designer, Bathroom Designer, Interior Designer, Planning Assistant



2. Entry requirements

There are no formal entry requirements including qualifications for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that apprentices have the potential and opportunity to achieve the apprenticeship standard successfully. Apprentices do not need any prior knowledge, skills or understanding before starting the apprenticeship.

3. Qualification details

Regulator	The Office of Qualifications and Examinations Regulation, Ofqual
Type	End-point Assessment
Level	3
Operational Start date	17 th May 2021
Operational End date	31 st May 2024

4. Gateway

Apprentices must ensure they have met gateway requirements for this standard before booking end-point assessment. Apprentices are required to achieve the following mandated qualifications for this standard:

- + Level 2 English
- + Level 2 mathematics
- + Portfolio of evidence, to support the professional discussion.

Further details on the requirements for gateway can be found in the Gateway Requirements Policy. Evidence of these qualifications must be submitted to Achieve+Partners.

5. Duration

Typically, this apprenticeship will take 24 months to complete.

6. Order of end-point assessment

The assessment methods can be delivered in any order.

7. Apprenticeship grading

The apprenticeship is graded fail, pass, distinction. Apprentices must achieve a minimum of a pass in each of the components.



8. Re-sits

An apprentice can re-sit a component of their end-point assessment if they fail. In this instance the apprentice cannot be awarded an overall grade of distinction the final grade will be capped at pass. It is expected that a period of further learning will need to be undertaken if the apprentice has to re-sit any part of the end-point assessment. Achieve+Partners can make exemptions to this ruling should reasons for the fail are deemed to be outside the control of the apprentice.

9. External Quality Assurance Organisation

The end-point assessment for Fitted Furniture Design Technician is regulated by The Office of Qualifications and Examinations Regulation, Ofqual.

10. End-Point Assessment (EPA) Methods

End-point assessment for this standard includes:

Observation with questioning

<p>What are the requirements?</p>	<p>The observation takes place over a maximum 3-hour period.</p> <p>Questions will be asked after the observation is complete over a maximum 30-minute period.</p> <p>The independent assessor will ask a minimum of five questions.</p> <p>It is carried out in the workplace.</p> <p>Apprentices must be observed by an independent assessor completing work activities in their normal workplace, in which they will demonstrate the knowledge, skills and behaviours assigned to this assessment method.</p>
<p>Here are the ways we can help</p>	<p>We provide a set of tasks that need to be demonstrated during the observation that reflect the activities that must be observed.</p> <p>We provide an online learning module that supports the preparation for the practical observation.</p> <p>We provide feedback against the grading criteria.</p>



Professional Discussion underpinned by Portfolio of evidence

	The professional discussion must last 60-minutes the independent assessor must ask ten open competence-based questions.
What are the requirements?	The professional discussion can be taken in the workplace or at an assessment centre. The questions will assess the knowledge, skills and behaviours assigned to this assessment method.
Here are the ways we can help	We provide an online learning module that supports the preparation for the professional discussion. We provide feedback against the grading criteria.

11. Requirements of the standard

Apprentices must demonstrate all of the knowledge, skills and behaviours listed in the standard.

Knowledge statements		Method
K1	Health, safety and environmental management and risk assessment for example Control Of Substances Hazardous to Health (COSHH), Provision and Use of Work Equipment Regulations (PUWER), Health And Safety At Work Act (HASAWA), Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and manual handling	O
K2	Codes of Practice, industry standards and legislation affecting fitted furniture design for example The Construction (Design Management) Regulations 2015 (CDM) or The Building Regulations Part F (England & Wales)	P
K3	Basic project management including principles and techniques of good project management	P
K4	How to create and scale fitted furniture designs	O
K5	Sustainability and protecting the environment in design for example Furniture Industry Sustainability Programme	P
K6	Fitted furniture design trends, technological developments, new markets and innovation	P
K7	Ergonomics and anthropometrics in fitted furniture, particularly relating to the ageing population	P
K8	Third party products such as appliances (ovens, fridges, etc.), worktops and lighting	P



Knowledge statements		Method
K9	Fitted furniture products and installation methods including services	P
K10	Domestic fitted furniture designs, such as kitchens, bedrooms or bathrooms	O
K11	Presentation techniques for example voice tone, positive body language and use of visuals to enhance messages	O
K12	How to communicate fitted furniture design proposals visually and in writing to customers and communication methods and how to use them effectively to reach agreement	O
K13	How to survey locations for fitted furniture installations for example measurement of the installation space and confirmation that products supplied are fit-for-purpose	P
K14	Symbols, shading, hatching, abbreviations conventions used by the organisation within specifications to convey information on components and materials	P
K15	The importance of accurate, unambiguous detailing and recording and ways of recording types of structural components to enable placement of the furniture components	P
K16	Pricing of relevant fitted furniture products and services	O
K17	How to provide quotes to customers and the records that need to be kept	O
K18	How the layout and appearance of the fitted furniture showroom influences sales	P
K19	Acceptable standards for the condition of the fitted furniture showroom	P
K20	Effective sales and closing techniques to maximise sales	P
K21	Products and services available to customers	P
K22	Effective fitted furniture after-sales support programmes for example the importance of this	P
K23	How sales support and customer care and service, can add value to customer relationships	P
K24	Techniques for addressing customer queries and problems, including how to manage difficult individuals	P
K25	Equality and diversity and how this applies in the workplace	P
K26	Why it is important to develop good working relationships with colleagues and customers	P



Knowledge statements		Method
K27	Effective communication skills and techniques including verbal, written and physical non-verbal	O
K28	Deliver excellent customer service, realise and maintain customer expectations when working in a fitted furniture design environment	P
K29	How to realise and manage customer expectations for example statutory rights and responsibilities, consumer rights, lead times, after sales support	O
Skills statements		Method
S1	Work safely at all times, completing health and safety records and reports	O
S2	Plan, organise and manage furniture design and/or installation projects	P
S3	Maintain fitted furniture sales, design and installation records required	O
S4	Record any measurements of components, sub-assemblies, products, models, equipment, layouts or facilities for example kitchen units, wardrobes, desking	O
S5	Create suitable fitted furniture designs and concepts for furniture to be installed at relevant domestic or commercial premises	O
S6	Create fitted furniture designs using scale drawings or CAD (computer aided design)	O
S7	Select appropriate material options, products and components for the fitted furniture designs to meet customer requirements	O
S8	Present fitted furniture designs to customers for example kitchens, bedrooms or bathrooms	O
S9	Produce visuals that clearly demonstrate how fitted furniture designs meets the strength, aesthetics, cost and other relevant requirements of the customer brief	O
S10	Survey locations accurately for fitted furniture installation and designs including taking measurements and other relevant data of locations	P
S11	Produce representational images which records appropriate and accurate measurements of locations for the placement of furniture components	P
S12	Determine and record site conditions for example location and identification of the existing utilities and services	P
S13	Use quoting software systems to cost and price fitted furniture designs and provide and manage quotes to customers	O



Skills statements		Method
S14	Maintain the fitted furniture showrooms to acceptable standards and mirror relevant design trends	P
S15	Deliver on sales targets and enhance opportunities for further growth for examples agree next stage by listening to the customer's requirements and vision	P
S16	Establish and maintain communications with relevant customers for example ongoing customer service and care provided	O
S17	Check fitted furniture products and services are prepared, delivered and installed to customers satisfaction	O
S18	Develop and maintain effective working relationships	P
S19	Apply effective communication techniques at all levels including written and verbal communication skills	O
S20	Deliver excellent customer service for example going beyond what the customer expects	O
S21	Realise and maintain customer expectations	P
Behaviour statements		Method
B1	Have a safety-first attitude, ensuring the safety of self and others as appropriate	O
B2	Takes personal responsibility for meeting objectives of the team and business	P
B3	Shows integrity, aims for excellence and manages time effectively	O
B4	Thorough and accurate when accomplishing fitted furniture design tasks	O
B5	Is friendly and approachable in a fitted furniture design environment	P
B6	Demonstrates creative thinking when creating designs and concepts	P
B7	Demonstrate a positive work ethic and can-do attitude showing initiative and self-motivation	O
B8	Demonstrates professional standards of behaviours and positive personality, to dress appropriately and be aware of personal presentation	O
B9	Shows ambition, drive and is self-motivated	P
B10	Proactively seek ways of engaging customers to increase and enhance sales	O



Behaviour statements	Method
B11 Be clear and coherent to effectively communicate accurate and complex information professionally and confidently to a diverse audience, in line with business expectations	O
B12 Sets an example to others, is fair, consistent and reliable	P
B13 Is customer focused – demonstrates behaviour that puts the customer first	O
B14 Demonstrates a commitment to delivering quality in the workplace.	O

Key

- O Observation with questioning
- P Professional discussion supported by portfolio of evidence