



## LEVEL 3 END-POINT ASSESSMENT FOR ADVANCED UPHOLSTERER

### 1. Introduction

An Advanced Upholsterer is a skilled person who creates frames, add padding, springs and coverings to furniture such as chairs and sofas. Advanced Upholsterers understand ergonomics and aesthetics required to apply methodically and accurately a wide range of upholstery techniques, materials and fabrics, to produce furniture that is fit for the purpose it is specified for.

The Advanced Upholsterer apprenticeship standard has been designed by employers to ensure that a set of common core skills, knowledge and behaviours are developed whilst providing a wide range of skills appropriate to the two options.

Apprentices are trained and assessed against the core and one option. Option 1 Traditional Upholsterer, Option 2 Modern Upholsterer.

+	Traditional Upholsterer	A Traditional Upholsterer is a skilled craft person who creates individual pieces of new furniture or renovates or re-upholsters old or antique furniture they also reupholster new furniture using traditional methods. Traditional upholsterers use materials like coil springs (post-1850), animal hair (horse, hog and cow), coir, hessian, linen scrim, wadding etc., and is done by hand, building up each layer.
+	Modern Upholsterer	An Advanced Modern Upholsterer is a skilled person who understands frame construction, adds padding, springs and coverings to furniture such as chairs and sofas. Advanced Modern Upholsterers understand ergonomics and aesthetics required to apply methodically and accurately a wide range of modern upholstery techniques, materials and fabrics, to produce furniture that meets specification and is fit for purpose.

### Requirements

The requirements set for each option are the minimum needed to ensure competence and transferability, but any employer is free to train their apprentice in additional requirements outside of the apprenticeship and at their own cost.



## 2. Entry requirements

There are no formal entry requirements 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.

## 3. Qualification details

Regulator	The Office of Qualifications and Examinations Regulation, Ofqual
Type	End-point Assessment
Level	3
Qualification Approval Number	603/7747/1
Operational Start date	19 <sup>th</sup> July 2021
Operational End date	31 <sup>st</sup> August 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

Additionally, the apprentice must submit a portfolio of evidence, to support the professional discussion. This is used as an aide memoir during 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 3 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. End-Point Assessment (EPA) Methods

End-point assessment for this standard includes:

#### Knowledge test

<p>What are the requirements?</p>	<p>A 45-minute test that has 30 multiple-choice questions that tests the knowledge assigned to this assessment method.</p> <p>The test can be taken in the workplace or at an assessment centre.</p> <p>The test is available online.</p>
<p>Here are the ways we can help</p>	<p>We provide online mock tests to help prepare your apprentice for the knowledge test.</p> <p>We provide an online learning module that supports the preparation for the knowledge test.</p> <p>Our online testing platform provides a simple solution that supports apprentices undertake their test.</p> <p>We provide feedback against the knowledge criteria.</p>



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 six 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'

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

10. Requirements of the standard

Apprentices are required to demonstrate the core requirements of the standard. In addition, the apprentice must demonstrate the knowledge, skills and behaviours as defined within their chosen option. As summary of these are provided below.



## 10.1 Advanced Upholsterer core requirements

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

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	KT
K2 Fabric characteristics, identification and appropriate usage of fabrics	KT
K3 How to create templates, lay, cut, prepare and sew fabric components	P
K4 Upholstery frame construction and repair techniques for example jointing, gluing and replacing components	P
K5 Leather faults and how to mark and resolve for example scuffs, scratches, stains, burn marks, water marks and discolouration in leather	P
K6 Upholstery industry specific regulations, legislation and standards, covering flammability regulations, British Standards, CE Marks (Conformité Européenne), Intellectual Property and renewable practices	O
K7 How to realise and manage customer expectations for example statutory rights and responsibilities, consumer rights, lead times, after sales support	P
K8 Basic project management including principles and techniques of good project management	KT
K9 Effective communication skills and techniques including verbal, written and physical non-verbal	KT
K10 How to manage upholstery resources effectively to meet budgets for example raw materials	O
K11 Industry materials including fabrics, springs, fillings, frames, linings, trimmings, legs, feet and castors	P
K12 Modern and traditional manufacturing methods for example traditional hand techniques and modern machinery techniques	P
K13 Ergonomic and aesthetic design principles in the upholstery industry	KT
K14 Different types of filling materials and when they should be used for example polyurethane foam, synthetic cotton and feathers	KT



SKILLS STATEMENTS	METHOD
S1 Work safely at all times	O
S2 Prepare and sew fabric components using advanced methods for example fluting, float, deep-buttoning and other decorative detailing.	P
S3 Create templates, lay and cut fabric components	P
S4 Evaluate upholstery frames and repair as required	P
S5 Identify, mark and resolve faults in leather for example scuffs, scratches, stains, burn marks, water marks and discolouration	P
S6 Quality assure upholstery products to meet relevant industry specific regulations, legislation and standards	O
S7 Realise and manage customer expectations	P
S8 Apply basic project management techniques	P
S9 Apply effective communication techniques at all levels including written and verbal communication skills	P
S10 Manage upholstery resources effectively to meet budgets including materials, components and time	O
S11 Define materials, construction methods and product specifications for furniture to be produced	P
S12 Select and fix different types of filling materials for example natural and manmade fillings	P
S13 Select and apply materials for suspensions including springs, sprung units, suspension systems and webbing.	P



BEHAVIOUR STATEMENTS	METHOD
B1 Have a safety-first attitude, ensuring the safety of self and others as appropriate	O
B2 Is customer focused, demonstrate behaviour that puts the customer first	P
B3 Commit to achieving and maintaining upholstery quality standards and efficiently rates	P
B4 Has a calm and reasonable approach when completing upholstery tasks	P
B5 Approaches each task with enthusiasm and demonstrates a high level of motivation and resilience when facing challenges	P
B6 Thorough and accurate when accomplishing upholstery tasks	P
B7 Adheres to company values	P

## 10.2 Option requirements

### OPTION 1 TRADITIONAL UPHOLSTERER

KNOWLEDGE STATEMENTS	METHOD
K15 Styles, periods and iconic designers from pre-20th Century, 20th Century including 1930s art deco through to current trends and history of upholstered furniture, materials and methods	KT
K16 Traditional upholstery methods for example hand stitching, tacking and stuffing	O
K17 How to create, renovate or restore furniture pieces for example re-covering or replacement fillings	P
K18 How to strip back old/antique upholstery in order to start the restoration/repair	P
K19 Budgeting, including providing customer estimates and costing projects	P
K20 How to finish show wood frames for example French polishing	P
SKILLS STATEMENTS	METHOD
S14 Upholster products using traditional materials and methods such as using materials like coil springs (post-1850), animal hair (horse, hog and cow), coir, fibres, hessians, linen scrim, wadding by hand, building each layer up	O
S15 Apply traditional upholstery techniques, for example hand stuffing, hand stitching and tacking in order to renovate/restore furniture pieces	O



S16	Apply traditional upholstery materials and fabrics for example hessian and linen to repair antique/old furniture	O
S17	Strip back upholstery to frames using appropriate tools and methods	P
S18	Provide accurate estimates to customers	P
S19	Identify the process to finish / repair show wood frames	P

## OPTION 2 MODERN UPHOLSTERER

KNOWLEDGE STATEMENTS		METHOD
K21	Modern upholstery techniques including the use of power tools and machinery	O
K22	Modern methods of bespoke furniture production and assembly including stapling, machine sewing	P
K23	History of upholstered furniture and styles, periods and iconic designers of the 20th & 21st Century	KT
K24	How to design, bespoke pieces of furniture using modern manufacturing methods	P
K25	Materials, construction methods and product specifications used in modern upholstery, for example boards, springs, spring units, webbing, alternative support systems, fastenings and fabrics	P
K26	Limitations relating to process and end uses and how to identify these	P
K27	How to provide estimates to customers and cost projects	P
K28	Equality and diversity and how this applies in the workplace	P
K29	Conflict management	P





SKILLS STATEMENTS		METHOD
S20	Upholster products using advanced modern methods for example stapling, machine sewing	O
S21	Use power tools and machinery to upholster products for example CNC (Computer Numerically Controlled) cutting machinery and staple guns	O
S22	Produce & assemble bespoke pieces of furniture using modern methods	P
S23	Design and create bespoke pieces of furniture using modern manufacturing methods	P
S24	Define manufacturing processes for furniture to be produced	P
S25	Set timescales and costings for furniture to be produced	P
S26	Provide accurate estimates to customers	P
S27	Manage self and others to achieve objectives and lead teams by providing directions, instructions and guidance	P
S28	Apply coaching, mentoring and team development techniques such as the GROW model (Goal, Current Reality, Options (or Obstacles) Will (or Way Forward) and apply basic conflict management skills including recognising and resolving conflicts	P
S29	Apply basic conflict management skills including recognising and resolving conflicts	P
BEHAVIOUR STATEMENTS		
B8	Be reflective on skills, knowledge and behaviours and seek opportunities to develop and advance skills in response to the evolving manufacturing environment and technologies	P
B9	Demonstrate confidence in your ability and enthusiasm as an upholsterer	O

### Key

KT	Multiple choice test
O	Observation with questioning
P	Professional discussion supported by portfolio of evidence