

Furniture Manufacturer Apprenticeship Standard

Modern Furniture Service Repairer Modules of Assessment

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Introduction

It is recognised that a Furniture Maker is likely to work in a variety of different roles and this standard allows for the apprentice to demonstrate a full range of skills across a variety of job roles within the occupation. This document covers the requirements for Modern Furniture Service Repairer.

All apprentices must complete the core requirements (see Assessment Modules – Core Requirements). The employer, apprentice and training provider should undertake a programme that will meet the Standard Criteria to ensure all areas of the outcomes are covered in the apprentice job role.

Training providers should be evaluated and approved by the Assessment Organisation using appropriate methods.

Requirements

Modern Furniture Service Repairers fix a wide range of problems, including damage to furniture, upholstery, beds, mattresses, mechanisms and fittings. They visit customers' premises to inspect items, assess requirements and carry out repairs.

To be a Modern Furniture Service Repairer you should have a hands on approach, with good practical skills, excellent communication skills, an eye for detail and good observational and co-ordination skills. You should have a patient and organised approach, good listening skills and be an ambassador for your company.

The programme is designed to give a wide range of skills appropriate to Modern Furniture Service Repair and will lead to a lifelong trade.

In order to ensure sufficient flexibility to meet the needs of the industry whilst maintaining the rigour of every single apprenticeship within it Modern Furniture Service Repairers will be able to undertake all mandatory and three of the optional requirements.

Mandatory

YOU WILL KNOW HOW TO AND BE ABLE TO

Preparation	Assessment	Carry out an assessment of the fault. Assess and specify requirements for work to be carried out and agree with customers.
	Customer Service	Develop customer relationships. This includes building customer confidence in the level of service provided, meeting the ongoing needs and expectations of customers and developing relationships between customers and your organisation.
Sign off	Recommendations	Provide customers with relevant aftercare and instructions and recommendations for future use.
	Report	Complete reports on the work carried out.

Optional

YOU WILL KNOW HOW TO AND BE ABLE TO

Repair	Upholstery	Repair upholstery faults including fabrics, frames, fillings, stitching, scratches, scuffs, tears, holes, seam issues, discolouration and colour loss, arms, collapsed surfaces and springs.
	Furniture	Repair furniture faults including cosmetic, structural, veneers, foil and laminated surfaces.
	Beds and mattresses	Repair beds and mattress faults including broken frames, replacing tufts, damaged stitching and mattress settlement.
	Flat pack	Repair flat pack furniture faults including cosmetic and structural.
	Mechanisms and fittings	Repair/replace mechanism and fittings faults including lifting mechanisms, recliners and electrical components,
	Leather repairs	Repair scuffs, scratches, stains, burn marks, water marks and discolouration in leather.

Assessment

On Programme

The suggested training and assessment for the apprenticeship is based on the ‘Furniture Manufacturer Assessment Modules,’ which detail the training modules that should be completed for the core requirements and each occupational area.

On-going reviews will be completed by the provider and employer during the apprenticeship but will not contribute to the end point assessment.

End Point Assessment

The independent assessment organisation is responsible for carrying out the end point assessment. When the apprentice, employer and provider have determined that the apprentice is ready to complete the apprenticeship they will hold a final review to go through the portfolio of work. The apprentice will need to have completed the Level 1 Functional Skills in English and Maths and taken the test for the Level 2. This will act as a gateway to the end point assessment.

Portfolio of Evidence – Guidance

Evidence should show that the apprentice can complete all of the learning outcomes for each core module and options taken.

Types of Evidence:

Evidence of performance should be demonstrated by activities and outcomes, and should be generated in the workplace only, unless indicated under potential sources of evidence (see below). Evidence of knowledge can be demonstrated through performance or by responding to questions.

Quantity of Evidence:

Evidence should show that the apprentice can meet the requirements of the modules in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time.

Potential Sources and Types of Evidence:

The main source of evidence for each module will be observation of the learner's performance and knowledge demonstrated during the completion of the module. There must also be evidence of using questioning and examination of work products. The following can be used as supplementary physical or documentary evidence:

- Responses to oral or written questioning
- Professional discussion
- Personal statements/reflective accounts
- Case studies
- Evidence of feedback given
- Products of learner's work
- Expert witness testimony

Please Note that photocopied or downloaded documents are not normally acceptable evidence unless accompanied by a record of a professional discussion or assessor statement confirming learner knowledge of the subject.

Certification

Certification is claimed at the end of the apprenticeship when all components are complete.

Appeals

In the event of an appeal against the grade awarded, the Assessment Organisation will carry out an independent review of the evidence to confirm or modify the grade.

Module 1 – Assessment

What is required

Carry out an assessment of the fault. Assess and specify requirements for work to be carried out and agree with customers.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and details of the complaint following standard operating procedures
3. check materials and equipment to repair faults are available
4. confirm the nature of faults with customers following standard operating procedures
5. carry out assessments of faults following standard operating procedure
6. specify repairs that need to be carried out following standard operating procedure
7. agree repairs with customers and the organisation following standard operating procedure
8. order materials required for repairs following standard operating procedure
9. confirm materials required are available following standard operating procedure
10. describe relevant health and safety responsibilities
11. describe the meaning of terms used in specifications
12. describe why it is important to listen to the customer
13. describe how to check materials and equipment to repair faults are available
14. describe how to confirm the nature of faults with customers
15. describe how to carry out assessments of faults
16. describe how to specify repairs that need to be carried out
17. describe how to agree repairs with customers and the organisation
18. describe how to order materials required for repairs
19. describe how to confirm materials required are available

Range/Scope:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info
Machinery, Tools and Equipment	Power tools Hand tools
Faults	Upholstery Furniture Beds and mattresses Flat pack Mechanisms and fittings Leather

Assessment:

Observed Assessment.

Module 2 – Customer Service

What is required

Develop customer relationships. This includes building customer confidence in the level of service provided, meeting the ongoing needs and expectations of customers and developing relationships between customers and your organisation.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. make realistic customer service promises to your customers
4. ensure that your promises balance the needs of your customers and your organisation
5. keep your promises to your customers
6. inform your customers if you cannot keep your promises due to unforeseen circumstances
7. recognise when your customers' needs or expectations have changed and adapt your service to meet their new requirements
8. keep your customers informed if delivery of the service needs to involve passing them on to another person or organisation
9. act in a professional manner whilst on location
10. describe relevant health and safety responsibilities
11. describe the meaning of terms used in specifications
12. describe how to check equipment is set up and is in good working order
13. describe realistic customer service promises and how you deliver these
14. describe how to recognise when customers' needs or expectations have changed and how to adapt your service to meet new requirements
15. describe how to keep your customers informed if delivery of the service needs to involve passing them on to another person or organisation
16. describe how to behave professionally and what is expected of you

Range/Scope:

Health and Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info Work tickets

Assessment:

Observed Assessment.

Module 3 – Recommendations

What is required

Provide customers with relevant aftercare and instructions and recommendations for future use.

Learning Outcomes:

The learner can:

1. prepare aftercare reports to customers for repaired furniture including
 - environmental conditions
 - handling
 - use
2. provide customers with advice on mitigating further damage to repaired furniture
3. provide customers with care instructions for repaired furniture
4. describe how to prepare aftercare reports and information that needs to be included
5. describe how to provide customers with advice on mitigating further damage to repaired furniture
6. describe how to provide customers with care instructions for repaired furniture
7. describe the types of care instructions you would commonly provide
8. describe the types of information you should and should not give to customers

Range:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info

Assessment:

Observed Assessment.

Module 4– Report

What is required

Complete reports on the work carried out.

Learning Outcomes:

The learner can:

1. prepare and provide reports within the agreed timescales and in the required format
2. submit reports to relevant person(s) following standard operating procedures
3. describe the records you need to keep
4. describe type, extent, purpose and deadline of the reports
5. describe why it is important to produce high quality reports
6. describe the types of information required in reports

Assessment:

Observed Assessment.

Module 5 – Upholstery

What is required

Repair upholstery faults including fabrics, frames, fillings, stitching, scratches, scuffs, tears, holes, seam issues, discolouration and colour loss, arms, collapsed surfaces and springs.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. obtain equipment and materials required to carry out the job following standard operating procedures
4. check equipment is set up correctly and in good working order following standard operating procedures and any manufacturer's instructions
5. check all materials required are to specification and free from faults following standard operating procedures
6. prepare areas to carry out repairs following standard operating procedures
7. prepare to repair faults following standard operating procedures
8. repair faults to standard following standard operating procedures
9. check repairs meet specification
10. review repair with the customer following standard operating procedures
11. reinstate the work area following standard operating procedures
12. dispose of any waste following standard operating procedures
13. describe relevant health and safety responsibilities
14. describe the meaning of terms used in specifications and requirements list
15. describe how to check equipment is set up and is in good working order
16. describe how to check materials and the common faults that can occur
17. describe the different techniques used to repair the different types of faults
18. describe how to prepare areas to carry out repairs and why this is important
19. describe how to prepare to repair faults
20. describe how to repair faults to standard
21. describe how to check repairs meet specification and why this is important
22. describe how to review repair with the customer and why this is important
23. describe how to reinstate the work area and why this is important
24. describe how to dispose of any waste and why this is important

Range:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info
Machinery, Tools and Equipment	Power tools Hand tools
Materials	Fabrics

	Sewing materials Adhesive Cleaning materials Card lining Springs Rails Fillings
Faults	Fabrics Frames Fillings Stitching Scratches Scuffs Tears Holes Seam issues Discolouration and colour loss Arms Collapsed surfaces Springs

Assessment:

Observed Assessment.

Module 6 – Furniture

What is required

Repair furniture faults including cosmetic, structural, veneers, foil and laminated surfaces.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. obtain equipment and materials required to carry out the job following standard operating procedures
4. check equipment is set up correctly and in good working order following standard operating procedures and any manufacturer's instructions
5. check all materials required are to specification and free from faults following standard operating procedures
6. prepare areas to carry out repairs following standard operating procedures
7. prepare to repair faults following standard operating procedures
8. repair faults to standard following standard operating procedures
9. check repairs meet specification
10. review repair with the customer following standard operating procedures
11. reinstate the work area following standard operating procedures
12. dispose of any waste following standard operating procedures
13. describe relevant health and safety responsibilities
14. describe the meaning of terms used in specifications and requirements list
15. describe how to check equipment is set up and is in good working order
16. describe how to check materials and the common faults that can occur
17. describe the different techniques used to repair the different types of faults
18. describe how to prepare areas to carry out repairs and why this is important
19. describe how to prepare to repair faults
20. describe how to repair faults to standard
21. describe how to check repairs meet specification and why this is important
22. describe how to review repair with the customer and why this is important
23. describe how to reinstate the work area and why this is important
24. describe how to dispose of any waste and why this is important

Range/Scope:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info
Machinery, Tools and Equipment	Power tools Hand tools Polishing tools Irons

Materials	Edges Abrasives Finishes
Faults	Cosmetic Structural Veneers Foil and laminated surfaces

Assessment:

Observed Assessment.

Module 7 - Beds and mattresses

What is required

Repair beds and mattress faults including broken frames, replacing tufts, damaged stitching and mattress settlement.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. obtain equipment and materials required to carry out the job following standard operating procedures
4. check equipment is set up correctly and in good working order following standard operating procedures and any manufacturer's instructions
5. check all materials required are to specification and free from faults following standard operating procedures
6. prepare areas to carry out repairs following standard operating procedures
7. prepare to repair faults following standard operating procedures
8. repair faults to standard following standard operating procedures
9. check repairs meet specification
10. review repair with the customer following standard operating procedures
11. reinstate the work area following standard operating procedures
12. dispose of any waste following standard operating procedures
13. describe relevant health and safety responsibilities
14. describe the meaning of terms used in specifications and requirements list
15. describe how to check equipment is set up and is in good working order
16. describe how to check materials and the common faults that can occur
17. describe the different techniques used to repair the different types of faults
18. describe how to prepare areas to carry out repairs and why this is important
19. describe how to prepare to repair faults
20. describe how to repair faults to standard
21. describe how to check repairs meet specification and why this is important
22. describe how to review repair with the customer and why this is important
23. describe how to reinstate the work area and why this is important
24. describe how to dispose of any waste and why this is important

Range/Scope:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info
Machinery, Tools and Equipment	Hand tools Power tools Sewing equipment

Materials	
Faults	Frames Tufts Stitching Mattresses

Assessment:

Observed Assessment.

Module 8 - Flat pack

What is required

Repair flat pack furniture faults including cosmetic and structural.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. obtain equipment and materials required to carry out the job following standard operating procedures
4. check equipment is set up correctly and in good working order following standard operating procedures and any manufacturer's instructions
5. check all materials required are to specification and free from faults following standard operating procedures
6. prepare areas to carry out repairs following standard operating procedures
7. prepare to repair faults following standard operating procedures
8. repair faults to standard following standard operating procedures
9. check repairs meet specification
10. review repair with the customer following standard operating procedures
11. reinstate the work area following standard operating procedures
12. dispose of any waste following standard operating procedures
13. describe relevant health and safety responsibilities
14. describe the meaning of terms used in specifications and requirements list
15. describe how to check equipment is set up and is in good working order
16. describe how to check materials and the common faults that can occur
17. describe the different techniques used to repair the different types of faults
18. describe how to prepare areas to carry out repairs and why this is important
19. describe how to prepare to repair faults
20. describe how to repair faults to standard
21. describe how to check repairs meet specification and why this is important
22. describe how to review repair with the customer and why this is important
23. describe how to reinstate the work area and why this is important
24. describe how to dispose of any waste and why this is important

Range/Scope:

Health and Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info Work tickets
Machinery, Tools and Equipment	Power tools Hand tools
Materials	Adhesives

	Fixtures and fittings
Faults	Cosmetic Structural Fixtures and fittings Components

Assessment:

Observed Assessment.

Module 9 – Mechanisms and fittings

What is required

Repair/replace mechanism and fittings faults including lifting mechanisms, recliners and electrical components.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. obtain equipment and materials required to carry out the job following standard operating procedures
4. check equipment is set up correctly and in good working order following standard operating procedures and any manufacturer's instructions
5. check all materials required are to specification and free from faults following standard operating procedures
6. prepare areas to carry out repairs following standard operating procedures
7. prepare to repair faults following standard operating procedures
8. repair faults to standard following standard operating procedures
9. check repairs meet specification
10. review repair with the customer following standard operating procedures
11. reinstate the work area following standard operating procedures
12. dispose of any waste following standard operating procedures
13. describe relevant health and safety responsibilities
14. describe the meaning of terms used in specifications and requirements list
15. describe how to check equipment is set up and is in good working order
16. describe how to check materials and the common faults that can occur
17. describe the different techniques used to repair the different types of faults
18. describe how to prepare areas to carry out repairs and why this is important
19. describe how to prepare to repair faults
20. describe how to repair faults to standard
21. describe how to check repairs meet specification and why this is important
22. describe how to review repair with the customer and why this is important
23. describe how to reinstate the work area and why this is important
24. describe how to dispose of any waste and why this is important

Range/Scope:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists Job sheets Batch info
Machinery, Tools and Equipment	Hand tools Power tools
Materials	Spare parts

Faults	Mechanisms Fixtures Lifting mechanisms Recliners Electrical components
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Assessment:

Observed Assessment.

Module 10 – Leather repairs

What is required

Repair scuffs, scratches, stains, burn marks, water marks and discolouration in leather.

Learning Outcomes:

The learner can:

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. obtain equipment and materials required to carry out the job following standard operating procedures
4. check equipment is set up correctly and in good working order following standard operating procedures and any manufacturer's instructions
5. check all materials required are to specification and free from faults following standard operating procedures
6. identify appropriate treatment to eradicate problems following standard operating procedures
7. use cleaning and conditioning solutions, solvents, colours and fillers which are suitable for the type of leather following standard operating procedures
8. mix colours to match existing leather following standard operating procedures
9. apply cleaning and conditioning solutions, solvents, colours and fillers in line with manufacturers' instructions and health and safety requirements
10. repair using appropriate sewing techniques following standard operating procedures
11. leave surfaces free of residual cleaning and conditioning solutions, solvents, colours and fillers following standard operating procedures
12. check problems are resolved to the quality specified
13. process completed work to next stage following standard operating procedures
14. describe relevant health and safety responsibilities
15. describe the meaning of terms used in specifications and requirements list
16. describe how to check equipment is set up and is in good working order
17. describe how to check materials and the common faults that can occur
18. describe common faults that can occur and the process for correcting them
19. describe how to identify appropriate treatment to eradicates problems
20. describe how to use cleaning and conditioning solutions, solvents, colours and fillers which are suitable for the type of leather
21. describe how to mix colours to match existing leather
22. describe how to apply cleaning and conditioning solutions, solvents, colours and fillers in line with manufacturers' instructions and health and safety requirements
23. describe how to repair using appropriate sewing technique
24. describe how to leave surfaces free of residual cleaning and conditioning solutions, solvents, colours and fillers
25. describe how to check problems are resolved to quality specified

Range/Scope:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Specifications and requirements	Specification sheet Work to lists

	Job sheets Batch info
Machinery, Tools and Equipment	Hand tools Power tools Leather repair equipment
Materials	Cleaning Pigments Solvents, etc Adhesives Fillers Sewing
Faults	Scuffs Scratches Stains Burn marks Water marks Discolouration Tears

Assessment:

Observed Assessment.