



FITTED FURNITURE DESIGN TECHNICIAN



Details of standard

Occupation summary

This occupation is found in the Furniture, Furnishings and Interiors industry. Consumer expenditure on furniture and furnishings in 2016 reached £16.7 billion. In addition to this there is an unquantified value of product entering the contract and office markets.

The broad purpose of the occupation is to create initial ideas, design concepts and plans for fitted furniture interiors and create technical drawings by hand or computer.

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.

Typical job titles include:

Bathroom designer

Cad advisor

Design technician

Fitted bedroom designer

Fitted furniture design technician

Furniture design technician's design/sales consultant

Interior designer

Kitchen designer

Planning assistant

Showroom sales consultant and showroom designer

Occupation duties

DUTY	CRITERIA FOR MEASURING PERFORMANCE	KSBS
Duty 1 Work safely at all times following relevant legislation and regulations and ensuring the safety of self and others	Comply with relevant legislation and regulations	K1 S1 B1
Duty 2 Plan, organise and manage furniture design and/or installation projects from conception to completion	Delivered in line with agreed timescale/cost/industry standards	K2 K3 S2 S3 B2 B3
Duty 3 Create suitable fitted furniture designs and concepts for furniture to be installed meeting customer requirements	Delivered in line with customer expectations/specifications	K2 K4 K5 K6 K7 K8 K9 K10 S4 S5 S6 S7 B4 B5 B6
Duty 4 Present fitted furniture designs to customers in order to get buy-in and agree next stages	Communicated clearly and succinctly	K11 K12 S8 S9 B5 B7 B8
Duty 5 Survey locations accurately in order to produce suitable designs for furniture to be installed	Delivered in line with customer expectations/specifications Accurate	K13 K14 K15 S10 S11 S12 B4 B5
Duty 6 Provide accurate quotes to customers, cost and price fitted furniture concept designs using quoting software systems in order to secure sales	Accurate Communicated clearly and succinctly	K16 K17 S13 B4
Duty 7 Maintain fitted furniture retail showrooms in good condition in order to gain customers interest in products and services	Maintain showroom to company standards	K18 K19 S14 B4
Duty 8 Deliver on fitted furniture sales targets and enhance opportunities for further income growth.	Delivered in line with agreed targets	K20 K21 S15 B9 B10

Duty 9 Provide an effective fitted furniture after-sales service to customers to maintain and enhance business reputation and secure repeat business	Delivers effective after-sales service to customers.	K22 K23 K24 S16 S17 B5
Duty 10 Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders	Delivered in line with customer expectations/specifications	K25 K26 K27 S18 S19 B5 B11 B12
Duty 11 Deliver excellent customer service, realise and maintain customer expectations when working in a fitted furniture design environment	Delivered in line with customer expectations/company standards	K28 K29 S20 S21 B5 B11 B13 B14

KSBs

Knowledge

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

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)

K3: Basic project management including principles and techniques of good project management

K4: How to create and scale fitted furniture designs

K5: Sustainability and protecting the environment in design for example Furniture Industry Sustainability Programme

K6: Fitted furniture design trends, technological developments, new markets and innovation

K7: Ergonomics and anthropometrics in fitted furniture, particularly relating to the ageing population

K8: Third party products such as appliances (ovens, fridges, etc.), worktops and lighting

K9: Fitted furniture products and installation methods including services

K10: Domestic fitted furniture designs, such as kitchens, bedrooms or bathrooms

K11: Presentation techniques for example voice tone, positive body language and use of visuals to enhance messages

- 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
- 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
- K14:** Symbols, shading, hatching, abbreviations conventions used by the organisation within specifications to convey information on components and materials
- K15:** The importance of accurate, unambiguous detailing and recording and ways of recording types of structural components to enable placement of the furniture components
- K16:** Pricing of relevant fitted furniture products and services
- K17:** How to provide quotes to customers and the records that need to be kept
- K18:** How the layout and appearance of the fitted furniture showroom influences sales
- K19:** Acceptable standards for the condition of the fitted furniture showroom
- K20:** Effective sales and closing techniques to maximise sales
- K21:** Products and services available to customers
- K22:** Effective fitted furniture after-sales support programmes for example the importance of this
- K23:** How sales support and customer care and service, can add value to customer relationships
- K24:** Techniques for addressing customer queries and problems, including how to manage difficult individuals
- K25:** Equality and diversity and how this applies in the workplace
- K26:** Why it is important to develop good working relationships with colleagues and customers
- K27:** Effective communication skills and techniques including verbal, written and physical non-verbal
- K28:** Deliver excellent customer service, realise and maintain customer expectations when working in a fitted furniture design environment
- K29:** How to realise and manage customer expectations for example statutory rights and responsibilities, consumer rights, lead times, after sales support

Skills

- S1:** Work safely at all times, completing health and safety records and reports
- S2:** Plan, organise and manage furniture design and/or installation projects
- S3:** Maintain fitted furniture sales, design and installation records required
- S4:** Record any measurements of components, sub-assemblies, products, models, equipment, layouts or facilities for example kitchen units, wardrobes, desking

- S5:** Create suitable fitted furniture designs and concepts for furniture to be installed at relevant domestic or commercial premises
- S6:** Create fitted furniture designs using scale drawings or CAD (computer aided design)
- S7:** Select appropriate material options, products and components for the fitted furniture designs to meet customer requirements
- S8:** Present fitted furniture designs to customers for example kitchens, bedrooms or bathrooms
- S9:** Produce visuals that clearly demonstrate how fitted furniture designs meets the strength, aesthetics, cost and other relevant requirements of the customer brief
- S10:** Survey locations accurately for fitted furniture installation and designs including taking measurements and other relevant data of locations
- S11:** Produce representational images which records appropriate and accurate measurements of locations for the placement of furniture components
- S12:** Determine and record site conditions for example location and identification of the existing utilities and services
- S13:** Use quoting software systems to cost and price fitted furniture designs and provide and manage quotes to customers
- S14:** Maintain the fitted furniture showrooms to acceptable standards and mirror relevant design trends
- 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
- S16:** Establish and maintain communications with relevant customers for example ongoing customer service and care provided
- S17:** Check fitted furniture products and services are prepared, delivered and installed to customers satisfaction
- S18:** Develop and maintain effective working relationships
- S19:** Apply effective communication techniques at all levels including written and verbal communication skills
- S20:** Deliver excellent customer service for example going beyond what the customer expects
- S21:** Realise and maintain customer expectations

Behaviours

- B1:** Have a safety-first attitude, ensuring the safety of self and others as appropriate
- B2:** Takes personal responsibility for meeting objectives of the team and business
- B3:** Shows integrity, aims for excellence and manages time effectively
- B4:** Thorough and accurate when accomplishing fitted furniture design tasks

B5: Is friendly and approachable in a fitted furniture design environment

B6: Demonstrates creative thinking when creating designs and concepts

B7: Demonstrate a positive work ethic and can-do attitude showing initiative and self-motivation

B8: Demonstrates professional standards of behaviours and positive personality, to dress appropriately and be aware of personal presentation

B9: Shows ambition, drive and is self-motivated

B10: Proactively seek ways of engaging customers to increase and enhance sales

B11: Be clear and coherent to effectively communicate accurate and complex information professionally and confidently to a diverse audience, in line with business expectations

B12: Sets an example to others, is fair, consistent and reliable

B13: Is customer focused – demonstrates behaviour that puts the customer first

B14: Demonstrates a commitment to delivering quality in the workplace

Qualifications

English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Additional details

Occupational Level:

3

Duration (months):

18

Review

This apprenticeship standard will be reviewed after three years

Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE	LATEST START DATE	LATEST END DATE
1.0		23/08/2019	Not set	Not set

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