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**Overview**

This standard addresses the competence required to work effectively within any commercial environment in the furniture, furnishings and interiors industry. This involves:

- 1 planning and organising your own work
- 2 improving your own skills and development

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**Performance**

**criteria**

- You must be able to:
- P1 check that you have all of the required resources before beginning your work
  - P2 when necessary work with others to achieve the work objectives that you have been set
  - P3 work safely and efficiently at all times
  - P4 fulfil your responsibilities on time and to quality standards
  - P5 keep your work area in a tidy and organised state
  - P6 take appropriate action to solve problems
  - P7 report any problems that cannot be readily solved to the right person.
  - P8 objectively assess your own skills, knowledge and expertise against an expected standard, and /or work objectives
  - P9 respond appropriately to feedback from others on how well your own skills, knowledge and expertise match the expected standards/ work objectives that are required
  - P10 identify areas for development to maintain and/or increase your own skills, knowledge and expertise
  - P11 inform the appropriate person about any areas of development that you have identified

## Knowledge and understanding

### You need to know and understand:

- K1 the principles of sustainable furniture manufacture and good practice
- K2 what procedures need to be followed to obtain resources that you will need to complete your work objectives
- K3 what safety, health and environment hazards are associated with the resources you use and what risk control procedures are you required to follow
- K4 why it is important to make sure you have a correct understanding of what you are to do
- K5 when and why it may be necessary to work with others to achieve work objectives that have been set
- K6 why it is important to work safely at all times
- K7 why it is important to keep the work area clean and tidy
- K8 how to solve typical problems and who to report unsolvable problems to
- K9 how to dispose of waste in accordance with current legislation
- K10 what level/standard/objective you will be expected to work to
- K11 ways of objectively assessing your own skills and expertise against an agreed standard/objective
- K12 methods of seeking feedback from others on how well your skills, knowledge and expertise match the agreed standard/objective
- K13 the appropriate response to feedback and appraisal of your performance at work
- K14 how to identify areas for development and/or improvement in your skills, knowledge and expertise
- K15 who to inform about any further development you might need

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## Additional information

### Scope

#### Procedures

Organisational specifications of how to carry out work activities in a manner that will ensure the required outcomes if the procedure is followed accurately.

#### Resources

A range of resources are used in any activity. These could include:

- 1 information, documentation and specifications
- 2 materials
- 3 tools
- 4 equipment

#### Work Objectives

This unit is suitable for any aspect of work within the furniture, furnishings and interiors industry. Objectives are typically described in terms of the following considerations:

- 1 quantity
- 2 quality
- 3 cost
- 4 time
- 5 safety, health and environment

#### Others/appropriate person

People who are either working with the individual or are directly affected by his/her work. This includes colleagues and line management.

#### Feedback

Information that is given from others that could be used to assess progress/achievement of objectives.

#### Problems

Problems in working relations may be solved by you, or you may need to refer to others for additional help and support.

#### Work area

The work area is any area where the individual is working, either on a temporary or permanent basis

PROFM25 (SQA Unit Code – HE71 04)  
Work effectively in a furniture-related commercial  
environment



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