
Overview

This standard is for those who take customer measurements and assess customer figuration.

The job role may involve:

- 1 taking customer measurements
- 2 recording measurements
- 3 assessing and recording figuration

**Performance
criteria**

- You must be able to:
- P1 assess the design and identify the required measurements
 - P2 take detailed measurements and calculations in relation to the design
 - P3 take measurements in the correct sequence
 - P4 records legible measurements
 - P5 take measurements in a manner which maintains customer relationships
 - P6 accurately assess and record customer's figuration
 - P7 complete appropriate records and documents
 - P8 identify problems and resolve issues within limits of your own responsibility
 - P9 report problems outside area of responsibility to the appropriate person
 - P10 work to legal requirements, standards and regulations, policies, procedures and professional codes

Knowledge and understanding

You need to know and understand:

- K1 how to assess the design and identify required measurements
- K2 customer relations/ service
- K3 how to take accurate measurements (where to place the tape when measuring)
- K4 key measurement points, including:
 - K4.1 natural waist
 - K4.2 full length
 - K4.3 half back
 - K4.4 sleeve length
 - K4.5 chest and/or bust
 - K4.6 waist
 - K4.7 hip and/or seat
 - K4.8 trouser waist
 - K4.9 trouser hip and/or seat
 - K4.10 outside leg
 - K4.11 inside leg and/or body rise
 - K4.12 knee width
 - K4.13 bottom width
- K5 figuration requirements, including
 - K5.1 shoulder variations
 - K5.2 stance
 - K5.3 balance
 - K5.4 chest
 - K5.5 waist proportion
 - K5.6 hip variation
 - K5.7 leg shape
- K6 the sequencing required for taking measures
- K7 why the measures are sequenced in a particular order
- K8 fitting room etiquette
- K9 quality standards
- K10 how to complete and store accurate records

You need to know
and understand:

- K11 the limits of personal responsibility
- K12 how to report problems outside your area of responsibility
- K13 the importance of effective communication
- K14 the lines of communication, authority and reporting procedures
- K15 the organisation's procedures, rules, codes and guidelines

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