

600/2605/4 - ETCAL Level 4 NVQ Diploma in Business Improvement Techniques (QCF)

1 Introduction to the Qualification

1.1 Who is the qualification for?

The Business-Improvement Techniques NVQ units at Level 3 have been designed for those learners who will be applying business improvement activities where they are:

- employed as supervisors, team leaders or facilitators and are responsible for carrying out business improvement activities
- people who through Continuous Professional Development are being prepared to take on staff responsibilities in a Business Improvement environment

1.2 Learner entry requirements

There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to gain the qualification successfully.

1.3 Age restrictions

This qualification is not approved for use by learners under the age of 16, and ETA cannot accept any registrations for learners in this age group.

1.4 What does the qualification cover?

- Mandatory units cover those areas which have a common approach such as organisational safety requirements and leading teams
- There are 2 optional pathways, Process Improvement and Quality Improvement offering a choice of units applicable to individual workplaces and working environments

2 Qualification Structure

Learners must achieve a minimum of 106 credits to gain the qualification. 24 credits must be achieved by completing the 3 mandatory units and the remaining credits achieved by completing the unit requirements from the selected pathway.

Mandatory Units – all units must be completed

Ofqual code	Unit Title	Level	CV	GLH
A/601/5013	Complying with Statutory Regulations and Organisational Safety Requirements	2	5	35

L/600/5389	Leading Effective Teams	4	9	25
H/600/5396	Carrying Out Project Management Activities	4	10	28

Process Improvement Mandatory Pathway – all 3 units must be selected.

Ofqual code	Unit Title	Level	CV	GLH
F/600/5406	Leading Workplace Organisation Activities	4	10	25
M/600/5420	Leading Continuous Improvement (Kaizen) Activities	4	14	32
M/600/5434	Leading the Development of Visual Management Systems	4	9	25

Process Improvement Optional Pathway – 1 unit must be selected from the following.

K/600/5447	Leading the Creation of Flexible Production and Manpower Systems	4	7	25
T/600/5466	Leading Problem Solving Activities	4	8	25

Plus 5 more units which may be selected from the following list of which up to 3 units may be selected from the Quality Improvement pathway.

Note: Whichever unit is selected from K/600/5447 or T/600/5466 cannot be selected again from the following list

K/600/5447	Leading the Creation of Flexible Production and Manpower Systems	4	7	25
T/600/5466	Leading Problem Solving Activities	4	8	25
T/600/5483	Leading an Analysis and Selection of Parts for Improvement	4	14	32
K/600/5528	Leading Lead Time Analysis Activities	4	9	25
M/600/5563	Leading Value Stream Mapping (VSM) Activities	4	13	32

T/600/5614	Leading Set-up Reduction Techniques	4	14	32
H/600/5639	Leading Total Productive Maintenance (TPM) Activities	4	11	32
J/600/5665	Leading the Carrying Out of Statistical Process Control Procedures (SPC)	4	8	25
R/600/5684	Leading Flow Process Analysis Activities	4	14	32
R/600/5698	Leading Policy Deployment (Hoshin Kanri) Activities	4	9	25
A/600/5713	Leading Value Management (value engineering & value analysis) activities	4	11	32
L/600/5733	Leading Potential Failure Modes and Effects Analysis (FMEA) Activities	4	9	25
R/600/5748	Leading Measurement Systems Analysis (MSA) Activities	4	9	25
L/600/5862	Carrying Out Design of Experiments (DOE)	4	9	25
K/600/5867	Leading Mistake/Error Proofing (Poka Yoke) Activities	4	9	25
J/600/5875	Applying Quality Function Deployment (QFD)	4	9	25
F/600/5888	Leading the Creation of Standard Operating Procedures (SOP)	4	8	25
Quality Improvement Mandatory Pathway – all 5 units must be selected.				
J/600/5665	Leading the Carrying Out of Statistical Process Control Procedures (SPC)	4	8	25
L/600/5733	Leading Potential Failure Modes and Effects Analysis (FMEA) Activities	4	9	25
D/600/5896	Leading the Application of Six Sigma Methodology in a Project	4	14	32
T/600/5906	Leading Six Sigma Process Mapping Activities	4	14	32
T/600/5919	Leading the Carrying Out of Basic Statistical Analysis	4	10	25
Quality Improvement Optional Pathway – plus three more units may be selected from the following of which up to two units may be selected from the Process Improvement Pathway.				
R/600/5748	Leading Measurement Systems Analysis (MSA) Activities	4	9	25
L/600/5862	Carrying Out Design of Experiments (DOE)	4	9	25
K/600/5867	Leading Mistake/Error Proofing (Poka	4	9	25

	Yoke) Activities			
Y/600/5931	Leading the Application of Six Sigma Metrics to a Project	4	9	25
R/600/5944	Leading the Production of a Characteristic Selection Matrix	4	9	25
L/600/5957	Leading the Carrying Out of Capability Studies	4	14	32
A/600/5971	Leading the Production of Variance Charts	4	9	25
K/600/5982	Leading Hypothesis testing Activities	4	9	25
Quality Improvement Optional Pathway – plus two more units may be selected from the following of which one unit may be selected from the Process Improvement Pathway.				
J/600/5875	Applying Quality Function Deployment (QFD)	4	9	25
R/600/5989	Carrying Out Evolutionary Operations (EVOP)	4	9	25
K/600/6002	Applying Central Limit Theorem and Confidence Intervals	4	9	25
H/600/6029	Producing Taguchi Linear Graphs	4	9	25
A/600/6036	Applying Response Surface Methodology	4	9	25

2.1 Unit requirements are available as a separate document

2.2 Unit Endorsement

These units are endorsed by the Sector Skills Council for Science, Engineering and Manufacturing Technologies (SEMTA).

3 Centre & Qualification Approval

Centres wishing to offer the qualification will need to gain ETA's approval to do so. Current ETA centres can do this via Quartz Web. For non ETA Centres to gain approval to run the qualification please provide your details via <http://quartz.etawards/quartz-system.com> and the ETA team will start the process of approval.

4 Resource Requirements

4.1 Assessors

Assessment must be carried out by competent assessors who hold, or are working towards, a current assessor qualification. They will be expected to regularly review their skills, knowledge and understanding and, where applicable, undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date national occupational standards.

Assessors must be able to demonstrate that they have relevant and sufficient technical competence to evaluate and judge performance and knowledge evidence of this qualification, the units being taken and the associated assessment criteria. This will be demonstrated either by holding a relevant technical qualification or by proven experience in the learner's industry. The assessor's competence must, at the very least, be at the same level as that required of the learner in the assessment so that they are able to demonstrate the skills needed.

4.2 Internal Quality Assurance Advisors

Internal quality assurance (IQA) must be carried out by competent quality assurers who should hold or be working towards, a current internal quality assurance qualification. They will be expected to regularly review their skills, knowledge and understanding and, where applicable, undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date national occupational standards.

Persons carrying out the role of internal quality assurance will also be expected to be fully conversant with the ETA requirements for IQA in centres. These are detailed in the centre manual.

IQAAs must be able to demonstrate that they have relevant and sufficient technical competence to understand performance and knowledge evidence of this qualification, the units being taken and the associated assessment criteria. This will be demonstrated either by holding a relevant technical qualification or by proven experience in the learner's industry. The IQAA's competence must be sufficient to recognise what constitutes acceptable performance, knowledge and understanding as required by this qualification.

4.3 External Quality Assurance Advisors

ETA will appoint an appropriately qualified person to provide advice and guidance to the centre team and act as their external quality assurance advisor (EQAA).

External quality assurance (EQA) must be carried out by competent quality assurers who should hold, or be working towards, a current external quality assurance qualification. They will be expected to regularly review their skills, knowledge and understanding and where applicable undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date national occupational standards.

EQAAs must be able to demonstrate that they have relevant and sufficient technical competence to recognise performance and knowledge evidence of this qualification as required by the units being taken and the associated assessment criteria.

4.4 Assessment environment

The evidence of a learner's competence, knowledge and understanding for this qualification can only be regarded as valid, reliable, sufficient and authentic if demonstrated in a real working environment.