

600/2733/2 - ETCAL Level 3 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 94 credits to gain the qualification. 14 credits must be achieved by completing the 2 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

T/600/5306	Leading Effective Teams	3	9	25
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Process Improvement Mandatory Pathway – all 3 units must be selected.				
Ofqual code	Unit Title	Level	CV	GLH
J/600/5309	Applying Workplace Organisation Techniques	3	14	51
D/600/5316	Applying Continuous Improvement Techniques (Kaizen)	3	18	55
K/600/5318	Developing Visual Management Systems	3	13	41
Process Improvement Optional Pathway – 1 unit must be selected from the following.				
K/600/5321	Creating Flexible Production and Manpower Systems	3	11	42
Y/600/5315	Carrying Out Problem Solving Activities	3	12	41
Plus 2 more units EITHER of which may be from the following list OR from the Quality Improvement pathway				
Note: Whichever unit is selected from K/600/5321 or Y/600/5315 <u>cannot</u> be selected again from the following list				
K/600/5321	Creating Flexible Production and Manpower Systems	3	11	42
Y/600/5315	Carrying Out Problem Solving Activities	3	12	41
M/600/5319	Analysing and Selecting Parts for Improvement	3	18	58
F/600/5325	Lead Time Analysis	3	13	42
L/600/5330	Carrying Out Value Stream Mapping (VSM)	3	17	58
D/600/5333	Applying Set-up Reduction Techniques	3	18	58
T/600/5323	Applying Total Productive Maintenance (TPM)	3	15	54
R/600/5314	Applying Flow Analysis	3	18	58
H/600/5334	Applying Policy Deployment (Hoshin Kanri, Quality Operating Systems, Business Plan Deployment)	3	13	42
K/600/5335	Applying Value Management (Value Engineering and Value Analysis)	3	15	50
M/600/5336	Creating Standard Operating Procedure (SOP)	3	12	42
Quality Improvement Mandatory Pathway – all 4 units must be selected				
M/600/5305	Applying Six Sigma Methodology to a	3	18	62

	Project			
F/600/5308	Carrying Out Six Sigma Process Mapping	3	18	58
F/600/5311	Applying Basic Statistical Analysis	3	14	36
J/600/5312	Applying Failure Modes and Effect Analysis (FMEA)	3	13	42
Plus 3 more units from the following list OR up to TWO units may be selected from the Process Improvement pathway.				
H/600/5317	Applying Mistake/Error Proofing (Poke Yoke)	3	13	42
A/600/5307	Carrying Out Statistical Process Control (SPC) Procedures	3	12	35
L/600/5313	Applying Six Sigma Metrics to a Project	3	13	42
H/600/5320	Producing a Characteristic Selection Matrix	3	13	42
J/600/5326	Carrying Out Measurement Systems Analysis (MSA)	3	13	42
R/600/5331	Carrying Out Capability Studies	3	18	58
Y/600/5322	Producing Variance Charts	3	13	42
Y/600/5301	Applying Hypothesis Testing	3	13	42

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.