

Qualification Specification

Highfield Level 2 NVQ Diploma in Business Improvement Techniques (RQF)

Qualification Number: 601/3200/0

Version 1.1 December 2017

Contents

Introduction	3
Qualification regulation and support.....	3
Key facts	3
Qualification overview and objective	3
Entry requirements.....	3
Guidance on delivery	4
Guidance on assessment.....	4
Guidance on quality assurance.....	4
Recognition of prior learning (RPL).....	5
Assessor requirements	5
Internal quality assurance (IQA) requirements	5
Reasonable adjustments and special considerations.....	6
ID requirements	6
Progression opportunities.....	6
Useful websites	6
Appendix 1: Qualification structure.....	7

Highfield Level 2 NVQ Diploma in Business Improvement Techniques (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager

Qualification regulation and support

The Highfield Level 2 NVQ Diploma in Business Improvement Techniques (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. The qualification is also regulated by Qualifications Wales.

Key facts

Qualification number:	601/3200/0
Learning aim reference:	60132000
Credit value:	56
Assessment method:	Portfolio of Evidence
Guided learning hours (GLH):	249
Total qualification time (TQT):	560

Qualification overview and objective

The objective of this qualification is to support a role in the workplace. This qualification has been designed for those learners who are making a contribution to the identification and implementation of business improvements such as:

- employees involved in business improvement within a team who wish to have their business improvement competencies assessed for certification purposes
- new employees who have undertaken business improvement training and are now acquiring experience within a team and wish to demonstrate their competencies for assessment purposes

This qualification is designed for those learners wishing to understand and use business improvement techniques. These techniques can be applied to a variety of sectors from manufacturing through to office-based roles and aims to reduce waste and improve efficiency within organisations.

It can be delivered as a standalone programme or as the competency element of the Business Improvement Techniques pathway of the Level 2 Intermediate Apprenticeship in Improving Operational Performance.

Entry requirements

These qualifications are approved for delivery to learners aged 16+.

It is recommended that learners should have a minimum of level 1 literacy and numeracy prior to enrolling on this qualification.

Guidance on delivery

The total qualification time for this qualification is 560 and of this 249 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

This qualification is assessed by portfolio of evidence which will be internally assessed and quality assured by the centre. Suggested paperwork is available to download on the Highfield Qualifications website. If a Centre would like to use alternative paperwork, this must be sent to the Quality Support team for approval before commencement of the course.

Please refer to the **SEMTA Business Improvement Techniques (B-IT) [NVQ Level 2, 3 and 4] Assessment Strategy** for guidance on simulation, realistic working environments and witness testimony. This is found on the Highfield Qualifications website.

SEMTA have developed Additional Assessment Guidance/Requirements for units within this qualification. These are outlined beneath the unit to which they relate within Appendix 2 of this qualification specification and must be referred to. There must be sufficient evidence to ensure that the learner can achieve the standard over a period of time in the workplace. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

Assessment using **simulation** or **replication** of the working environment is **only** acceptable in **unit 1: Complying with Statutory Regulations and Organisational Safety Requirements** in relation to the following two Assessment Criteria:

- *Assessment Criteria 1.5: Following organisational procedures in the event of fire and the evacuation of premises*
- *Assessment Criteria 1.8: Use correct manual lifting and carrying techniques*

Further evidence requirements and assessment guidance can be found within Appendix 3 of this qualification specification. This guidance is directly from SEMTA.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield Qualifications requires centres to have in place a robust mechanism for internal quality assurance of training delivery and internal assessment processes.

Highfield will support centres with quality assurance by conducting ongoing engagements to ensure and verify the effective and efficient delivery and assessment of the qualification.

Recognition of prior learning (RPL)

The 'Complying with statutory regulations and organisational safety requirements - A/601/5013 unit is contained within the following Highfield Qualification; therefore, learners can transfer the achievement of this unit to the qualifications listed below:

601/2684/X Highfield Level 2 NVQ Diploma in Performing Manufacturing Operations (RQF)

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield Qualifications documentation.

Assessor requirements

Highfield require nominated assessors for this qualification meet the following:

- Hold a relevant subject area qualification or have experience, such as
 - Level 2 NVQ Diploma in Business Improvement Techniques (QCF) or equivalent
 - Proven industrial experience/technical competence* of the units being assessed
- Hold a recognised assessing qualification, which could include any of the following:
 - Level 3 Award in Assessing Competence in the Work Environment or equivalent
 - D32/33
- Maintain appropriate continued professional development for the subject area and regularly review their skills, knowledge and understanding to ensure that they are carrying out workplace assessment to the most up to date National Occupational Standards (NOS)

* Technical competence is defined as a combination of practical skills, knowledge, and the ability to apply both of these, in familiar and new situations, within a real working environment.

Please refer to the in **SEMTA Business Improvement Techniques (B-IT) [NVQ Level 2, 3 and 4] Assessment Strategy (V6. 23 Oct 2012)** for more information and to ensure suitability. This is available to download from the Highfield Qualifications website.

Internal quality assurance (IQA) requirements

Highfield require international quality assurers for this qualification meet the following:

- Hold a relevant subject area qualification or have experience, such as:
 - Level 2 NVQ Diploma in Business Improvement Techniques (QCF) or equivalent
 - Proven industrial experience/technical understanding** of the units being assessed
- Hold a recognised internal quality assurance qualification, which could include any of the following:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices or equivalent (QCF) or equivalent
 - D34
 - V1
 - IQAs must be familiar with, and preferably hold, the QCF Level 3 Award in Assessing Competence in the Work Environment or equivalent.

** Technical understanding is defined as having a good understanding of the technical activities

being assessed, together with knowledge of relevant Health & Safety implications and requirements of the assessments.

Please refer to the **SEMTA Business Improvement Techniques (B-IT) [NVQ Level 2, 3 and 4] Assessment Strategy (V6. 23 Oct 2012)** for more information and to ensure suitability. This is available to download from the Highfield Qualifications website.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 2 Certificate in Business Improvement Techniques (RQF)
- Level 3 NVQ Diploma in Business Improvement Techniques (RQF)
- Level 4 NVQ Diploma in Business Improvement Techniques (RQF)

Useful websites

SEMTA <http://www.semta.org.uk>

Appendix 1: Qualification structure

To complete the **Highfield Level 2 NVQ Diploma in Business Improvement Techniques (RQF)**, learners must complete the following:

- **all units** contained within mandatory group
- **a minimum of 1 unit (9 credits)** from optional group

Mandatory group

Learners must achieve **all units** in this group

Unit No.	Unit reference	Unit title	Level	GLH	Credit
1	A/601/5013	Complying with statutory regulations and organisational safety requirements	2	35	5
2	J/600/2491	Contributing to effective team working	2	26	7
3	D/600/2514	Contributing to the development of visual management systems	2	41	9
4	L/600/2492	Contributing to the application of workplace organisation techniques	2	51	12
5	Y/600/2513	Contributing to the application of continuous improvement techniques _Kaizen	2	55	14

Optional Group

Learners must achieve a minimum of **1 unit** from this group.

Unit No.	Unit reference	Unit title	Level	GLH	Credit
6	A/600/2519	Contributing to the application of problem solving techniques	2	41	9
7	D/600/2545	Contributing to the application of failure modes and effects analysis _FMEA	2	41	11
8	F/600/2523	Contributing to the creation of standard operating procedures _SOP	2	41	9
9	F/600/2540	Contributing to the application of Six Sigma process mapping	2	55	14
10	H/600/2515	Contributing to the analysis and selection of parts for improvement	2	55	15
11	J/600/2538	Contributing to the application of Six Sigma methodology to a project	2	59	15
12	K/600/2516	Contributing to carrying out lead time analysis	2	41	10
13	J/600/2541	Contributing to the application of basic statistical analysis	2	52	13
14	K/600/2550	Carrying out mistake/error proofing Poka Yoke	2	41	10
15	M/600/2517	Carrying out set-up reduction techniques	2	55	15
16	M/600/2548	Contributing to the application of measurement systems analysis _MSA	2	41	11
17	T/600/2518	Carrying out autonomous maintenance	2	52	13

18	T/600/2521	Carrying out flow process analysis	2	55	14
19	Y/600/2544	Contributing to the application of statistical process control _SPC_ procedures	2	41	9