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Supporting learning
and performance

City &  Guilds

IMPROVING OPERATIONAL
PERFORMANCE APPRENTICESHIP IN
BUSINESS IMPROVEMENTS TECHNIQUES

LEVEL 2

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or visit www.pathwaygroup.co.uk

Improving Operational Performance Apprenticeship in Business Improvements Techniques Level 2



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This apprenticeship is designed to meet the needs of candidates who are starting out in their career as BI-T administration, quality control or shop floor operative as well as materials handler. The training in Business Improvement is a blend of practical experience gained by working and learning alongside experienced colleagues in the workplace. We work in partnership with employers to help develop people to meet the needs of their business and gain a recognised qualification.

Length of Qualification: 18 months

The Framework Components of the Qualification:

1. Level 2 NVQ Diploma in Business Improvement Techniques (BIT) (Delivered in the workplace)

The NVQ Level 2 in Business Improvement Techniques aims to provide a nationally recognised, competence-based qualification for those involved in making improvements within the organisation. It is a down-to-earth, hands-on programme that will give the **required training** to enable operators, team leaders and supervisors to carry out team activities that can identify and **eliminate waste**, create **improved flow** and **improve quality** leading to greater efficiency and increased profitability. It is designed to promote effective team working and develop lean skills across the wider workforce; these include problem solving techniques, Continuous Improvement skills (Kaizen), improved workplace organisation (5's) and the use of good Visual Management tools.

This will take approximately 6-8 months to complete and is done so totally on the job by observation, provision of documents used in the process such as check sheets schedules and work orders, and Q&A.

2. Level 2 Certificate in Business Improvement Techniques (BIT) (Delivered in the workplace)

This certificate provides the underpinning knowledge required to implement lean practices within the workplace and compliments the performance aspect of this framework.

Based on the knowledge element of the NVQ this is completed through taught input sessions, internal assessments (multi-choice question papers) and a final online test where a minimum score of 60% is required.

3. Key Skills or Functional Skills

- Application of Number at Level 1 (portfolio and multiple choice test) or Functional Maths Level 1
- Communication at Level 1 (portfolio and multiple choice test) or Functional English Level 1

Key skills are incorporated into the apprenticeship to help the candidate develop their transferable skills. The portfolio is built using relative industry models and situations to confirm their understanding. Candidates with transferrable skills may be exempt from this, but must provide original certificates to the assessor to show the level of their attainment.

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4. Employer Rights and Responsibilities

This is an employment rights and responsibilities workbook administered by EMTA. This focuses on the candidates awareness to legislations and regulations related to the industry.

5. Personal Learning and Thinking Skills

This element is embedded into the Diploma and will support the candidates ability to apply their skills in the workplace as a creative thinker, develop their team working skills, make independent enquiries, self manage their workload, participate effectively and reflective on their journey.

The Apprenticeship Delivery:

The apprenticeship is carried out in the workplace and at college with qualified trainers / assessors who will help and support the individual through their qualifications, also giving advice and guidance on techniques. The assessor will visit the candidate every two to three weeks in the workplace to guide them through their qualification and assess the candidate's competence. There will also be taught input sessions to cover the criteria for the technical certificate.



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