www.highfieldqualifications.com

# Qualification Specification

## Highfield Level 2 Certificate in Lean Organisation Management Techniques (RQF)

Qualification Number: 601/3199/8

Version 1.2 September 2019

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# Highfield Level 2 Certificate in Lean Organisation Management 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 Certificate in Lean Organisation Management Techniques (RQF) has been developed and is awarded by Highfield Awarding Body for Compliance Ltd (HABC) and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. It is also suitable for delivery in Wales and is regulated by Qualifications Wales.

It is supported by SEMTA the Sector Skills Council for Science, Engineering & Manufacturing Technologies.

## Key facts

| | |
|---|---|
| **Qualification number:** | 601/3199/8 |
| **Learning aim reference:** | 60131998 |
| **Credit value:** | 15 |
| **Assessment method:** | Portfolio of evidence |
| **Guided learning hours (GLH):** | 90 |
| **Total qualification time (TQT):** | 150 |

## Qualification overview and objective

The objective of the qualification is to prepare learners to progress into further/higher level training.

This qualification is designed for those learners wishing to understand and use business improvement techniques, commonly known as 'Lean'. These techniques can be applied to a variety of sectors from manufacturing through to offices and aims to reduce waste and improve efficiency within organisations.

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

## Entry requirements

To register for this qualification, learners are required to be 16 years of age or above.

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

## Geographical coverage

This qualification is suitable for delivery in England, Wales and Northern Ireland.

## Guidance on delivery

The total qualification time for this qualification is 150 hours and of this 90 hours 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 Highfield Qualifications for approval before commencement of the course.

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

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

Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring. Highfield Qualifications will support Centre's with quality assurance by conducting engagement visits to ensure and verify the effective and efficient delivery, assessment and IQA of qualifications.

## Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment.

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

## Tutor requirements

Highfield Qualifications recommends that nominated tutors for this qualification meet the following:

- hold a relevant subject area qualification [or experience], which could include any of the following:
  - Level 2 Business Improvement Techniques or above
  - Level 2 Lean Organisation Management Techniques
  - At least 5 years' experience in a Lean/Business Improvement techniques role

- hold [or be working towards] a recognised teaching qualification [or experience], which could include any of the following:
  - HABC Level 3 International Award in Delivering Training;
  - Level 3 Award in Education and Training, or above;
  - Diploma or Certificate in Education;
  - Teachers Certificate or equivalent;
  - Level 3 or 4 NVQ in Training and/or Development; or
  - Proof of at least 30 hours of training in any subject.

- maintain appropriate continued professional development for the subject area

## Assessor requirements

Highfield Qualifications requires nominated assessors for this qualification to meet the following:

- hold a relevant subject area qualification [or experience], which could include any of the following:
  - Level 2 Business Improvement Techniques or above
  - Level 2 Lean Organisation Management Techniques
  - At least 5 years' experience in a Lean/Business Improvement techniques role

- maintain appropriate continued professional development for the subject area

It is not a requirement that assessors of this qualification hold a formal assessing qualification, however it is recognised as good practice.

## Internal quality assurance (IQA) requirements

Highfield Qualifications requires internal quality assurers for this qualification to meet the following:

- hold a relevant subject area qualification [or experience], which could include any of the following:
  - Level 2 Business Improvement Techniques or above
  - Level 2 Lean Organisation Management Techniques
  - At least 5 years' experience in a Lean/Business Improvement techniques role

- maintain appropriate continued professional development for the subject area

It is not a requirement that IQAs of this qualification hold a formal quality assurance qualification, however it is recognised as good practice.

## Mapping to National Occupational Standards (NOS)

This qualification maps to the National Occupational Standards for Business Improvement Techniques.

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

## Useful websites

SEMTA www.semta.org.uk

## Additional support/training

The National Counter Terrorism Security Office (NaCTSO) is a police unit that works alongside the Home Office to support the 'protect and prepare' areas of the government's counterterrorism strategy. You can find information, advice and guidance on recognising, acting on and reporting suspicious behaviour on the following website: www.gov.uk/government/organisations/national-counterterrorism-security-office

As an apprentice you should access the free NaCTSO Action Counters Terrorism (ACT) Awareness e-learning course. This award-winning and invaluable training tool is essential in supporting your understanding of your role in recognising and preventing terrorism and what to do in the event of a terrorist attack.

To access the course:

- follow the link: http://ct.highfieldelearning.com/org/TheHighfieldGroup
- answer the questions
- click start

## Appendix 1: Qualification structure

To complete the **Highfield Level 2 Certificate in Lean Organisation Management Techniques (RQF),** learners must complete **all units** contained within the mandatory group below:

**Mandatory group**

| Unit reference | Unit title | Level | GLH | Credit |
|---|---|---|---|---|
| D/505/8961 | Lean organisation techniques in business | 2 | 30 | 5 |
| Y/505/8960 | Business improvement tools and techniques | 2 | 30 | 5 |
| H/505/8959 | Working in business teams | 2 | 30 | 5 |

## Appendix 2: Qualification content

**Unit 1:** **Lean organisation techniques in business**
Unit number: D/505/8961
Credit: 5
GLH: 30
Level: 2

**Unit Introduction**
This unit introduces the learner to the concept of lean environments and how to implement relevant techniques.

| Learning Outcomes | Assessment Criteria |
|---|---|
| ***The learner will*** | ***The learner can*** |
| 1 Understand the concept of a lean environment | 1.1 Describe the principles of lean organisation techniques<br>1.2 Explain the benefits of a lean environment |
| 2 Be able to implement the productivity needs analysis process | 2.1 Describe the process for conducting a productivity needs analysis<br>2.2 Undertake a productivity needs analysis in a selected organisation |
| 3 Be able to produce a process map | 3.1 Produce a process map using appropriate symbols and terminology for an identified process |

**Unit 2: Business improvement tools and techniques**

Unit number: Y/505/8960
Credit: 5
GLH: 30
Level: 2

**Unit Introduction**

This unit introduces the learner to the principles of 'Kaizen' and how to apply these within a workplace to address areas of weakness and variance and provide suggested improvements.

| Learning Outcomes | Assessment Criteria |
|---|---|
| ***The learner will*** | ***The learner can*** |
| 1. Know about continuous improvement techniques (Kaizen) | 1.1. Identify the main Kaizen principles and their application |
| 2. Understand the principles and techniques of workplace organisation | 2.1. Explain areas of weakness in workplace organisation and suggest improvements |
| 3. Be able to use visual indicators to improve the work environment | 3.1. Identify elements that contribute to good visual management in the workplace<br>3.2. Prepare appropriate visual indicators |
| 4. Know ways to eliminate variance from processes in the workplace | 4.1. Describe the benefits of standard working methods<br>4.2. Prepare a standardised work document suggesting how to eliminate variance to process |

## Unit 3: Working in business teams

Unit number: H/505/8959
Credit: 5
GLH: 30
Level: 2

### Unit Introduction

This unit introduces the learner to the principles of effective team working, how to address areas of conflict and ways to encourage motivation within teams.

| Learning Outcomes | Assessment Criteria |
|---|---|
| ***The learner will*** | ***The learner can*** |
| 1. Understand what makes an effective team | 1.1. Describe the characteristics of an effective team<br>1.2. Describe different types of team structure, giving examples<br>1.3. Explain the benefits of team working |
| 2. Be able to work effectively in a team | 2.1. Know how to deal with any conflict or difficult situations as a team member<br>2.2. Know how to deal with any conflict or difficult situations as a team leader<br>2.3. Review the team's overall effectiveness and own contribution to achieving goals |
| 3. Understand the role of a team leader | 3.1. Describe the attributes needed by a team leader<br>3.2. Identify ways a team leader can motivate team members |

# Appendix 3: Sample assessment material






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**Unit Achievement Summary Sheet**

**Highfield Level 2 Certificate in Lean Organisation Management Techniques (RQF)**

**Qualification Structure**

The qualification consists of 3 mandatory units:

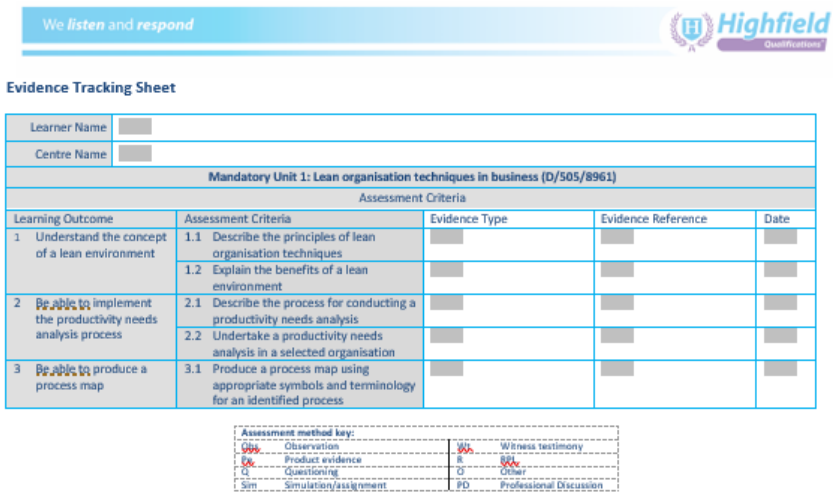
**Mandatory Group:** All units in this group must be achieved (15 credits)

| Tick box | Unit reference | Unit title | Level | GLH | Credit | Date of completion |
|---|---|---|---|---|---|---|
| | D/505/8961 | 1. **Lean organisation techniques in business** | 2 | 30 | 5 | |
| | Y/505/8960 | 2. **Business improvement tools and techniques** | 2 | 30 | 5 | |
| | H/505/8959 | 3. **Working in business teams** | 2 | 30 | 5 | |

**Declaration**

I confirm that the evidence provided by the Learner has been produced and authenticated in accordance with the assessment specification for this qualification and that the assessment was carried out under the specific conditions for the qualification.

| | | | |
|---|---|---|---|
| Assessor Signature | | Date: | |
| IQA Signature (If sampled) | | Date: | |
| EQS Signature (If sampled) | | Date: | |



We listen and respond

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**Evidence Tracking Sheet**

| | | | | |
|---|---|---|---|---|
| Learner Name | | | | |
| Centre Name | | | | |
| **Mandatory Unit 1: Lean organisation techniques in business (D/505/8961)** | | | | |
| Assessment Criteria | | | | |
| Learning Outcome | Assessment Criteria | Evidence Type | Evidence Reference | Date |
| 1 Understand the concept of a lean environment | 1.1 Describe the principles of lean organisation techniques | | | |
| | 1.2 Explain the benefits of a lean environment | | | |
| 2 Be able to implement the productivity needs analysis process | 2.1 Describe the process for conducting a productivity needs analysis | | | |
| | 2.2 Undertake a productivity needs analysis in a selected organisation | | | |
| 3 Be able to produce a process map | 3.1 Produce a process map using appropriate symbols and terminology for an identified process | | | |

| Assessment method key: | | | |
|---|---|---|---|
| Obs | Observation | Wt | Witness testimony |
| Pe | Product evidence | R | RPL |
| Q | Questioning | O | Other |
| Sim | Simulation/assignment | PD | Professional Discussion |