

Cogent Skills Training is a national training provider delivering Apprenticeships which focus upon the key roles and qualification requirements of the Science Industries.

## Level 3 Operations and Quality Improvement Business Improvement Techniques (BIT) Apprenticeship Framework

The Operations and Quality Improvement Advanced Apprenticeship provides employers with a coherent industry recognised programme based on proven tools and techniques that will improve business processes and the quality of products and/or services. It is designed to support employers by promoting a culture of effective team working whilst developing continuous improvement skills across the wider workforce.

Level 3 will suit you if you have worked in a business improvement environment for some time. You are keen to increase your skills and knowledge in order to take on a more responsible role in the industry. You choose one specialist pathway from:

- Process Improvement
- Quality Improvement

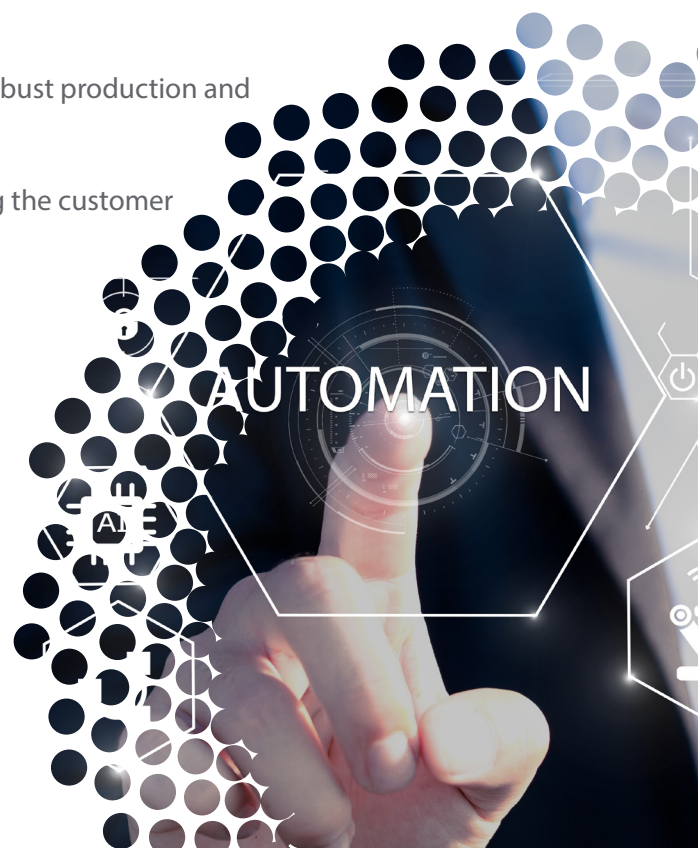
Available to new or existing staff, this framework requires the organisation to focus its attention on identifying areas for improvement based on auditable and reliable data and information. The appropriate tools and techniques are then selected to reduce or eliminate all forms of waste, (which is defined as anything that does not add value for the customer), reduce variation, and defect prevention. The improvements must be measured and maintained through a continuous monitoring, review and evaluation cycle and lead to the development of standard operations.

By ensuring that all activities add value and are standardised, a robust production and quality system is created that:

- Eliminate the risk of defective products or services reaching the customer
- Reduces costs
- Improves profitability and competitiveness

### Typical Job Roles

- Business Analyst (Process Improvement)
- Lean Manufacturing Specialist
- Industrial Engineer
- Process Co-ordinator
- Cell/Production Team Leader
- Quality Improvement Engineer
- Continuous Improvement Manager
- Quality Champion/Manager
- Business Improvement Co-ordinator
- Change Implementation Facilitator



## Duration

Minimum 18 months, typically 24 months

## Knowledge Qualification and Components

The Framework is made up of the following components:

- Level 3 Certificate in Improving Business Performance (QCF)
- Level 3 NVQ Diploma in Business Improvement Techniques (QCF)
- Personal Learning and Thinking Skills (PLTS)
- Mentoring
- Employer Rights and Responsibilities (ERR)
- Level 2 Maths
- Level 2 English
- Level 2 ICT

## Delivery

- On and off-the-job training
- Teaching, learning and assessment in the workplace
- On-going support and progress monitoring
- Start at any point during the year

## Entry Requirements

- Employed in a suitable job role
- Ideally Level 2 Maths and English on entry or able to achieve prior to achievement of the full framework

## Progression Opportunities

Some Apprentices will go on to complete the Operations and Quality Improvement Advanced Apprenticeship Framework.

## Want to know more?

### Read more about the Improving Operations Framework

<http://www.afo.sscalliance.org/frameworkslibrary/downloader.cfm?FRID=FR03108>

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## Contact us

Apprenticeships enable you to not only attract new staff, but to develop existing employees to fill skills gaps, with many employers finding that training through Apprenticeships has a positive impact on staff morale, retention and productivity.

For further information on our Apprenticeships please contact us on 01925 515200 or email [info@cogentskills.com](mailto:info@cogentskills.com)

- ✔ Organisational Needs Analysis
- ✔ Apprentice Recruitment
- ✔ Competence Management Solutions
- ✔ Mapping job roles to Apprenticeship Standards
- ✔ Apprenticeship Levy Management
- ✔ Specialist Training