

Course Information Sheet 09/10

Session 2009/10

BUSINESS IMPROVEMENT TECHNIQUES (BIT) NVQ at LEVEL 2

Employer responsive

Course Duration: up to 12 months

Part Time: delivered in employees workplace

Course Outline

The objective of this qualification is to improve business performance across organisations. It is based on National Industry Standards which recognise employees who have demonstrated their ability and have the skill and associated knowledge to reach the standard by working safely and competently at the appropriate level.

Course Content

Candidates are required to complete five mandatory assessment routes plus one optional assessment route. This can come from the process 'pathway' and the qualification is gained through competence in the workplace and application of underpinning knowledge.

Mandatory assessment routes

BIR/201 - STATUTORY REGULATIONS & ORGANISATIONAL SAFETY REQUIREMENTS

- Provision of H&S @ Work, current legislation, information and advice on organisation H&S policy, safety at work, work place accidents and emergencies.
- Procedures in the event of accidents and evacuation, dangerous occurrences, identify hazards and risks, risk assessments, steps to minimize risk, manual handling, good housekeeping and safe working practices.

BIR/202 - CONTRIBUTING TO EFFECTIVE TEAMWORKING

Contributing to effective teams will cover the following areas:

- Team qualities, team roles, working relationships, individual strengths and development areas, behaviour, importance of creating and maintaining effective working relationships.
- Types of problems and difficulties within a team, importance of sharing knowledge & information and how to present information in relationship to the team.
- Communication methods to keep others informed, mixture of skills and experience available and how to use it for effective working.

Course Information Sheet 09/10

BIR/204 – APPLYING WORKPLACE ORGANISATION 5C/S

Applying workplace organisation will cover the following areas:

- What the work environment is, the benefits of organised working environment, methods and techniques to achieve an organised working environment.
- Steps towards workplace organisation sustain and improve workplace, redeploy and dispose of non essential items.
- Audit and maintain the workplace and how workplace organisation fits in with business principles.

BIR /205 – APPLYING CONTINUOUS IMPROVEMENT TECHNIQUES

Applying continuous improvement techniques will cover the following areas:

- Understand the importance and need for continuous improvement and types of improvements that can be made.
- What is business waste, identify and eliminate waste.
- Benefits of and types of benchmarking.
- Carry out continuous improvement activity, understand the key factors towards achieving improvements and look at key performance indicators and operating procedures.

BIR/209 – CREATING VISUAL MANAGEMENT SYSTEMS

Creating visual management systems will cover the following areas:

- What is visual management in the workplace, visually communicate at all levels, good visual management needs no interpretation and will provoke a reaction.
- Different forms of visual management, how to employ a visual management system, how to display and maintain the information and look to improve the system.

Optional assessment route

BIR/213 – APPLYING PROBLEM SOLVING TECHNIQUES

Applying problem solving techniques will cover the following areas:

- Types of problems that can affect business.
- Structured approach to problem solving techniques to identify, contain and resolve.
- How to address the root cause of the problem and take corrective action.
- Tools and techniques used to prevent recurrence.

Course Information Sheet 09/10

Assessment

Assessment of candidates requires a dedicated organisational approach to business improvement where individuals are actively encouraged to involve themselves, through effective team working in continuous improvement activities. However, this qualification is not just for manufacturing organisations as the continuous improvement tools can be applied in any working environment.

The candidate portfolio build is internally and externally verified to gain accreditation.

Entry requirements

19 + subject to eligibility status check. No formal qualifications are required.

How to apply

Contact the Training Solutions Hot Line 01785 256506 or visit the Training Solutions website www.training-solutions.org. or contact the Course Leader – see below.

Equal Opportunities

Stafford College is committed to achieving equality of opportunity for all staff, students and members of the community it serves. In doing so, the college will actively work to achieve equality regardless of age, race, skin colour, disability, gender, marital status, sexuality and faith.

Course Leader

Nigel Davis 01785 275681, mobile 07785280942 n.davis@staffordcoll.ac.uk