FutureQuals
INSPIRING LEARNING AND SKILLS

Level 2 Certificate In

BUSINESS IMPROVEMENT TECHNIQUES

Evidence Logbook

Qualification recognition number: 601/4341/1
Qualification Reference: L2CBIT

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Assessment Principles

1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

3. Definitions

3.1 Occupationally competent:
This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

3.2 Occupationally knowledgeable:
This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational

knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

3.3 Qualified to make assessment decisions:
This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

3.4 Qualified to make quality assurance decisions:
Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

3.5 Expert witness:
An expert witness must:
- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

Evidence Requirements for the Level 2 Certificate in Business Improvement Techniques

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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Component 1: Statutory Regulations and Organisational Safety Requirements

Component Reference Number: R/602/4137

Level: 2
Credit: 3
GL: 14

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know the principal provisions of the Health and Safety at Work Act and other current legislation			
1.1 Identify the principal provisions of the Health and Safety at Work Act current legislation and other current legislation			
1.2 Describe the principal provisions of the Health and Safety at Work Act and other current legislation			
2 Know how current legislation affects health and safety issues in respect of employers, employees and the public			
2.1 Describe how current legislation affects health and safety issues in respect of employers, employees, and the public			
3 Know how to obtain information and relevant advice on the organisations health and safety policy			
3.1 Obtain information and relevant advice on health and safety legislation and guidelines			
3.2 Source expert assistance when help is needed on the organisations health and safety policy			
4 Know the general safe working practices associated with operations in the workplace			

4.1 Describe the general safe working practices associated with operations in the workplace			
4.2 Describe the implications and consequences of the appropriate legislation and guidelines not being followed			
5 Know the types, causes, and consequences of workplace accidents and emergencies			
5.1 Identify the types of accidents and emergencies that can occur in the workplace			
5.2 Describe what are the root cause of accidents and what are the methods for preventing them			
5.3 Describe the far reaching consequences of workplace accidents			
5.4 Describe the first aid arrangements required in the workplace			
6 Know the procedures to be followed in the event of accidents, injuries, the evacuation of the premises, and dangerous occurrences or hazardous malfunctions			
6.1 Identify the procedures to be followed in the event of accidents or injuries			
6.2 Describe what an evacuation of the premises would require			
6.3 Describe what would be considered a dangerous occurrence or hazardous malfunction			
7 Know the hazards and risks associated with work activities and the importance of being involved in the risk assessment procedure			
7.1 Describe what is meant by a 'hazard'			

7.2 Describe what is meant by a 'risk'			
7.3 Identify the hazards and risks that are found in the workplace, and who could be affected			
7.4 Describe why risk assessments are necessary, and who needs to be involved in their production			
8 Be able to carry out a risk assessment activity			
8.1 Carry out a risk assessment using a given scenario and complete a risk assessment sheet			
8.2 Describe the criteria for carrying out a risk assessment			
8.3 Describe what documentation will be used in a risk assessment			
8.4 Describe what techniques are necessary to ensure a risk assessment is carried out effectively			
8.5 Describe how the results of a risk assessment would be publicised			
9 Know the steps necessary to minimise the risk of injury or damage when moving a load			
9.1 Describe what is meant by manual and mechanical handling			
9.2 Identify what regulations apply to manual handling and lifting, and why they are needed			
9.3 Describe their responsibilities with regard to safe manual handling			
9.4 Describe the correct technique for safe manual handling			

10 Be able to correctly and safely move a load using the appropriate methods and techniques			
10.1 Manually lift a load using the correct manual handling procedure			
10.2 Describe the correct procedure and technique needed to carry out the safe manual lifting of a load			
11 Know how to apply good housekeeping and safe working practices as a basis for the safe implementation of lean business activities			
11.1 Describe how good housekeeping and safe working practices are a basis for the safe implementation of business activities			
11.2 Describe how good housekeeping and safe working practices are integral activities and key parts of lean business activities, such as, 5S, 5C, TPM, Set up reduction techniques etc.			

Learner declaration of authenticity:
I declare that the work presented for this component is entirely my own work.

Learner signature: Date:

Assessor sign off of completed component:
I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature: Date:

Component 2: Contributing to Effective Team Working

Component Reference Number: F/602/4148

Level: 2
Credit: 3
GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know the different types of team roles, and how they contribute to effective team working			
1.1 Identify different types of team roles			
1.2 Describe how different team roles contribute to effective working			
1.3 Identify the skills needed for an effective team			
2 Know how working relationships need to extend across appropriate work groups and departments			
2.1 Classify the different types of work groups			
2.2 Identify the need for appropriate working relationships			
2.3 Describe working relationships across work groups and departments			
3 Be able to identify individual strengths and weaknesses, and how they contribute to the effectiveness			
3.1 Identify strengths and weaknesses using a workplace situation or a given scenario			
3.2 Describe how individual strengths and weaknesses contribute to the effectiveness of a team			

3.3 Categorize and relate observations to team performance			
3.4 Identify what team skills are important for different environments			
3.5 Identify strengths and weaknesses in an existing team			
4 Know how individuals behaviour and appearance may be perceived by others			
4.1 Describe how appearances can be deceptive			
4.2 Describe the potential dangers associated with stereotypes			
5 Know the importance of creating and maintaining effective working relationships			
5.1 Describe the importance of good working relationships			
6 Know the types of problems and difficulties that can occur within team working relationships, and how they can be resolved			
6.1 Identify the types of problems and difficulties that can occur within team working relationships			
6.2 Describe how problems and difficulties within team working relationships can be resolved			
7 Know the importance of sharing knowledge, information, and performance measures within the team			
7.1 Describe the importance of sharing appropriate information			
7.2 Describe the importance of performance measures related to business performance			
8 Know how to present information in an amicable and constructive manner, in relation to the team or individual circumstance			

8.1 Understand how to treat sensitive information			
8.2 Present information in a non-threatening and positive manner			
9 Be able to use different types of communication methods, in order to keep others informed			
9.1 Use written, visual, and verbal means to create a forum for sharing ideas, problem solving, and for keeping others informed			
9.2 Identify the different types of communication methods			
9.3 Describe how different types of communication methods are applied			
10 Know how to identify the mixture of skills and experience available within a team			
10.1 Identify the mix of available skills and experience that will be of benefit to the team			
11 Know how the mixture of skills and experience within a team, contributes to effective team working			
11.1 Describe how the available skills and experience in a team, is used to contribute to effective team working			

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Assessor name:

Signature: Date:

Component 3: Contributing to the Application of Workplace Organisation Techniques

Component Reference Number: L/602/4203

Level: 2
Credit: 3
GL: 22

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know what a work environment is, and what is meant by an organised working environment			
1.1 Describe a working environment			
1.2 Describe what is meant by an organised working environment			
2 Be able to identify the benefits that can be achieved by having an organised working environment			
2.1 Identify from a given scenario, examples of poor workplace organisation, and what improvements could be made			
2.2 Describe what an organised working environment looks like			
2.3 Describe the benefits that can be had by having an organised working environment			
3 Know the methods and techniques for workplace organisation, and how they are used			
3.1 Identify the 5 steps involved in workplace organisation			
3.2 Identify when the steps of workplace organisation are used			
3.3 Describe where the steps of workplace organisation are used			

3.4 Describe why the steps of workplace organisation are used			
4 Know how the steps of workplace organisation are implemented			
4.1 Describe the different stages of workplace organisation			
4.2 Describe the order that the different stages of workplace organisation are implemented			
5 Be able to apply the first three steps of workplace organisation			
5.1 Select a suitable area to carry out the activity			
5.2 Apply the first three steps of workplace organisation, by contributing to A workplace organisation activity			
5.3 Describe what 'sorting out/ clearing up' is, why it is done, it's benefits, and the stages involved.			
5.4 Describe what 'straighten/ configuring (organising)' is, why it is done, it's benefits, and the stages involved.			
5.5 Describe what 'scrub/ clean' is, why it is done, it's benefits, and the stages involved			
6 Know the fourth and fifth steps of workplace organisation in order to sustain and improve the workplace			
6.1 Describe what 'standardising/ conforming' is, why it is done, it's benefits, and the stages involved			

6.2 Describe what 'self-discipline/ custom and practice' is, why it is done, it's benefits, and the stages involved			
7 Be able to carry out a tagging exercise			
7.1 Carry out a tagging exercise			
7.2 Describe the preparations required to carry out an effective tagging exercise			
7.3 Describe how a workplace tagging activity is carried out to assist in the removal of unwanted items from the workplace			
8 Know how to redeploy or dispose of non-essential items from the workplace			
8.1 Describe how to carry out the redeployment of non-essential items from the workplace			
8.2 Describe how to dispose of non-essential items from the workplace			
9 Know why it is necessary to audit workplace organisation activities, and the tools and techniques that are used			
9.1 Describe the reason for auditing the activity, and the audit process			
9.2 Identify the tools and techniques that are used to measure the performance of a 5 step workplace			
10 Be able to carry out a workplace organisation audit			
10.1 Carry out a workplace organisation audit			
10.2 Describe the criteria for carrying out a workplace organisation audit			

10.3 Describe what documentation will be used			
10.4 Understand what techniques are necessary to ensure the audit is carried out effectively			
10.5 Describe how the results of the workplace organisation audit will be publicised			
11 Know how aspects of health, safety, and team work may improve as a result of good workplace organisation			
11.1 Describe how improved workplace organisation can improve health and safety			
11.2 Describe how improved workplace organisation can improve team work and communication			
12 Know how workplace organisation fits in with other lean business techniques			
12.1 Describe how effective workplace organisation is fundamental to other lean methodologies, for example TPM, SMED			
12.2 Describe how effective workplace organisation techniques fit in with other lean methodologies, for example TPM, SMED			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature: Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature: Date:

Component 4: Contributing to the Application of Continuous Improvement Techniques _Kaizen_

Level: 2
Credit: 3
GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know the importance and need to continuously improve productivity in the working environment			
1.1 Describe the underlying principles that support continuous improvement			
1.2 Describe the meaning of continuous improvement, competitiveness, productivity, and breakthrough improvement			
1.3 Describe why continuous improvement in the marketplace allows a company to keep its competitive edge			
2 Know the types of improvement that can be made as part of continuous improvement			
2.1 Describe the improvements that can result from kaizen deployment			
2.2 Describe the types of improvement appropriate to their workplace			
3 Know what is meant by the term 'waste' in business, and how it affects productivity			
3.1 Describe what is meant by the term 'waste'			
3.2 Identify waste in the manufacturing process			

4 Be able to contribute to the elimination of 'waste' in a workplace			
4.1 Identify 'waste', and suggest how to eliminate it			
4.2 Describe the methods used to eliminate 'waste'			
5 Know what benchmarking is			
5.1 Describe the term benchmarking, and how it is applied			
5.2 Describe typical benchmarking measures			
6 Know the potential benefits of benchmarking			
6.1 Describe the potential benefits of benchmarking			
6.2 Describe how to apply benchmarking in the workplace			
7 Know how to identify the type of improvements that can be made in the workplace			
7.1 Identify the areas where improvements can be made			
8 Know the '12' steps to carrying out a continuous improvement activity			
8.1 Identify the '12' steps to carrying out a continuous improvement activity			
8.2 Analyse the facts and identify possible solutions			
8.3 Choose the best solution			
9 Be able to carry out a continuous improvement activity			
9.1 Carry out a continuous improvement activity			
9.2 Describe the key factors to achieving a successful continuous improvement activity			

9.3 Recognise and consider the key factors to achieving a successful continuous improvement activity			
10 Know the key performance indicators that are used to measure improvements			
10.1 Describe the key performance indicators that are used			
11 Know how performance indicators are applied, and the results visually communicated			
11.1 Describe appropriate performance measures			
11.2 Describe simple ways to visually display results			
12 Know the role of standard operating procedures in sustaining improvements			
12.1 Describe the role of standard operating procedures in sustaining improvements			
13 Know the importance of an appropriate environment for improvement			
13.1 Describe the barriers to implementing change			
13.2 Describe the factors that encourage a culture of continuous improvement			

Learner declaration of authenticity:
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Assessor name:

Signature: Date:

Component 5: Contributing to the Development of Visual Management Systems

Component Reference Number: L/602/4220

Level: 2
Credit: 3
GL: 14

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know what is meant by 'visual management', and the benefits that can be gained from having visual management systems in place			
1.1 Describe what is meant by 'visual management'			
1.2 Describe what benefits can be gained by applying a visual management system			
2 Know how the principles and processes of visual management can be applied in the workplace			
2.1 Describe the principles and processes of visual management			
2.2 Describe how visual management can be applied in the workplace			
3 Know the different forms of visual management, and to what part of the business they can be applied			
3.1 Describe the different forms of visual management			
3.2 Identify the parts of the business to which they can be applied			
4 Be able to display information, and key business and local performance measures			
4.1 List the visual management systems in the current working environment			

4.2 Identify what information is displayed, and its effectiveness			
4.3 List the information, and key business and local performance indicators that can be displayed visually			
4.4 Describe the effect of the displays			
5 Know the improvement actions and measurement techniques that will facilitate the deployment of a visual management system			
5.1 Describe what actions and improvements will facilitate the deployment of a visual management system			
5.2 Describe the measurement techniques that can be displayed within a visual Management system			
6 Know how to employ an improvement action that requires a visual management system activity within a work area			
6.1 Describe how to employ an improvement action that requires a visual management system			
6.2 Select an area to display information			
7 Know how to prepare and carry out the visual management activity within a chosen work area			
7.1 Describe how to prepare the visual management activity within a chosen work area			
7.2 Describe how to carry out a visual management activity within a chosen work area			
8 Be able to display and maintain information, using the most appropriate and effective methods			

8.1 Design a simple visual management system to display data			
8.2 Justify the design, production, and maintenance of the visual management system			
8.3 Display the information gained using the most appropriate and cost effective measures			
8.4 Maintain the information displayed cost effectively			
9 Know how further improvement actions continue to drive the information and development of the system			
9.1 Describe how further improvement actions will drive the implementation of the system			
9.2 Describe how further improvement actions will help the development of the system			
10 Know how visual management systems fit in with other lean business activities			
10.1 Describe how visual management systems fit in with other lean business Activities, for example TPM, JIT, SMED			
10.2 Identify the type of activities suitable for using visual displays			

Learner declaration of authenticity:
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Learner signature: Date:

Assessor sign off of completed component:
I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature: Date:

Level 2 Certificate in Business Improvement Techniques
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
1	Statutory Regulations and Organisational Safety Requirements	3					
2	Contributing to Effective Team Working	3					
3	Contributing to the Application of Workplace Organisation Techniques	3					
4	Contributing to the Application of Continuous Improvement Techniques _Kaizen_	3					
5	Contributing to the Development of Visual Management Systems	3					

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature	Date

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FutureQuals

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