



Level 3 Diploma In BUSINESS IMPROVEMENT TECHNIQUES

Evidence Logbook

Qualification recognition number: 601/3745/9

Qualification Reference: L3DBIT

This document is copyright under the Berne Convention. All rights are reserved. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the Copyright, Designs and Patents Act 1998, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, electrical, chemical, mechanical, optical, photocopying, recording or otherwise, without prior written permission of the copyright owner. Enquiries should be addressed to Future Awards and Qualifications.

Copyright © Future (Awards and Qualifications) Ltd 2017

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 3 Diploma 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.

This page is intentionally left blank

Component 1: Understand the Application of Workplace Organisation Techniques

Component Reference Number: J/503/5819

Level: 3

Credit: 5

GL: 26

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know the principles of workplace organisation			
1.1 Define a working environment			
1.2 Explain what is meant by an organised working environment			
2 Understand the benefits of workplace organisation			
2.1 State the benefits that can be achieved by having an organised working environment			
2.2 Explain the importance of having an organised working environment			
3 Know the key techniques of workplace organisation			
3.1 Describe the methods and techniques of workplace organisation			
3.2 Explain how the workplace organisation methods and techniques are used			
3.3 Define a stepped approach to workplace organisation			
4 Know how to apply the workplace organisation techniques			
4.1 Explain how to apply a stepped approach to workplace organisation			

4.2 Explain the procedure used to identify and address surplus or missing equipment or resources			
4.3 Specify the benefits of removal or redeployment of tagged items			
5 Know how to carry out a workplace organisation audit			
5.1 State why it is necessary to audit the workplace organisation activity			
5.2 Describe the tools and techniques used to score the audit			
5.3 Explain how to carry out a workplace organisation audit			
6 Understand how to interpret workplace organisation audit results			
6.1 Describe how to evaluate the results of a workplace organisation audit			
6.2 Describe how to priorities the actions resulting from a workplace organisation audit			
7 Describe how to priorities the actions resulting from a workplace organisation audit			
7.1 Explain why an action plan is created to deliver the improvements identified by the workplace organisation audit			
7.2 Specify why the implications of the action plan on other areas of the business must be considered			

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: Understanding the Application of Continuous Improvement Techniques- Kaizen

Component Reference Number: J/503/5822

Level: 3

Credit: 5

GL: 24

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know the principles of continuous improvement			
1.1 Explain why it is important to continuously improve the working environment			
1.2 Specify the type of improvements that could be made as part of a continuous improvement initiative within in a work area			
2 Know what is meant by the term 'waste' and how it is identified			
2.1 Specify the categories of 'waste' that can have a detrimental effect on businesses			
2.2 Explain the methods that could be used to identify waste in a business			
3 Understand how waste can be eliminated			
3.1 Specify the methods that are used to eliminate waste in a business			
3.2 Specify what actions could be used to ensure that re-occurrence does not take place			
4 Know what the purpose is of benchmarking			
4.1 Explain what is meant by benchmarking			

4.2 Explain how benchmarking is used to improve a business function			
4.3 Specify the typical benchmarking measures that are used			
5 Understand how to apply the continuous improvement principle			
5.1 Specify the type of improvements that can be made in the workplace and how they could be identified			
5.2 Specify how a stepped continuous improvement activity e.g. PDCA would be carried out			
5.3 Explain the factors that would ensure the improvement activity has been a success			
6 Know the reasons behind the use of performance indicating techniques			
6.1 Specify the types and application of key performance indicators that are used to measure business improvement			
6.2 Explain how the results of any improvements would be best communicated to the key employees in the business			
7 Know how to put into operation an improvement plan			
7.1 Specify what would need to be included in the improvement plan			
7.2 Explain how to get approval for the plan and how the plan would be communicated to the improvement team			
8 Know how to ensure the improvements are sustained			

8.1 Explain the role of standard operating procedures in helping sustain the improvements			
8.2 Explain the importance of an appropriate environment for improvement			

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 3: Understanding the Development of Visual Management Systems

Component Reference Number: R/503/5824

Level: 3

Credit: 5

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know the principles of visual management			
1.1 Explain what is meant by 'visual management'			
1.2 Specify how visual management can be applied in a work area or to a product range			
2 Understand the benefits of visual management			
2.1 Specify the benefits of having visual management systems in place			
2.2 Explain how visual management systems lead to the creation of the 'visual factory'			
3 Know the range of visual management techniques			
3.1 Specify the different forms of visual management techniques that could be used in a work area/product range			
3.2 Explain which parts of a work area/product range visual management could be applied to			
3.3 Explain the types of information and performance indicators that can be displayed visually			
4 Understand how to prepare for the deployment of visual management			

4.1 Specify the improvement actions and measurement techniques that will be used to create the visual management systems			
4.2 Explain how to employ an improvement action that requires a visual management system activity within a work area/product range			
5 Understand how to apply visual management systems in the workplace			
5.1 Explain how to carry out a visual management activity within a work area/product range			
5.2 Explain the methods used to display and maintain the information gained using the most appropriate and cost effective methods			
6 Know how to conduct a review of the visual management system			
6.1 Specify how a review of the visual management system would be carried out			
6.2 Explain how the effectiveness of the system could be measured			
7 Know how to take forward the visual management system principle			
7.1 Explain how other functions within the business can contribute to and benefit from information generated by the system			
7.2 Explain how further improvement actions continue to drive the implementation and development of the system			

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: Understanding the Leading of Effective Teams

Component Reference Number: T/503/5816

Level: 3

Credit: 5

GL: 28

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Know how to set achievable business targets			
1.1 Specify the range and use of business targets within a work area/product range			
1.2 Define how to set achievable personal, team member and overall team targets			
1.3 Explain how to priorities team leader and team workloads to ensure that targets are met			
2 Understand effective team leader communication techniques			
2.1 Explain what effective forms of communication can be used to help deliver the business targets set			
2.2 Describe how to present information effectively to management, peers or team members using the appropriate methods			
3 Know how to review team performance			
3.1 Explain how to conduct a team performance review			
3.2 Summarise how to involve the team in activates to identify team performance opportunities, threats and solutions			

3.3 Specify the types of conflict and problems that may emerge and which could be detrimental to a team's performance			
4 Understand business improvement methods and practices			
4.1 Explain why organizational processes and procedures are required to help run businesses effectively			
4.2 Specify the type and range of improvement tools and techniques that could be used as part of business improvement within a work area/product range			
5 Know how to organise an improvement activity			
5.1 Explain how to develop an action plan that clearly define activities and responsibilities			
5.2 Explain why it may be necessary to seek specialist advice and help			
6 Know how to lead an improvement activity			
6.1 Explain how to lead a team event which had clearly defined activities and responsibilities			
6.2 Define how specialist advice and help can be obtained during the team activity			
7 Know how to improve team skills and knowledge			
7.1 Explain how to train others in the processes and procedures that are relevant to them and their area of responsibility			

7.2 Specify how to monitor and check a team is working to identified quality and safety standards			
---	--	--	--

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 5: Understanding the Application of Statutory Regulations and Organisational Safety Requirements

Component Reference Number: T/503/5833

Level: 3

Credit: 5

GL: 18

	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 organisation's 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 causes of fire, fire prevention and firefighting procedures, 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 other lean business activities			

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:

Level 3 Diploma 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	Understand the Application of Workplace Organisation Techniques	5					
2	Understanding the Application of Continuous Improvement Techniques- Kaizen	5					
3	Understanding the Development of Visual Management Systems	5					
4	Understanding the Leading of Effective Teams	5					
5	Understanding the Application of Statutory Regulations and Organisational Safety Requirements	5					

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

This page is intentionally left blank

FutureQuals[™]

INSPIRING LEARNING AND SKILLS

Future (Awards and Qualifications) Ltd
EMP House, Telford Way, Coalville,
Leicestershire, LE67 3HE

Telephone: 01530 836662

Fax: 01530 836668

Email: info@futurequals.com

www.futurequals.com

www.futurequals.com