

**NCFE Level 2 Certificate in Understanding Business Improvement Techniques (603/4306/0)**

**Statement of authenticity**

Learner name:

Centre number:

Centre name:

**Signatures**

Learner: Date:

Tutor/Assessor: Date:

Internal Quality Assurer (IQA)\*: Date:

External Quality Assurer (EQA)\*: Date:

\* For completion if part, or all, of the evidence has been sampled by the Internal and/or External Quality Assurer.

**Unit 01 Safe and effective team working (R/617/5236)**

**Learning outcome 1**

**You will:** Understand how to work safely

You must:

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| **1.1 Describe the specific regulations, safe working practices and procedures that apply to a work activity** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.2 Explain what constitutes a hazard in the workplace** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 01 Safe and effective team working (R/617/5236) (cont’d)**

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| **1.3 Explain what constitutes a risk in the workplace** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.4** **Identify potential risks and hazards associated with a work activity** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.5** **Describe how potential risks and hazards can be reduced** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 01 Safe and effective team working (R/617/5236) (cont’d)**

**Learning outcome 2**

**You will:** Understand effective team working

You must:

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| **2.1** **Describe the characteristics of an effective team** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **2.2** **Identify the factors that contribute to effective team working** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **2.3** **Describe the importance of creating and maintaining effective working relationships** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 01 Safe and effective team working (R/617/5236) (cont’d)**

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| **2.4** **Explain how the principle of team role theory is used in team building** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **2.5** **Describe the types of problem that can occur with working relationships** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **2.6** **Describe the actions that can be taken to deal with specific problems in working relationships** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 01 Safe and effective team working (R/617/5236) (cont’d)**

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| **2.7** **Describe the importance of sharing knowledge, information and performance measures with other people in the team and with other groups** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 02 Workplace organisation (Y/617/5237)**

**Learning outcome 1**

**You will:** Understand workplace organisation

You must:

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| **1.1 Explain the principles and techniques of workplace organisation** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.2 Describe the factors to be considered when selecting a work area for an activity** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.3 Describe the benefits of having an organised working environment** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 02 Workplace organisation (Y/617/5237) (cont’d)**

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| **1.4 Explain how to score and audit a workplace organisation** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.5 Perform a workplace organisation audit using appropriate tools and techniques** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.6** **Provide recommendations for the creation of, or changes to, standard operating procedures (SOPs) and visual controls** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 03 Continuous improvement (Kaizen) (D/617/5238)**

**Learning outcome 1**

**You will:** Understand continuous improvement techniques (Kaizen)

You must:

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| **1.1 Identify the main Kaizen principles and their application** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.2 Describe the 8 wastes of lean and how to eliminate them** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.3 Explain how to carry out a Kaizen activity and establish measurable movements** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 03 Continuous improvement (Kaizen) (D/617/5238) (cont’d)**

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| **1.4 Identify waste, problems or conditions within a work area or activity where improvements can be made** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.5 Describe the benefits of standardised working methods** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.6 Describe the information required to create a standard operating procedure (SOP)** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 03 Continuous improvement (Kaizen) (D/617/5238) (cont’d)**

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| **1.7 Prepare a standardised work document suggesting how to eliminate variance to process** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 04 Visual management systems (H/617/5239)**

**Learning outcome 1**

**You will:** Understand visual management systems

You must:

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| **1.1 Explain the purpose of a visual management system** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.2 Identify appropriate parts of a process or work area that would benefit from visual controls** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.3 Describe the factors to be considered when selecting a visual management system** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 04 Visual management systems (H/617/5239) (cont’d)**

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| **1.4 Describe the visual management systems available to create ‘the visual workplace’** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.5 Identify elements that contribute to good visual management in the workplace** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.6 Prepare appropriate visual indicators for parts of a process or work area** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 05 Problem solving (Y/617/5240)**

**Learning outcome 1**

**You will:** Understand how to identify and solve problems

You must:

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| **1.1 Describe the business need for problem identification and removal** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.2 Describe the benefits of adopting a formalised problem solving process** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.3 Explain the impact of unresolved problems** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 05 Problem solving (Y/617/5240) (cont’d)**

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| **1.4 Explain how to identify and verify the root cause of a problem** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.5 Explain how to prevent reoccurrence of the problems** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.6 Apply a structured approach to problem solving** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 06 Flow process analysis (D/617/5241)**

**Learning outcome 1**

**You will:** Understand flow process analysis

You must:

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| **1.1 Explain how to carry out flow process analysis** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.2 Explain how to map out a process using recognised symbols** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 06 Flow process analysis (D/617/5241) (cont’d)**

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| **1.3 Produce a process map using appropriate symbols and terminology within a given work area** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |
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| **1.4 Describe the difference between value added and non-value added activities** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.5 Identify value added and non-value added steps in the process and any waste that may occur** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

**Unit 06 Flow process analysis (D/617/5241) (cont’d)**

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| **1.6 Explain how to identify opportunities for improvements to the process** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.7 Provide recommendations as to where improvements can be made** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |

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| **1.8 Describe the purpose of an action plan** |
| **What have you done to show this?**  | Location of evidence (eg hyperlink/portfolio page number) |
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| **IQA/EQA feedback**  |