



# Qualification and Credit Framework (QCF)

## QCF Diploma in Business Improvement Techniques (QCF) Level 2

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Accreditation Body: City and Guilds

### Introduction/Summary

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**The main objective of this highly interactive programme is to improve the performance of your business. It is so generic it can be used in the broadest range of workplaces but it always delivers the same result – continuous improvement.**

Every business can benefit from adopting practices which improve productivity, reduce waste and costs whilst at the same time increasing efficiency. This programme enables companies and organisations to provide their staff with continuous improvement tools and in doing so to ultimately increase their competitiveness and profit margins.

### Qualification

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**The qualification covers a range of principles associated with current business practices including areas such as lean production, continuous improvement, project management, workplace organisation, problem solving and standard operating procedures. It also pays particular attention to modern management principles and cutting edge techniques.**

The **Level 2 Diploma** is suitable for those who work within teams and require a basic understanding of business improvement techniques. Learners may choose one of two pathways:

- **Process (minimum 110 credits)** this pathway is appropriate for those who are involved in production activities and process management.
- **Quality (minimum 136 credits)** this pathway is suitable for those who are involved in production activities and process management.

The mandatory units cover those areas which have a common approach such as safety and team working. The optional units offer a choice of techniques and systems that can be combined to meet the needs of businesses and organisations.

Learners will build a folder of work alongside an assessor who visits them in the workplace. This is a purely competence based qualification and as such proves that they are capable of performing in their chosen job role and no exams are required.

# Requirements

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## To gain this qualification:

1. There must be a group of learners within the company participating on the programme at once, working together on a project.
2. The learners must be willing to develop new skills and be committed to gaining the qualification.
3. The learners must be able to challenge existing process and procedures within the organisation.
4. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the qualification and provide the necessary support and **time** to complete it.

## Day One “Shopping List”

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At their first meeting with their assessor it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

### Individuals Information:

- Job Description
- Current Curriculum Vitae
- Training records and copies of certificates for previous qualifications and courses

### Company Information:

- Company mission statement (if available)
- Health and Safety policy
- Organisation structure or chart
- List of products and service provided by your company

The learner may need assistance in compiling this and where more than one learner from your organisation is completing the qualification each one will need a separate copy of the above.