

SPECIFICATION

**IAO LEVEL 2 CERTIFICATE IN LEAN ORGANISATION MANAGEMENT
TECHNIQUES**

QUALIFICATION NUMBER: 601/4390/3

Innovate Awarding is an Ofqual regulated awarding organisation with an innovative and dynamic approach. We develop off-the-shelf, customised and fully bespoke qualifications across a growing number of sectors – all on the Regulated Qualifications Framework (RQF).

Our portfolio is always growing and we currently have qualifications in the following sectors:

Active Leisure	Health and Social Care
Business and Management	Hospitality and Catering
Childcare	IT
Employability	Logistics
Retail	Education and Training

We currently offer over 100 qualifications and we're continuously developing and diversifying our portfolio. Please visit our website regularly to keep up-to-date www.innovateawarding.org.

This document will be updated if there are any changes, so it is important to make sure you are working from the most up-to-date version, which is available to download from our website.

This specification also provides details on administration, quality assurance policies and the requirements as well as responsibilities that are associated with the delivery of vocational qualifications.

Innovate Awarding is an Ofqual-regulated Awarding Organisation in England.

If you have any questions regarding qualifications in general, aspects of specific qualifications or our quality assurance policies and procedures, visit our website where a lot more information is available.

If you cannot find what you are looking for on our website, please call or email our customer support team:

Telephone: 0117 314 2800

Email: contactus@innovateawarding.org

“We work with a wide variety of organisations such as employers, training providers, FE colleges and Sector Skills Councils and develop off-the-shelf, customised and bespoke qualifications.”

Qualification summary

Qualification Accreditation Number (QAN) 601/4390/3

Qualification review date 31.07.2024

Guided Learning Hours (GLH) Minimum 90 hours
Maximum 90 hours

Total Qualification Time (TQT) 150 hours

RQF level 2

Qualification credit value 15 credits

Minimum credits at/above level 15 credits

Assessment requirements Portfolio of Evidence

This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by Innovate Awarding External Quality Advisors (EQAs).

Aims and objectives of the qualification This qualification is designed for those learners wishing to understand and use business improvement techniques, commonly known as 'Lean'. These techniques can be applied to a variety of sectors, from manufacturing through to offices, and aim to reduce waste and improve efficiency within organisations. The areas covered within this qualification include: Lean Organisation Techniques in Business; Business Improvement Tools and Techniques, and Working in Business Teams.

Entry guidance There are no formal entry requirements for this qualification. It is advised that learners have a minimum of Level 1 in literacy or numeracy or equivalent prior to enrolling.

This qualification is suitable for those who work within the Manufacturing, Engineering or Science sector. It provides learners with an opportunity to demonstrate their knowledge in a wide range of job roles such as the ones listed below

Progression opportunities Learners who achieve this qualification could progress into a work role in Business Improvement Techniques, Lean Manufacturing, or Improvement Tools. Other qualification areas that learners can progress to include similar subject areas

Funding

For details on eligibility for government funding please refer to the following websites:

<http://www.education.gov.uk/section96/>

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Innovate Awarding

When you work with Innovate Awarding, you're working with an awarding organisation that sets itself apart – a dynamic company with a collaborative approach to doing business. We're consultative and innovative...everything that our customers say they want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

We have a Performance Pledge that details guaranteed response times. Copies of these can be found on our website www.innovateawarding.org.

Feedback

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at contactus@innovateawarding.org or call us on 0117 314 2800.

Complaints

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint then we recommend you read our Complaints Procedure which can be found on our website.

Fees

Our fees structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Unlike other awarding organisations, we do not charge an annual centre fee. Visit our website to compare our fees.

Enquiries and appeals

We recognise that sometimes decisions are made that a centre (or learner) may wish to appeal. We have an Enquiries and Appeals Policy and Process on our website that sets out guidelines on grounds for appeal and the process.

Data Protection

Innovate Awarding takes the protection of data seriously; we have a data protection statement outlining how we and our centres, comply with the current legislation on data protection. This statement can be found on our website.

Equality and Diversity

Innovate Awarding is committed to giving everyone who wants to gain one of our qualifications an equal opportunity of achieving it in line with current UK legislation (Equality Act 2010) and EU directives.

Centres are required, as conditions of approval, to use an equality and diversity policy that works together with ours and that they maintain an effective complaint and appeals process. We expect centres to tell learners how to find and use their own equality and diversity and appeals processes. For information, please visit our website.

Reasonable Adjustment and Special Consideration

All learners must be treated fairly and equally and be given every opportunity to achieve our/the qualifications. A copy of our policy on Reasonable Adjustments and Special Considerations, and application form, can be found on our website.

Malpractice and Maladministration

Innovate Awarding has a responsibility to do everything it can to prevent any malpractice or maladministration from occurring, and where it has already occurred, ensuring action is taken proportionate to the gravity and scope of the occurrence.

A copy of our policy and procedure on Malpractice and Maladministration is available on our website.

Recognition of Prior Learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification or unit. Innovate Awarding have produced guidance on RPL and this can be found within our Information and Guidance for Centres on our website.

Please note the above is not a comprehensive guide to running qualifications. Once approved centres must adhere to the Centre Agreement and Information and Guidance for Centres.

The Regulated Qualifications Framework (RQF)

What is the RQF?

The Regulated Qualifications Framework (RQF) is an Ofqual regulated system of cataloguing qualifications. Qualifications on the RQF can be found by their size or level. Qualifications at a given level can differ depending on their content and purpose.

All of Innovate Awarding's qualifications are on the RQF.

Qualification Level

The level reflects the challenge or difficulty of the qualification. There are eight levels of qualification from 1 to 8, supported by three "Entry" levels.

Qualification Size

The size of a qualification reflects the estimated total amount of time it would take the average learner to study and be assessed. The size of a qualification is expressed in terms of Total Qualification Time (TQT). The time spent being taught or supervised, rather than studying alone, is the Guided Learning Hours (GLH).

Qualifications can sit at different levels, but require similar amounts of study and assessment. Similarly, qualifications at the same level can take different amounts of time to complete.

QUALIFICATION STRUCTURE

To achieve the IAO Level 2 Certificate in Lean Organisation Management Techniques , learners must achieve fifteen credits in total from the three mandatory units listed below.

The total Guided Learning Hours (GLH) for this qualification is 90 hours

Equivalent units

Where a learner has completed an equivalent unit to those contained within this qualification, centres should notify IAO in accordance with the Recognition of Prior Learning policy which can be found at www.innovateawarding.org.

Unit Structures

All units are listed below.

Unit ref	Unit title	Level	Credit value	GLH
D/505/8961	Lean organisation techniques in business	2	5	30
Y/505/8960	Business improvement tools and techniques	2	5	30
H/505/8959	Working in business teams	2	5	30

Title:	Y/505/8960 Business improvement tools and techniques
Level:	2
Credit Value:	5
GLH:	30
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Know about continuous improvement techniques (Kaizen)	1.1 Identify the main Kaizen principles and their application
2. Understand the principles and techniques of workplace organisation	2.1 Explain areas of weakness in workplace organisation and suggest improvements
3. Be able to use visual indicators to improve the work environment	3.1 Identify elements that contribute to good visual management in the workplace 3.2 Prepare appropriate visual indicators
4. Know ways to eliminate variance from processes in the workplace	4.1 Describe the benefits of standard working methods 4.2 Prepare a standardised work document suggesting how to eliminate variance to process
Additional information about this unit Equivalent unit - If a learner has achieved any of the equivalent identified units, they can use them towards achievement of this qualification. Business improvement tools and techniques (L/502/5356)	

Unit aim (s)	<p>In this unit learners will learn about continuous improvement techniques (Kaizen) and the principles and techniques of workplace organisation. They will also be able to use visual indicators to improve the work environment and suggest ways to eliminate variance from processes in the workplace.</p>
Assessment requirements specified by a sector or regulatory body (if appropriate)	<p>N/A</p>
Details of the relationship of the unit and relevant National Occupational Standards	<p>SEMTA Level 2 Standards for Business Improvement Techniques</p> <p>Unit 1 Complying with statutory regulations and organisational safety requirements</p> <p>Unit 5 Applying continuous improvement techniques (Kaizen)</p> <p>Unit 9 Creating visual management systems</p> <p>Unit 14 Carrying out statistical process control procedures</p>

Title:	H/505/8959 Working in Business Teams
Level:	2
Credit Value:	5
GLH:	30
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand what makes an effective team	1.1 Describe the characteristics of an effective team 1.2 Describe different types of team structure, giving examples 1.3 Explain the benefits of team working
2. Be able to work effectively in a team	2.1 Know how to deal with any conflict or difficult situations as a team member 2.2 Know how to deal with any conflict or difficult situations as a team leader 2.3 Review the team's overall effectiveness and own contribution to achieving goals
3. Understand the role of a team leader	3.1 Describe the attributes needed by a team leader 3.2 Identify ways a team leader can motivate team members
Additional information about this unit Equivalent unit - If a learner has achieved any of the equivalent identified units, they can use them towards achievement of this qualification. Working In business teams (L/502/5342)	

Unit aim (s)	In this unit learners will develop an understanding of what makes an effective team and will work effectively in a team. They will also look at what makes an effective team leader.
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant National Occupational Standards	NA

Title:	D/505/8961 Lean organisation techniques in business
Level:	2
Credit Value:	5
GLH:	30
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the concept of a lean environment	1.1 Describe the principles of lean organisation techniques 1.2 Explain the benefits of a lean environment
2. Be able to implement the productivity needs analysis process	2.1 Describe the process for conducting a productivity needs analysis 2.2 Undertake a productivity needs analysis in a selected organisation
3. Be able to produce a process map	3.1 Produce a process map using appropriate symbols and terminology for an identified process
<p>Additional information about this unit</p> <p>Equivalent unit -</p> <p>If a learner has achieved any of the equivalent identified units, they can use them towards achievement of this qualification.</p> <p>Lean organisation techniques in business (T/502/5352)</p>	
Unit aim (s)	In this unit learners will gain an understanding of the concept of a lean environment, be able to implement a productivity needs analysis and produce a process map.
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant National Occupational Standards	MSC National Occupational Standards in Management and Leadership Unit C1 Support team members in identifying, developing and implementing new ideas

