



# Manufacturing

QUALIFICATIONS



## How do I apply for training?

CQM Learning offer a free service, matching your training requirements to top quality providers who have the capacity and funding to deliver what your business needs.

To see if your staff are eligible for funded courses, simply complete our application form at the back of this brochure.

## What funding is available for training?

The Skills Funding Agency (SFA) provides funding for the courses in this booklet for qualifying candidates. This funding often covers the whole cost of the training but some providers may require a financial contribution; this will be advised when applications for training are received.

Usual eligibility criteria are:

- Candidate is 16+ (some roles may require the candidate to be older for safety or insurance reasons)
- EU resident for minimum of three years and right to remain
- Working in England (different funding applies to Scotland, Wales and NI)
- Candidates must not hold a higher qualification than the one they are applying for, e.g. those with degrees cannot currently get funding

This funding is usually for Apprenticeship programmes, and so functional skills (maths and English) plus other learning skills are also delivered.

CQM can also arrange for ESOL or other training required for those with language needs, prior to enrolment on an apprenticeship programme.

If candidates don't qualify for funding, Advanced Learning Loans are available to fund the training. These work in the same way as Student Loans:

[gov.uk/guidance/24-advanced-learning-loans-an-overview](https://www.gov.uk/guidance/24-advanced-learning-loans-an-overview)

# Funding Changes from May 2017

## Large Organisations

If your organisation has a wage bill of £3m+ per year, you will be paying the Apprenticeship Levy. Please speak to CQM about how to maximise the return for this investment.

## SMEs

If your organisation has a wage bill of less than £3m per year, funding is dropping from 100% for eligible learners to 90% i.e. you will have to pay 10% of the cost of the apprenticeship programme.

CQM recommend that you get as many people enrolled as soon as possible to take advantage of the fully funded places whilst they are still available.

## Eligibility

From May 2017, people with higher level qualifications, including degrees will be able to study apprenticeship programmes at a lower level.

All learners must have been EU residents for 3+ years.

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Level

1

# Performing Manufacturing Operations

This entry level work-based qualification offers the opportunity to prove competence of industrial performance, knowledge and understanding. It has been developed in conjunction with Semta, the Sector Skills Council for Science, Engineering, and Manufacturing Technologies, in line with their specification and assessment strategy.

Individuals are able to progress into specific areas of manufacturing such as print, furniture, food, or Business Improvement Techniques.

## Example units

- Complying with statutory regulations and organisational safety requirements
- Developing and maintaining working relationships
- Moving materials within manufacturing operations
- Getting ready for manufacturing operations
- Completing manufacturing operations
- Handing over manufacturing operations
- Receiving incoming materials
- Moving materials within manufacturing operations
- Carrying out shaping operations
- Carrying out product assembly operations
- Carrying out joining operations
- Carrying out processing operations
- Carrying out forming operations
- Carrying out finishing operations
- Carrying out moulding operations
- Carrying out packaging operations
- Servicing the line

### Target Audience

People involved in the manufacturing sector from trainees to managers.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**

Level

2

# Performing Manufacturing Operations

This work-based qualification offers the opportunity to prove further competence of industrial performance, knowledge and understanding. It has been developed in conjunction with Semta, the Sector Skills Council for Science, Engineering, and Manufacturing Technologies, in line with their specification and assessment strategy.

Individuals are able to progress into specific areas of manufacturing such as print, furniture, food, or Business Improvement Techniques.

## Example units

- Contributing to effective team working
- Ensuring effective handover of manufacturing operations
- Receiving and checking incoming materials
- Controlling manufacturing operations
- Contributing to improving effectiveness in the workplace
- Analysing the results of inspection and confirming quality of production
- Recording and reporting inspection and test results
- Producing shaped products
- Producing products by assembly operations
- Producing joined products
- Producing formed products
- Finishing products
- Producing moulded products
- Producing packaged products
- Making products using computer controlled equipment
- Manufacturing products using combined manufacturing operations
- Analysing the results of inspection and confirming quality of production
- Carrying out inspection and testing activities

### Target Audience

People involved in the manufacturing sector from trainees to managers.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



To enquire about this course, call Russ at CQM Learning  
0114 3030 631 or [russ.beeden@cqmlearning.co.uk](mailto:russ.beeden@cqmlearning.co.uk)



Level

2/3

## Food Industry Skills

This is great for new entrants or learners competent at core production/processing activities, looking to expand their existing skills, perhaps to support multi-skilling or to develop into a specialist area such as quality assurance or laboratory operations.

There is a Level 3 IPQs in Specialist Baking Industry Skills, (and Specialist Meat and Poultry Industry Skills is in development) and learners working in these areas should take the IPQ specific to their industry.

The flexible choice of units, allows learners to select units that are most relevant to their own employment, learning and progression requirements. The choice of units also reflects the wide variety of jobs which people do in different types of companies in the industry. The Common Operations units also offer learners the opportunity to take competencies which are generic to the whole food and drink industry, such as food safety, working with others and quality.

### Example units

- Start up multi stage operations
- Carry out product changeovers
- Contribute to problem resolution
- Control manual size reduction
- Control wrapping/bottling/labelling/pelletising/slicing
- Bake off food products for sale
- Select and prepare raw materials
- Operate a counter/take away service
- Control stock levels
- Pick orders and store for despatch

#### Target Audience

Learners who are working in a range of food operations roles, typically in automated production/processing companies.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



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Level

2

# Business Improvement Techniques

Level 2 is ideal if you work or want to work in a business improvement environment. You may already have some knowledge and basic skills in the industry. You want to increase your skills and knowledge of the processes involved to improve your career prospects or move on to further study.

## Example units

- Complying with statutory regulations and organisational safety requirements
- Contributing to effective team working
- Contributing to the application of workplace organisation techniques
- Contributing to the application of continuous improvement techniques (Kaizen)
- Contributing to the development of visual management systems
- Contributing to the analysis and selection of parts for improvement
- Contributing to carrying out lead time analysis
- Carrying out set-up reduction techniques
- Carrying out autonomous maintenance
- Contributing to the application of problem solving techniques
- Carrying out flow process analysis
- Contributing to the creation of Standard Operating Procedures (SOP)
- Contributing to the application of Six Sigma methodology to a project
- Contributing to the application of Six Sigma process mapping
- Contributing to the application of basic statistical analysis
- Contributing to the application of Statistical Process Control (SPC) procedures
- Contributing to the application of Failure Modes and Effects Analysis (FMEA)
- Contributing to the application of Measurement Systems Analysis (MSA)
- Carrying out mistake/error proofing (Poka Yoke)

### Target Audience

All employees.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



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Level

3

# Business Improvement Techniques

Level 4 is ideal if you have experience leading on business improvement programmes. You are probably from a role where you have managed a team of people.

## Example units

- Leading effective teams
- Leading continuous improvement (Kaizen) activities
- Leading the development of visual management systems
- Leading the creation of flexible production and manpower systems
- Leading set-up reduction activities
- Leading total productive maintenance (TPM) activities
- Leading statistical process control (SPC) activities
- Leading flow process analysis activities
- Leading failure modes and effects analysis (FMEA) activities
- Leading measurement systems analysis (MSA) activities
- Carrying out design of experiments (DOE)
- Leading mistake/error proofing (Poka Yoke) activities
- Applying quality function deployment (QFD)
- Leading the creation of standard operating procedures (SOP)
- Leading the application of Six Sigma methodology to a project
- Leading the production of a characteristic selection matrix
- Leading the carrying out of capability studies
- Leading the production of multi variance charts
- Leading the process of hypothesis testing
- Carrying out evolutionary operations (EVOP)
- Applying central limit theorem and confidence intervals
- Producing Taguchi linear graphs
- Applying response surface methodology

### Target Audience

Managers.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



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Level

2

# Food Manufacturing Excellence

## Example units

- Maintain product quality in food operations
- Maintain workplace food safety standards in operations
- Maintain workplace health and safety in food operations
- Contribute to the maintenance of plant and equipment
- Contribute to the development of product specifications
- Contribute to sustainable practice in food operations
- Organise and improve work activities for achieving excellence
- Contribute to the measurement and collection of data
- Undertake proactive plant maintenance in food operations
- Contribute to the development of Standard Operating Procedures (SOP)
- Reduce and manage conflict
- Contribute to compliance
- Contribute to problem diagnosis
- Contribute to problem resolution
- Principles of HACCP Based Food Safety Systems
- Principles of sustainability in food operations
- Principles of continuous improvement techniques (Kaizen)
- Principles of flow process analysis in food operations
- Principles of Measurement System Analysis (MSA)
- Principles of lead time analysis in food operations
- Principles of basic statistical analysis in food operations
- Principles of Taguchi Linear graphs in food operations
- Principles of flexible production and manpower systems
- Principles of Statistical Process Control procedures (SPC)
- Principles of Design of Experiments (DOE)
- Principles of Quality Function Deployment (QFD)
- Principles of response surface methodology in food operations
- Principles of Value Stream Mapping (VSM) in food operations

### Target Audience

Workers with 1-2 years experience at core manufacturing/production activities.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



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Level

3

# Food Manufacturing Excellence

## Example units

- Organise and run meetings in food operations
- Plan, allocate and monitor work of a team
- Contribute to continuous improvement of food safety in operations
- Contribute to the development of an achieving excellence culture
- Manage organisational change
- Monitor change and improvement
- Review and evaluate organisational change
- Contribute to the development of an achieving excellence strategy
- Provide coaching and mentoring
- Carry out quality audits in food operations
- Control waste minimisation in food operations
- Control transport efficiency in food operations
- Analyse current practice for achieving excellence in food operations
- Carry out a Value Stream Mapping (VSM) programme
- Implement visual management systems in food operations
- Diagnose problems in food operations
- Principles of multi-variance charts in food operations
- Principles of evolutionary operations (EVOP) in food operations
- Principles of central limit theorem and confidence intervals
- Principles of Single Minute Exchange of Dies (SMED)
- The principles of HACCP for Food Manufacturing
- Principles of change project management
- Apply failure modes and effects analysis in food operations
- Resolve problems in food operations
- Plan and agree targets for achieving excellence in food operations
- Implement a problem solving methodology
- Implement improvement programmes
- Implement mistake/error proofing (Poka Yoke)

### Target Audience

Staff involved in implementing and managing continuous improvement programmes for food production and manufacturing.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**

Level

4

# Food Manufacturing Excellence

## Example units

- Direct the implementation of an achieving excellence strategy
- Lead the quantification of current performance
- Lead the improvement of performance
- Develop an achieving excellence strategy in food operations
- Lead organisational change to sustain excellence in food operations
- Communicate a vision and policy for achieving excellence
- Manage risk to control achieving excellence in food operations
- Ensure compliance with legal, regulatory, ethical and social requirements (MSC, B8b)
- Evaluate and improve quality assurance systems in food operations
- Develop a strategy to achieve sustainability in food operations
- Assess operations for effectiveness and compliance with food safety standards in operations
- Principles of quality improvement methodologies
- Develop and manage relationships with external organisations in food operations
- Encourage innovation in achieving excellence in food operations

### Target Audience

Middle or higher management within the food manufacturing industry.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



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Level

2

## Team Leading

Most people in a team leading have ended up in that position due to experience and knowledge within the business. But are you sure you are getting the most from them in terms of leadership and management? As **Team Leaders are responsible for the culture of your business** it's well worth reviewing!

This qualification aims to give team leaders the tools to manage people and resources effectively. They will learn how to keep a team going by choosing the right players, **delegating well, implementing change, getting team members excited about their goals** and making sure that everyone feels listened to and appreciated.

It is suitable for people who are entering a management role, or who have the ability and the opportunity to **demonstrate recognisable management and leadership skills**, for example, providing leadership for a team, encouraging innovation, allocating and checking work.

### Example units

- Managing personal development
- Developing working relationships with colleagues
- Manage or support equality of opportunity, diversity and inclusion
- Communicating information and knowledge
- Make effective decisions
- Participating in meetings
- Procure supplies
- Setting objectives and providing support for team member
- Support team members in identifying, developing and implementing new ideas
- Manage customer service in own area of responsibility

#### Target Audience

Team leaders, supervisors, floor managers, help desk managers and coordinators.

Approx. cost  
(if not funded)

EPOA

Course length **12 months**



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Level

3

## Management

Turn your **aspiring leaders** into **inspiring leaders**.

A motivational leader will know how to manage their team as individuals, resource manage the team to play to its individual strengths and know what makes each aspect of the team tick.

Consider the cost of replacing individual elements of the team; it makes sense to ensure the existing members are productive and more importantly, happy.

Vocational training can develop the managers you need, with the specific skills required for leading people in your business.

### Example units

- Plan, allocate and monitor work of a team
- Analyse the market in which your organisation operates
- Make effective decisions
- Manage a tendering process
- Develop and implement marketing plans
- Manage the achievement of customer satisfaction
- Prepare for and support quality audits
- Address performance problems affecting team members
- Build, support and manage a team
- Manage conflict in a team
- Managing grievance procedures
- Support the management of redundancies
- Develop and implement a risk assessment plan
- Manage physical resources
- Manage the environmental impact of work activities

#### Target Audience

Supervisors and first line managers who wish to build on and develop their existing management skills and knowledge.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



Level

5

# Management

Develop your skills and experience, improve your performance and prepare for senior management responsibilities.

## Results for you

- Use core management techniques to drive better results
- Develop your ability to lead, motivate and inspire
- Provide strategic leadership as well as day-to-day management
- Benchmark your managerial skills
- Raise your profile in your organisation

## Benefits for your employer

- Encourage strategic thinking to foster business improvement
- Engage middle managers with training and development – providing measurable benefits to career-minded professionals
- Customise this qualification to your development needs

## Example units

- Address performance problems affecting team members
- Managing grievance procedures
- Manage a tendering process
- Establish risk management processes for an organisation
- Examine staff turnover issues
- Developing collaborative relationships
- Monitor and review business processes
- Develop a customer-focused organisation
- Manage a budget for own area or activity of work
- Conduct a quality audit
- Inform strategic decision-making
- Lead innovation within an organisation

### Target Audience

Project managers, department heads, and other practising middle managers.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**

Level

2

## Business Administration

Administration is a fundamental part of commercial operations, the backbone of any business. Without a clear understanding of benchmarked business administration processes, how can you be sure they are running as an efficient support function?

This qualification will improve communication and IT proficiency, supporting every day vital functions within the rest of the business. It's ideal for those interested in progression to management roles.

### Example units

- Work in a business environment
- Communicate in a business environment
- Provide reception services
- Support the organisation of meetings
- Data management software
- Solve business problems
- Prepare text from recorded audio instruction (40 wpm)
- Store and retrieve information
- Handle mail
- Take minutes
- Make and receive telephone calls

Level 3 and 4 qualifications in Business Administration are also available as progression.

#### Target Audience

People employed in administrative roles, for example administrative assistants or team administrators.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



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Level

2

## Customer Service

Customer service has never been more important to the success of businesses.

It has shifted in recent times from dealing with complaints behind the scenes to direct face-to-face interaction. This change means your customer service needs to be first-rate in order to ensure that you stay ahead of your competitors and keep your customers loyal.

Vocational training can develop customer service skills in staff that reflect the core values of your business.

### Example units

- Communicate using customer service language
- Follow the rules to deliver customer service
- Give customers a positive impression of yourself and your organisation
- Recognise diversity when delivering customer service
- Promote additional services or products to customers
- Go the extra mile in customer service
- Deal with customers using bespoke software
- Maintain customer service through effective handover
- Deliver customer service to difficult customers
- Buddy a colleague to develop their customer service skills
- Support customers using on-line customer services
- Support customers using self-service technology

A Level 3 qualifications in Customer Service is also available as progression.

#### Target Audience

People employed in administrative roles, for example administrative assistants or team administrators.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**

Level

2

## Facilities Services

Facilities management companies often undertake a diverse range of responsibilities, which are dependent on the structure and size of the organisation. They can be involved in both strategic planning and day-to-day operations, particularly in relation to buildings and premises.

This course is for those operating both front of house and behind the scenes to support operational service delivery, this programme provides training in working with customers and as part of a team but also enables candidates to choose a specialist pathway from front of house, reception, cleaning, maintenance, security and back office or mail room.

### Example units

- Contribute to the Effectiveness and Efficiency of Premises and Facilities
- Develop Customer Relationships
- Control the use of resources in a Property, Caretaking & Facilities Services environment
- Maintain grounds of premises and facilities
- Maintain site security and safety
- Control the use of premises and facilities
- Work safely at heights
- Monitor and maintain electrical and plumbing services
- Carry out maintenance and minor repairs
- Operate plant to maintain the quality of pool water
- Deal with non-routine waste
- Deep clean equipment in premises and facilities
- Support the co-ordination of an event
- Moving and transporting individuals within a healthcare environment
- Clean and maintain internal surfaces and areas

#### Target Audience

Facilities workers including cleaning, reception, maintenance, security and other areas.

Approx. cost  
(if not funded)

**EPOA**

Course length **12 months**



Use this form to apply for training: Your CQM Account Manager can advise you if learners are eligible for funding or a 24+ Advanced Learning Loan

If you are handwriting this form, please use **BLOCK CAPITALS**

<b>Name of business</b>	<b>Phone</b>	
<b>Name of group (if applicable)</b>	<b>E-mail</b>	
<b>Site address (where training is to be delivered)</b>	<b>Main contact</b>	
<b>Town</b>	<b>Job title</b>	
<b>Postcode</b>	<b>No. of employees</b>	

First name	Last name	Date of birth	Mobile phone	Hours per week (av)	NI number	Course required	Level	Highest qualification held & subject e.g. Level 2 in Care, 5 GCSEs at Grade C, or Degree	Employee signature	24+ Loan ?

If you are applying for funded training, please ensure you have read the employer terms on page 2 and that all learners have read the employee terms. Please note that this information will only be used by CQM Learning and relevant third parties for the purpose of completing the qualification.

**If you or your employee would like to discuss the application in further detail, please contact us on 0114 281 5781.**

**By signing this box you confirm that your staff are ready to enrol within 30 days:**

<b>Employer's signature</b>	<b>Date</b>	<b>Preferred enrolment date W/C</b>
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The qualification part of an Apprenticeship is a combination of five elements:

- Certificate or Diploma** – a professional qualification relating to your work, which will be appropriate to the type of business you work in
- Technical Certificate** – giving you the knowledge needed to work in your industry
- Employment Rights and Responsibilities** – an online test or workbook
- Functional Skills** – English, maths and ICT
- Personal Learning and Thinking Skills (PLTS)** – building awareness of the learning process and the benefits of this to your career

Your assessor will visit on a monthly basis to provide 1-2-1 assessment in your workplace. You'll put together a portfolio of evidence that will be assessed using a range of methods. Observation of real work will be used for all competence based units. You will also be asked to provide evidence of records you have contributed to, witness testimony, and discussion and questioning. Knowledge based units will be assessed by written assignments. Usually a level 2 Apprenticeship takes 12 months to complete and a level 3 around 18 months.

**Employee terms:**

By signing this form, you are confirming that you have read and understood what is involved in undertaking an Apprenticeship and agree to the following statements:

- 1) You are contracted to work a minimum of 16 hours per week, and have permanent contract of employment.
- 2) You have been a resident of the UK or EU for at least three years and have the right to claim public funds for training.
- 3) You are willing to participate in the course, and commit to complete it once you have enrolled.
- 4) You have at least three months experience within your job role/the industry either within your current employment or from previous jobs.
- 5) Will be permitted to complete an Apprenticeship by your employer.
- 6) You consent to CQM Learning Ltd storing your personal details and sharing them with our training provider partners to enable them to confirm your eligibility for the course requested and to arrange your enrolment onto that qualification.

**Employer terms:**

By completing this form I confirm that the employees named:

- 1) Are contracted to work a minimum of 16 hours per week, and have permanent contracts of employment.
- 2) Have been a resident of the UK or EU for at least 3 years and have the right to claim public funds for training.
- 3) Are willing to participate in the course, and will be expected to complete it once they have enrolled.
- 4) Have at least 3 months experience within their job role/the industry either within your employment or from previous jobs.
- 5) Will be permitted to complete a QCF Apprenticeship dependent on the funding availability.
- 6) Have read and understood the requirements of a QCF Apprenticeship as detailed on this form.

**If the employee has not signed the form, you as the employer are signing the form to confirm you have permission to pass on your employees personal data to be shared with CQM and relevant third parties for the purpose of completing the qualification.**

**PLEASE NOTE:** If incorrect information is provided, which affects the learner's eligibility, some training providers will charge employees to cover any costs incurred through the enrolment session or delivery of the qualification. By providing the correct information, CQM can assess their eligibility and will inform you upon receipt of the application as to whether or not they qualify. Completing this application form does not guarantee that you will receive funding for the training. Funding is allocated on a first-come-first-served basis.

