

Engineering and Manufacturing Technologies

Engineering Technical Support

If your business is involved in technical support, you can build and develop the skills of your workforce through NVQs. These have a flexible syllabus that can be tailored to your specific requirements, as well as the strengths and interests of individuals. You get a more motivated and focused workforce and they get the increased confidence of having qualifications and a meaningful career path.

What does the course cover?

In the Engineering Technical Support NVQs, assessment is based on a combination of compulsory and optional modules. These include:

- Complying with statutory regulations and safety requirements
- Interpreting engineering data and documentation
- Producing engineering drawings using a CAD system
- Checking components using co-ordinate measuring machines (CMM)
- Checking and testing electrical products
- Using penetrant flaw detection methods
- Using magnetic particle testing methods
- Assisting in producing operating programs for computer controlled machines
- Issuing and controlling materials for engineering activities
- Assisting in the scheduling of engineering activities
- Assisting in carrying out condition monitoring of engineering plant and equipment
- Developing and maintaining effective customer relationships

In conjunction with other qualifications, NVQs can form part of an apprenticeship.

How does it work?

Your employees will be assessed as to their competence in each area. This is measured in a variety of ways including practical assessment, written and oral questions, project and assignment work. Our assessors will look for visual evidence of skills and your employees will need to build up a portfolio of their work. As the assessment is continuous, employees with previous experience can progress more quickly.

You will receive feedback as to which modules have been achieved and which need more work. Once all modules are complete, the certificate is attained.

Measurable business benefits

- Your business will benefit from higher skill levels and standardised working practices, which will lead to more efficiency and greater expertise
- Your employees will be motivated to improve their skill levels, gain recognition for their work and attain qualifications. They will feel like valued team members with a clear career path ahead of them
- There will be less risk of safety critical incidents, accidents and injuries