



For **new** or **existing** staff

# Engineering Technician (Technical Support Technician)

## – Mechanical Apprenticeship Level 3

Delivered by Gloucestershire College

Technical Support Technicians, work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function including communications software, test, analysis tools, measurement, off line programming, process control, performance and continuous improvement solutions, capacity planning, production scheduling/planning, product technical applications and capability, technical sales and marketing support, product development and innovation, engineering drawing, purchasing and/or supply of goods or services for engineering activities, quality control, inspection and e-commerce technologies as required. The requirements are designed to offer stretch and progression. They will be able to work with minimum supervision, taking responsibility for the quality, accuracy and timely delivery of the work they undertake. They will be proactive in finding solutions to problems and identifying areas for improving the business.

### Delivery model and duration:

Apprentices will attend college for two days per week for two years. Training, assessments and observations will also be completed in the workplace. This can be supported by some remote delivery if required.

**Duration:** 42 months

### Ideal for:

- Mechanical Engineer
- Design Engineer
- Production Engineering
- CNC Programming Engineer

### The apprenticeship will cover the following core areas:

- Producing components
- Using lathes
- Business improvement
- Milling
- Maths and Science
- CAD systems
- Working in an engineering environment
- Undertaking engineering techniques

### Benefits to business

- Increase future productivity
- Keep the business up to date with the latest knowledge and innovative practice
- Deliver on the job training to employees tailored to business needs
- Develop and retain existing staff by offering support and a fresh perspective

### Qualification:

- EAL Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence)
- EAL Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) – Technical Support
- EAL Level 3 Diploma in Advanced Manufacturing Engineering (Development Knowledge)

» **Completers may want to progress to** Engineering Apprenticeship Level 4 or HNC

### Entry Criteria:

- Individual employers will set the recruitment and selection criteria. Candidates will typically have 4 GCSEs at Grade C (4) or the equivalent, including Maths, English and a Science

### Benefits for learners

- Gain high level technical knowledge and practical experience by combining on the job training with academic study
- Gain a valuable, national-recognised qualification
- Fill skills gaps in businesses



### Why work with Gloucestershire College

We will work in partnership with you to help you achieve your business objectives by providing exceptional apprenticeship programmes, a comprehensive range of staff training and skills development courses and access to an unrivalled resource of motivated and work ready employees.

☎ 01452 563400

✉ [business.hub@gloscol.ac.uk](mailto:business.hub@gloscol.ac.uk)

🌐 [www.gloscol.ac.uk/apprenticeships](http://www.gloscol.ac.uk/apprenticeships)



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## – Electrical Apprenticeship Level 3

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### End Point Assessment

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- An occupational Competence Validation Interview (Viva) drawing from a portfolio of evidence of occupational competence
- Professional competence assessment undertaken by independent assessor(s)
- Final employer endorsement of occupational and professional competence and overall completion of the apprenticeship

### Components

- EAL Level 2 Diploma in Advanced Manufacturing Engineering
- EAL Level 3 Diploma in Advanced Manufacturing Engineering – Technical Support
- EAL Level 3 Diploma in Advanced Manufacturing Engineering

### Unit and Overview grid

Knowledge	Skills
Understanding the importance of complying with statutory, quality, organisational and health and safety regulations	Obtaining, checking and using the appropriate documentation (such as job instructions, drawings, quality control documentation)
Understanding of general engineering/manufacturing mathematical and scientific principles, methods, techniques, graphical expressions, symbols formulae and calculations used by engineering technicians	Working safely at all times, complying with health, safety and environmental legislation, regulations and organisational requirements
Understanding the structure, properties and characteristics of common materials used in the sector	Planning and where applicable obtaining all the resources required to undertake the work activity
Understanding the typical problems that may arise within their normal work activities/environment	Undertaking the work activity using the correct processes, procedures and equipment
Understanding approved diagnostic methods and techniques used to help solve engineering/manufacturing problems	Carrying out the required checks (such as quality, compliance or testing) using the correct procedures, processes and/or equipment
Understanding the importance of only using current approved processes, procedures, documentation and the potential implications for the organisation if this is not adhered to	Dealing promptly and effectively with engineering/manufacturing problems within the limits of their responsibility using approved diagnostic methods and techniques and report those which cannot be resolved to the appropriate personnel
Understanding and interpreting relevant engineering/manufacturing data and documentation in order to complete their job role	Completing any required documentation using the defined recording systems at the appropriate stages of the work activity
Understanding the different roles and functions in the organisation and how they interact	Restoring the work area on completion of the activity and where applicable return any resources and consumables to the appropriate location
Understanding why it is important for an organisation to continually review their processes and procedures	Produce technical documentation that contains all the relevant and necessary data and information required for the technical support activity being carried out
Understanding mathematical techniques, formula and calculations used in a technical support environment	Presenting technical documentation in the required format
Understanding the methods and techniques used to evaluate technical data and documentation	Ensuring that codes, symbols and other references used in the technical documentation follows agreed UK/international conventions
Understanding how to identify that the data and documentation being used is current and up to date	Saving and storing technical documentation in the correct format, location in accordance with organisational and/or customer requirements
Understanding the procedure to be used for making changes to issued documentation	Making any changes/amendments to the technical documentation using agreed quality assurance control procedures
Understanding where and how to source other areas of technical expertise/information to help solve technical problems	Developing effective business and/or customer relationships
Understanding the requirements of the customer (internal/external) and support using the appropriate tools, equipment and processes	Providing technical advice and guidance to others
	Contributing to the business by identifying possible opportunities for improving working practices, processes and/or procedures

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