

The Qualification:

The TSW ILM Level 2 Award in Business Improvement is designed to give practising team leaders a solid foundation for their formal development, and in particular to gain basic knowledge of business improvement techniques and business improvement skills.

This qualification has been specifically designed to provide you with opportunities to increase your knowledge and understanding of business improvement principles, as well as introduce you to a wide range of tools and techniques you will be able to apply in the workplace.

Method of Delivery:

The TSW ILM Level 2 Award is delivered over the following 5 workshops:

- 1 Understanding health and safety in the workplace
- 2 Using information for action & achieving objectives in the workplace
- 3 Understanding methods of communication & effective team working in the workplace
- 4 Business improvement techniques
- 5 Satisfying customer requirements

These workshops will provide you with the underpinning knowledge for each topic and will be highly participative – incorporating trainer input, group discussion and analysis, individual team exercises and activities, case studies and handout materials.

Included within the delivery schedule will be an initial Induction session and a group Tutorial, designed to provide you with opportunities to discuss your progress and to receive guidance and feedback on your learning.

What's Involved:

In order to achieve the qualification, in addition to your attendance at the workshops, you will need to submit one work-based Assignment (900-1100 words). You will be encouraged to submit this piece of work soon after the final workshop.

The Assignment will involve the practical application of the topics covered and provide an opportunity to select a topic in your own area at work, where you can identify possible improvement.

Learning Outcomes:

Understanding health and safety in the workplace

- Understand responsibilities for health and safety

Using information for action & achieving objectives in the workplace

- Know how to use information for action
- Now how to set, prioritise and monitor SMART objectives

Understanding methods of communication & effective team working in the workplace

- Understand methods of communicating effectively in the workplace
- Understand effective team working

Business improvement techniques

- Understand the importance of quality and achieving continuous improvement at work
- Know how to use business improvement techniques and tools to continuously improve the workplace
- Understand the principles of cost/benefit analysis

Satisfying customer requirements

- Know how to satisfy customer requirements

Please note:

It will be necessary for you to attend each of the 5 workshops that make up the qualification so please contact TSW to confirm your availability for each workshop date before booking.

TSW can run this qualification exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

For further details, please contact Gareth Harris on 01656 644306 or email: gareth.harris@tsw.co.uk