



University of Central Lancashire

Training 2000

Engineering Technician

Technical Support Technician Apprenticeship

Level 3

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.

INFORMATION FOR LEARNERS



www.training2000.co.uk | 01254 54659 | info@t2000.co.uk

Technical Support Technician Level 3

Apprenticeship information

Duration

Up to 4 years

Year 1 - full time at Training 2000

OR x6 four week blocks and 1 day per week to complete the Technical Certificate (if required)

Year 2 - 1 day per week to complete the Technical Certificate (if required) / assessment in your workplace

Year 3/4 - assessment in your workplace

Where will I study?

Training 2000 Blackburn

Entry requirements

A minimum of four GCSEs at grade 4 (C) or above including English, Maths, Science and Technology is desirable. Other equivalent qualifications are acceptable.

You may have to complete your English and Maths Functional Skills depending on your GCSE grades.

Our Apprenticeship includes:

- Training 2000 registration and pass
- Structured delivery programme
- Assessor visits and reviews in your workplace
- Synoptic / end point assessment



Approved Scheme

The Institution of Engineering and Technology

Successful completion of this Apprenticeship provides you with professional status (EngTech) which will be understood and sought after by your peers, employers, suppliers, customers and your wider professional network.

What you'll learn

Key knowledge and skills

- understand mathematical techniques, formula and calculations used in a technical support environment
- understand the methods and techniques used to evaluate technical data and documentation
- understand how to identify that the data and documentation being used is current and up to date
- understand the procedure to be used for making changes to issued documentation
- understand where and how to source other areas of technical expertise/information to help solve technical problems
- understand the requirements of the customer (internal/external) and support using the appropriate tools, equipment and processes
- produce technical documentation that contains all the relevant and necessary data and information required for the technical support activity being carried out
- present the technical documentation in the required format
- ensure that codes, symbols and other references used in the technical documentation follows agreed uk/international conventions
- save and store technical documentation in the correct

format, location in accordance with organisational and/or customer requirements

- make any changes/amendments to the technical documentation using agreed quality assurance control procedures
- develop effective business and/or customer

relationships

- provide technical advice and guidance to others
- contribute to the business by identifying possible opportunities for improving working practices, processes and/or procedures

Plus one of the following:

- produce engineering/manufacturing production plans
- obtain resources for engineering/manufacturing activities
- obtain and control materials used in engineering/manufacturing environments
- implement quality control/assurance systems and procedures in an engineering/manufacturing environment
- provide technical support services on products or services to internal and/or external customers
- produce documentation to supply or procure goods or services
- produce off line programs for computer numerical controlled machines
- produce programs for scanning/digitizing or co-

ordinate measuring machines

- produce programs for programmable logic control equipment
- produce programs for industrial robot applications
- produce engineering software tools/programs for analysis, quality, configuration management, safety assessments, system security applications
- produce engineering drawings/models using computer aided design techniques (such as mechanical, electrical, fabrication, fluid power, integrated systems or services)undertake complex fault diagnostic and/or condition monitoring activities on equipment, plant or services
- carry out inspection activities on equipment/ components/systems (such as mechanical, electrical, electronic, welded and fabricated
- check and calibrate control and test equipment used in an engineering and/or manufacturing environment

After a period of foundation skills and technical knowledge development all apprentices will be required to achieve the following qualifications:

- Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence)

After a further period of skills and technical knowledge development all apprentices will be required to achieve the following qualifications:

- Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) - Technical Support
- Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge)

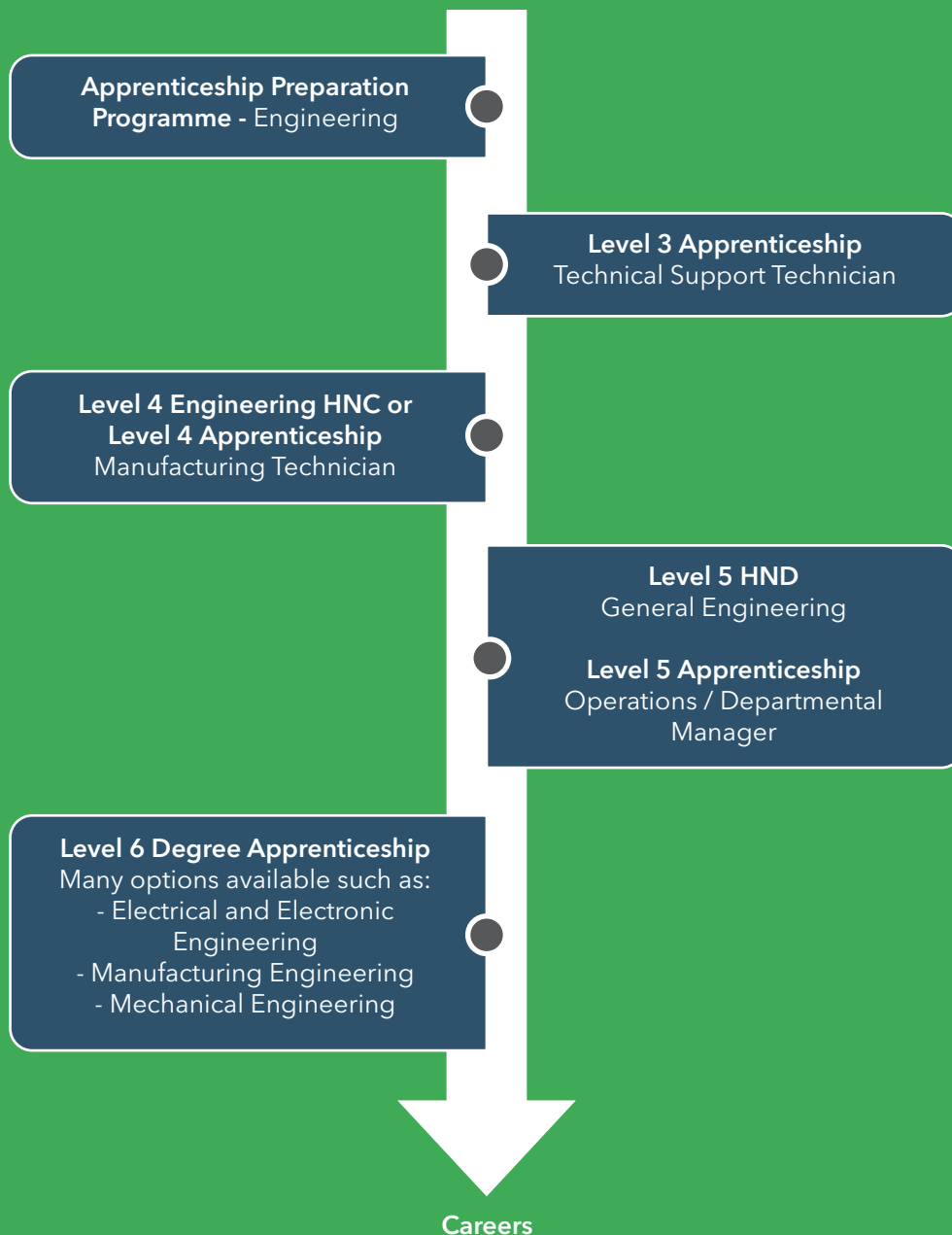
How you'll be assessed?

At the end of your Apprenticeship you'll go through an end-point assessment (EPA) and be graded based on a:

1. Creation of a portfolio
2. Occupational Competence Validation Interview
3. Application for professional recognition (EngTech)

Your Apprenticeship career path

Below is an example career path showing how you can earn, learn and study up to Degree level with an Apprenticeship. Training 2000 are part of the University of Central Lancashire which makes it easier than ever to progress on to a Degree Apprenticeship.



An Apprenticeship in Engineering can take you in many directions from an Aerospace Engineer to Nuclear engineer. You could even go on to own your own business.

Interested? Apply now

www.training2000.co.uk

01254 54659

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Proud to be part of the



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Central Lancashire
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