Level 3 Engineering & Manufacturing Support Technician

Apprenticeship overview

Engineering Technicians are predominantly involved in highly skilled, complex work.

As an Engineering & Manufacturing Support Technician, you will work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function.

You will be able to work with minimum supervision, taking responsibility for the quality, accuracy, and timely delivery of the work you undertake.

As an Engineering & Manufacturing Support Technician, you will be proactive in finding solutions to problems and identifying areas for improving the business.

Key programme facts

- **Qualification level:** Level 3
- **Total duration:** 46 Months
- **Practical period:** 40 Months
- **End point assessment:** 6 Months
- **Training Days:** 1 day per week
- **Awarding body:** EAL

Entry requirements

- Maths & English GCSE at Grade 4 or an equivalent qualification or above
- An active interest in engineering

Potential job roles

- Quality Engineer
- CAD Engineer
- Engineering Planner
- Project Engineer
- Production Engineer

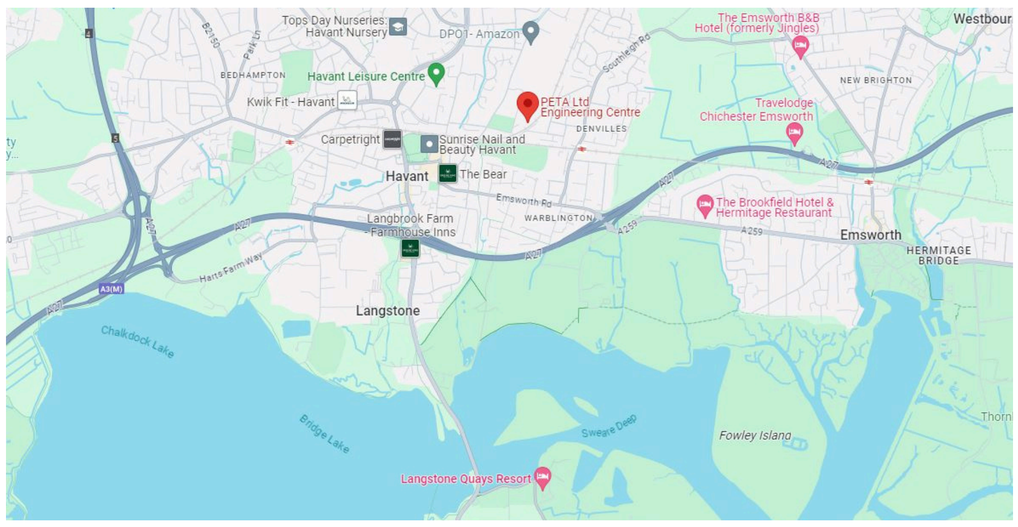
Qualifications to achieve

- Level 3 Engineering & Manufacturing Support Technician Apprenticeship
- Level 3 EAL Diploma in Engineering & Manufacturing Support Technologies

Training location

Transport links

- Warblington train station (15-minute walk)
- Havant train station (10-minute walk)
- Havant bus station (15-minute walk)
- Free onsite parking



PETA Engineering Training Centre

5 Kenwood Business Park, New Lane, Havant, PO9 2NT

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How you will learn

As an Engineering & Manufacturing Support Technician Apprentice, you will attend PETA's training centre one day per week.

While at our training centre, you will cover a range of different units that will help to develop your knowledge of engineering theory and give you the chance to gain practical hands-on experience in our workshop.

These will include producing components using hand-fitting techniques,, understanding business improvement techniques, maintaining electrical and mechanical equipment, communicating for Engineering Technicians and CAD/drawings.

Throughout your apprenticeship, you will be supported by a learning and development coach who will visit you every 6-8 weeks in your workplace. They will work closely with you and your employer to set learning objectives, undertake practical observations, and provide you feedback on your apprenticeship progress.

Alongside the training delivered by PETA, your employer will be providing you with a rigorous training schedule to support you in the workplace.

How you will be assessed

Throughout your apprenticeship, you will be working towards your end point assessment (EPA). Your end point assessment will be conducted by an external examining body and will be made up of two key elements. For the Engineering Technical Support Technician these are:

- Work-based report
  Presentation and questioning session lasting 50 minutes
- Professional interview based on portfolio of evidence

These key elements have been designed to enable you to demonstrate the key knowledge, skills and behaviours you have developed during your training. The possible outcomes of your EPA are Pass, Merit and Distinction.

Progression routes

Upon completion of this apprenticeship you may be offered the chance for promotion within your current organisation. You could also progress via the apprenticeship route by completing a level four apprenticeship in your chosen discipline, progressing in to management or completing a HNC.

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Apprenticeships are all about developing new Knowledge, Skills and Behaviours (KSB). These KSBs form the foundation of the core competencies and attributes you need in order to be successful as a Engineering Technical Support Technician

These KSBs are the basis for your end point assessment.

Knowledge

K1: Understand your engineering/manufacturing role, reporting lines, and how teams work together.
K2: Know key health and safety laws and risks: manual handling, working at height, lone working, fire/electrical safety, PPE, COSHH, DSE, RIDDOR, PUWER, slips/trips/falls.
K3: Be aware of environmental laws and sustainability: pollution control, waste management (WEEE), permits, energy use, and climate change commitments.
K4: Understand British standards for engineering drawings and diagrams.
K5: Know relevant engineering standards and regulations (BS, ISO, EN).
K6: Apply maths and science to engineering tasks: calculations, conversions, graphs, volumes, trigonometry, and material properties.
K7: Understand new technologies in the sector: automation, robotics, data, Industry 4.0, additive manufacturing.
K8: Use problem-solving techniques like diagnostics and root cause analysis.
K9: Understand managing resources: cost, availability, safety, and security of equipment.
K10: Plan and prioritise work using scheduling, workflow, time management, and categorisation systems.
K11: Interpret technical information, both digitally and on paper, to meet organisational needs.
K12: Know how to keep stakeholders updated and manage handovers effectively.
K13: Understand documentation and accurate record-keeping requirements.
14: Understand Standard Operating Procedures (SOPs), including their purpose and visual formats.
K15: Use manufacturer instructions and understand warranties and their impact on your work.
K16: Know quality standards and processes (quality assurance and control) and record-keeping.
K17: Understand and apply continuous improvement methods (Lean, Six Sigma, Kaizen, 5S + Safety).
K18: Understand the basics of teamwork and collaborative working.
K19: Use clear written communication and appropriate engineering terminology.
K20: Communicate effectively verbally, adjusting style for different audiences.
K21: Use digital tools (emails, MIS, spreadsheets, collaboration platforms) securely and in line with GDPR and cyber security.
K22: Understand equality, diversity, and inclusion (EDI) and how The Equality Act impacts work and customers.
K23: Recognise the importance of continual professional development (CPD) and training at work.

Skills

S1: Work safely, following all relevant health and safety rules and guidance.
S2: Follow environmental and sustainability procedures (e.g., recycling, waste separation).
S3: Work to recognised engineering standards (BS, ISO, EN).
S4: Read and interpret technical information like drawings, manuals, and work instructions.
S5: Use scientific and engineering principles in your work.
S6: Use problem-solving techniques to find and fix technical issues.
S7: Plan, organise, and prioritise work with input from others.
S8: Select and manage resources efficiently, considering cost, safety, quality, and environmental impact.
S9: Produce job-specific technical outputs (e.g., reports, specifications, drawings, programs).
S10: Support smooth handovers by providing clear information and documents.
S11: Keep accurate records (paper or digital), such as test results or maintenance logs.
S12: Follow standard operating procedures (SOPs) consistently.
S13: Follow manufacturers' instructions for tools, machines, and processes.
S14: Carry out quality checks and inspections to meet standards.
S15: Use continuous improvement techniques to make processes better.
S16: Work effectively as part of a team.
S17: Communicate clearly in writing with colleagues and stakeholders.
S18: Communicate verbally in a professional and clear way.
S19: Use digital tools and systems correctly, following GDPR and cybersecurity rules.
S20: Take part in training and track your learning and development.
S21: Follow equity, diversity, and inclusion procedures in the workplace.

Behaviours

B1: Take personal responsibility for and promote health and safety.
B2: Considers the environment and sustainability.
B3: Support diversity and social inclusion in the workplace.
B4:Respond and adapt to work demands and situations.
B5: Collaborate within teams, across disciplines and stakeholders.
B6: Seek learning and development opportunities, continual professional development (CPD).

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