



# LAND-BASED SERVICE ENGINEER LEVEL 2 INTERMEDIATE APPRENTICESHIP

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| <b>Level:</b>             | Intermediate Apprenticeship (Level 2) |
| <b>Typical Duration:</b>  | 24 Months                             |
| <b>Delivery Model:</b>    | Block Release                         |
| <b>Delivery Location:</b> | Nationwide                            |
| <b>Start Date:</b>        | September                             |



## Introduction to the Programme

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LBSE Service Engineers will typically work on the employers' premises under supervision and where appropriate and safe to do so work on their own initiative. They work on a diverse range of tasks and machinery, plant and equipment specific to their sector within the land-based engineering industry.

These operations typically take place under the supervision of a senior technician in the workplace or on the customer's site, in which case work may be undertaken outdoors. The nature of the job role presents challenges ranging from routine maintenance to the repair of elementary mechanical faults. This requires a diverse blend of skills, industry underpinning knowledge and the disciplines required for environmental and safe working practice.



## Duration

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This apprenticeship will typically take 18 months to complete. The length may be altered if the apprentice has already gained knowledge and skills working in the land-based engineering sector.



## Entry requirements

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Minimum of 4 GCSEs at grade D/3 including maths and English OR  
a Vocational qualification Level 1, plus GCSE grade D/3 in both maths and English.

NB: English & maths Functional Skills Level 1 will be accepted as an alternative to GCSEs.



## Costs

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Costs will be dependent on several factors such as age of apprentice and size of employer. The cost may be altered if the apprentice has already gained knowledge and skills working in the land-based engineering sector. Please contact us for more information.



## Delivery Location

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Delivery is work-based with college attendance for 5 x two week blocks over the two years (20 weeks' attendance in total, there may be an additional 1 or 2 week block in the final year to finish off if required).



## Knowledge, Skills & Behaviour gained

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Throughout the programme, apprentices will work towards gaining the following knowledge, skills & behaviours:

# Knowledge

### Have a knowledge of:

- How to comply with the Health & Safety at Work Act, Manual Handling regulations, the abrasive wheel regulations and the legislation relevant to the role of Service Engineer
- The company staff handbook, the chain of command, workplace procedures e.g. Daily time sheets, job cards, parts requisitions processes, use of pre-delivery procedures and maintenance schedules
- How to record information, maintain accurate customer service records and communicate with customers and colleagues using verbal and handwritten methods whilst observing customer care practices
- Workshop practices, the identification and application of tools and equipment used in service and maintenance operations. This will typically include knowledge of the care and storage of tools and equipment.
- Methods of thermally and chemically joining metals and components. This knowledge will be used in the context of performing service and maintenance operations to machinery and equipment.
- The operating principles of machinery, plant and equipment within the chosen land-based service engineering sector.
- Underpinning service, maintenance and repair principles and practices, typically including machinery and component conformity procedures, tolerances, pre-load, end float, backlash, component sealing, system bleeding, alignment, balance, calibration, removal of corroded components etc.
- How to access and interpret technical data relating to machinery and equipment service and maintenance operations
- How to handover machinery, plant and equipment to the control and use of others in the workplace
- Emergency First Aid.



## Skills

### Have the ability to:

- Select and apply appropriate tools and equipment, demonstrate dexterity, resourcefulness, and a professional approach to service engineering practice.
- Maintain and conduct basic repairs and maintenance activities on power units, and power trains, mechanical equipment, plant and machinery and their associated systems and components either under supervision or following procedures and service schedules prepared by the manufacturer or employer.
- Thermally and chemically join metals and materials.
- Access and interpret technical data relating to service and maintenance operations in accordance with the manufacturer's documentation.
- Communicate with customers and colleagues expressing technical information in clear concise terms whilst demonstrating customer care principles.
- Work efficiently both under supervision, individually and as a team member.
- Demonstrate a logical, safe and systematic approach to work practices.
- Carry out operational tests on low technology plant, equipment and machinery.
- Communicate using a range of methods. This will include delivering oral and written reports to colleagues and customers regarding the work carried out on equipment

## Behaviours

### Have the required behaviours including:

- **Safety Orientation:** A disciplined approach to compliance with Health and Safety guidance with a responsible attitude to risk regardless of the level of supervision. Risk adverse attitude to matters concerning the environment, property, personal safety and the safety of others.
- **Quality Focused:** Follows instructions and guidance, demonstrates attention to detail and applies approved checks throughout work activities to ensure compliance, employs a logical approach to problem solving and seeks opportunities to improve quality speed and efficiency
- **Communicator:** An open and honest communicator who recognises the need to use appropriate communication methods to express and receive information accurately in a timely positive and respectful manner.
- **Team Player:** Can work on their own initiative but also interacts and communicates effectively within a team applying a respectful professional manner and considering the implications of their own actions on other people and the business.
- **Willingness to Learn:** Can reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice. Pays attention asks questions when supervisory instructions are not understood and recognises the limitations of personal responsibility



## End Point Assessment

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At a point where employer, tutor and apprentice feel is appropriate apprentices will undertake an end point assessment, which is carried out by a separate approved organisation independent from Myerscough College.

The end point assessment will contain 3 components:

- On-line Knowledge Test
- Practical Tasks
- Professional Interview

There will be 3 levels of achievement: Pass, Merit & Distinction

In the unlikely event of an apprentice needing to resit an End Point Assessment (or elements of the End Point Assessment), then the employer will be responsible for funding these additional costs.

## How to apply

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In order to start the enrolment process we need an **Online Application Form** to be completed & submitted. You can do this by contacting the Employer Services Team.

Telephone: 01995 642255, Email: [employerenquiries@myerscough.ac.uk](mailto:employerenquiries@myerscough.ac.uk)

Website: [www.myerscough.ac.uk](http://www.myerscough.ac.uk)

