Level 2 Land-based Service Engineer (LBSE)

Occupation Description
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. For example these may include:

- Preparation of new and second-hand machinery for sale or hire
- Pre-delivery inspection of machinery carried out in accordance with manufacturer's and employer's procedures
- Performing routine service and maintenance operations in accordance with manufacturer's schedules and employer's instructions
- The preparation of equipment for repair for example, cleaning, dismantling and reassembly of machinery and their component parts, this may be carried out under supervision or in accordance with procedures or written briefs
- Conducting routine machine operation and systems testing.
- Handing over machinery plant and equipment to the control and use of others in the workplace. For example a senior technician.

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 of Apprenticeship
Typically 18 - 24 months

Entry Requirements
Entry requirement will be determined by individual employers but typically potential apprentices will have a minimum of 5 GCSE's at Grades A - C (or 9 – 4 on the new grading system), or equivalent, including maths and English. Employers who recruit apprentices without the above levels of qualifications will have to ensure they achieve level 1 in maths and English as part of their apprenticeship.

Costs
Costs will be dependent on several factors such as age of apprentice, size if employer etc. Incentives may be available for some employers. Please contact us for more information.

Delivery Location

- Work-based with college attendance for 4 x two week blocks over each of the two years (16 - 18 weeks attendance in total, there may be an additional 1 or 2 week block in the final year to finish off if required).

Knowledge Requirements:
Service engineers will have a thorough knowledge and understanding 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.

Skill Requirement:
The Service Engineer will 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

Occupational Behaviours:

Land-based Service Engineering 'Service Engineers' are require to have a set of behaviours that will ensure success both in their role and in the overall company objectives, the required behaviours are:

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:
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

How to apply

To apply for this course, complete a Myerscough College Application Form. You can either contact the Employer Services Team or download one from the website.

Telephone: 01995 642255, Email: employerenquiries@myerscough.ac.uk

Website: www.myerscough.ac.uk

Please return the completed application form to;

Employer Services, Myerscough College, Bilsborrow, Preston, PR3 0RY,

Or email the completed electronic form to wbapplications@myerscough.ac.uk