



**WESTMINSTER
ADULT
EDUCATION
SERVICE**

Level 2 Certificate in Understanding Business Improvement Techniques

Dates: 01/08/2025

Locations: Online

Please note: this course is not available to learners in many areas of England with devolved adult skills funding. Please view the Level 2 Distance Learning page for details on eligibility

This course has a duration of 10 weeks and the qualification provides learners with knowledge and understanding of business improvement techniques, which can be applied across many different sectors

It is designed for learners who wish to learn about lean business improvement techniques, learners with responsibility for improving business performance, and learners who are looking for a career change or wish to learn new skills.

Entry Requirements

In order to undertake this course, you must have English at Level 1. You will need to know how to use an electrical device such as; a computer, laptop or tablet due to the delivery of the course being all online.

What topics does the course cover?

This qualification consists of 6 mandatory units:

Safe and Effective Team Working

- Workplace Organisation
- Continuous Improvement (Kaizen)
- Visual Management Systems
- Problem Solving

- Flow Process Analysis

How will I be taught and assessed?

You will be provided with online learning materials which covers all aspects of your course and you will be required to complete assessments for each of the units within the course and submit these by the deadline dates provided at induction. You will be allocated an assessor at the start of your course, and they will support you to ensure you have a successful outcome. IT skills will be developed throughout your course and basic English skills will be assessed and discussed on an ongoing basis.

Are there any other costs or equipment I need to get?

The course is free if you meet the eligibility criteria. You must be a UK resident or have lived in the UK for 3 years or more and be aged 19 or older on 31 August 2025. You will need internet access so that you can respond to email and a digital device that will enable you to type your answers into a web-based platform.

By the end of the course what should I be able to do?

The objectives of this qualification are to provide the knowledge and understanding in a range of areas, including:

- safe and effective team working
- the principles and techniques that support workplace organisation
- an understanding of continuous improvement techniques (Kaizen) and their application in the workplace
- visual management systems
- problem solving
- flow process analysis

What are the progression opportunities following this course?

Learners who achieve this qualification could progress to:

- Level 2 NVQ Diploma in Business-Improvement Techniques
- Level 3 qualifications in Business Improvement Techniques
- Level 4 qualifications in Business Improvement Techniques.