

# TECHNICAL SUPPORT TECHNICIAN ENGINEERING Apprenticeship

## EMPLOYER FACTSHEET

### GROW YOUR OWN TALENT

Technical Support Technicians, work as part of a team to provide technical support and expertise for all areas of the Engineering and Manufacturing function.

#### Key Information

Level	3
Duration	Typically 42-48 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place. 2 days per week including a day to study theory at our Uxbridge campus
Key responsibilities	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. The requirements are designed to offer stretch and progression. They will be able to work with minimum supervision, taking responsibility for the quality, accuracy and timely delivery of the work they undertake. They will be proactive in finding solutions to problems and identifying areas for improving the business.
Qualifications	- Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence) - Level 3 Diploma in Advanced Manufacturing Engineering (Development Competence) – Technical Support - Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge)
Professional Recognition	Completion of the Apprenticeship is designed to be recognised by relevant Professional Engineering Institutions at the appropriate level of professional registration (EngTech).

#### Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college provider of apprenticeships in west London



We work with major companies including British Airways  
Brunel University London & Menzies etc.



Government funding may be available. Eligibility and criteria apply

#### Employers involved in creating this standard:

BAE Systems plc, Semta Limited, Airbus Group, The Institution of Engineering and Technology, Gama Aviation Ltd, Harrods Aviation Ltd, British Airways, Marshall Aerospace and Defence Group, UTC Aerospace Systems, Resource Group, MBDA (UK) Ltd, GTA England Ltd, Rolls-Royce plc, NFEC Ltd, GKN Aerospace, Royal Aeronautical Society, Royal Air Force Cosford, Royal Navy, Cooper & Turner, Nikken Kosakusho Europe Ltd, Edward Pryor & Son Ltd, Newburgh Precision, Institution of Mechanical Engineers, Siemens plc, Jaguar Land Rover, Toyota Motor Manufacturing (UK) Ltd, BMW, The Engineering Employer Federation, Leonardo Helicopters UK, Babcock International Group, Mersey Maritime Group

- 01895 853780
- employers@hruc.ac.uk
- www.hruc.ac.uk/employers
- @HRUCskills



**Apprenticeships & Skills**  
Harrow, Richmond & Uxbridge Colleges

## Modules and Content

### Specific Specialist Knowledge

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

### Specific Specialist Skills

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)