
Overview

This standard identifies the competences you need to advise and guide others in work-related engineering or manufacturing technical matters, in accordance with approved procedures. You will be expected to provide technical advice and guidance to others involved activities, such as design, installation, manufacturing, production, operational support activities, maintenance, or equipment capability/performance measurement. You will be required to identify suitable opportunities for offering technical guidance, to plan and apply appropriate methods in such guidance, and to keep your methods under review so that you can modify your approach where necessary.

Your responsibilities will require you to comply with organisational policy and procedures when providing technical guidance, and to report any problems with these activities that you cannot personally resolve, or that are outside your permitted authority, to the relevant people. You will be expected to work with a minimum of supervision, taking personal responsibility for your own actions and for the quality and accuracy of the guidance you give.

Your underpinning knowledge will provide a good understanding of your work, and will provide an informed approach to the methods, techniques and procedures for providing technical advice and guidance. You will understand the engineering or manufacturing activities and their application, and will know about them in adequate depth to provide a sound basis for giving the technical advice or guidance provided.

You will understand the safety precautions required in the work area where you provide technical guidance. You will be required to demonstrate safe working practices throughout, and will understand the responsibility you owe to yourself and others in the work area.

Performance criteria

You must be able to:

1. work safely at all times, complying with health and safety legislation, regulations, directives and other relevant guidelines
2. determine the recipients requirements for technical advice or guidance
3. confirm that you have interpreted the requirements correctly and accurately
4. establish the timelines required to provide the technical advice and guidance
5. ensure that any data and information drawn upon for which advice and guidance is sought is up to date, valid, reliable and sufficient to meet the recipients requirements
6. ensure technical advice and guidance provided is in line with company policies, procedures and constraints
7. ensure that technical advice and guidance provided complies with any relevant legislation, standards, directives or codes of practice
8. provide appropriate technical advice and guidance to the recipient in the correct format and to agreed timescales
9. confirm the recipient understands the advice and guidance provided
10. provide any follow up advice and guidance where required

Knowledge and understanding

You need to know and understand:

1. the specific safety precautions to be taken in the work areas where technical guidance is being given
2. the regulations, directives and guidelines that are relevant to the work area
3. how to obtain information on regulations, standards, directives and guidelines
4. how to obtain and interpret drawings, charts, specifications or other documents that can be used when giving technical advice and guidance
5. the activities in which the technical advice and guidance is being given
6. the importance of presenting and communicating advice and guidance clearly and accurately
7. how to plan and prepare for providing technical guidance
8. the importance of providing up to date, valid and reliable advice and guidance
9. the approach to be taken when there is a range of options/alternatives when responding to requests for advice and guidance
10. the methods and techniques involved in providing advice and guidance
11. how to deal with customer requests for advice and guidance.
12. the internal procedures to be followed when providing advice and guidance
13. the relevant documentation that should be completed as part of the advice and guidance process
14. how to ensure the recipient understands the advice and guidance provided
15. how to gain feedback from the recipient confirming that the advice and guidance provided has met their requirements.
16. how to review and adjust approaches to the provision of technical guidance, in the light of experience gained
17. the importance of maintaining, where appropriate individual, customer or company confidentiality
18. the extent of your own responsibility, and whom you should report to if you have problems that you cannot resolve

Scope/range related to performance criteria

1.

Provide technical advice and guidance for **two** of the following groups of people:

- 1.1 colleagues in the same work group
- 1.2 colleagues outside work group
- 1.3 contractors
- 1.4 client/customers
- 1.5 others working on related technical activity areas

2.

Provide technical advice and guidance for **one** of the following activities:

- 2.1 drawing/design activities (such as mechanical, electrical/electronic, automotive, aerospace, marine)
- 2.2 manufacturing activities (such as machining, detail fitting, fabrication of components, pressing)
- 2.3 material processing activities (such as heat treatment, casting, injection moulding, purification)
- 2.4 composite manufacture (such as wet lay-up, pre-preg laminating, resin infusion, blow moulding)
- 2.5 finishing activities (such as stripping finishes, painting, plating, anodising, veneering, lacquering)
- 2.6 assembly activities (such as mechanical, structural, fluid power, electrical/electronic, woodworking)
- 2.7 installation activities (such as mechanical, electrical/electronic, avionic, structural, environmental equipment)
- 2.8 plant and equipment (such as site preparation, plant layout, equipment changeover, equipment replacement)
- 2.9 equipment capability studies/performance measurement
- 2.10 movement of materials, components or finished goods
- 2.11 business improvement activities
- 2.12 engineering safety audits or risk assessments
- 2.13 quality control/quality assurance
- 2.14 maintenance activities
- 2.15 modification and repair activities
- 2.16 commissioning/decommissioning
- 2.17 research and development
- 2.18 testing and/or trialling
- 2.19 engineering support services
- 2.20 environmental/sustainability activities

3.

Provide technical advice and guidance on **four** of the following:

- 3.1 equipment operation
- 3.2 specific or specialist tools, equipment or components required

- 3.3 equipment/component/process performance parameters
- 3.4 materials required/used
- 3.5 physical characteristics of components or products
- 3.6 timing/delivery details
- 3.7 environmental considerations/operating conditions
- 3.8 cost/budget information
- 3.9 manufacturing methods
- 3.10 aesthetics/finish details
- 3.11 manufacturing detail
- 3.12 quality requirements/control
- 3.13 processing requirements
- 3.14 monitoring/servicing frequency
- 3.15 work instructions or procedures
- 3.16 training required
- 3.17 number/volume required
- 3.18 customer interface requirements
- 3.19 resource requirements
- 3.20 safety regulations and requirements
- 3.21 equipment/component interfacing

4.

Provide technical advice and guidance resulting from **two** of the following:

- 4.1 reported problems found during the engineering or manufacturing activity
- 4.2 recorded deviations from agreed plans and schedules
- 4.3 customer requests or complaints
- 4.4 training, development or mentoring

5.

Provide technical advice and guidance by the following methods:

- 5.1 specific company documentation

Plus by **one** other method from the following:

- 2. verbally
- 3. computer generated report
- 4. electronic mail
- 5. computer based presentation
- 6. other appropriate media

1.

Ensure that the technical advice and guidance complies with **three** of the following:

- 1.1 organisational guidelines and procedures
- 1.2 equipment manufacturer's operating specification/range
- 1.3 recognised compliance agency/body's standards, directives or codes of practice
- 1.4 customer standards and requirements
- 1.5 British, European, International standards or directives
- 1.6 health, safety and environmental requirements

Behaviours

Additional Information

You will be able to apply the appropriate behaviours required in the workplace to meet the job profile and overall company objectives, such as:

- strong work ethic
- positive attitude
- team player
- dependability
- responsibility
- honesty
- integrity
- motivation
- commitment

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Providing technical advice and guidance on engineering or manufacturing requirements



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