

Land-based Service Engineering (LBSE) 'Service Engineer'

Occupation Description:

LBSE Service Engineers will work under supervision and where appropriate on their own initiative upon a diverse range of machinery, plant, equipment and tasks specific to their industry sector. For example these may include:

- Preparation and pre-delivery inspection of new and used machinery
- Carrying out scheduled service and routine maintenance operations
- The preparation of equipment for repair which may include dismantling and reassembly of the equipment and their component parts.
- Conducting system tests and simple diagnostic tasks.
- Handing over machinery plant and equipment to the control and use of others in the workplace.

These operations may take place in the workplace or on the customer's site, often outdoors. The nature of the job role presents challenges ranging from simple fabrication to the repair of mechanical faults. This requires a diverse blend of skills, industry underpinning knowledge and the disciplines required for environmental and safe working practice.

Typical job roles: The Land-based Service Engineering Service Engineer's occupational title will be prefixed by the industry sector the Service Engineer works within, for example; Agricultural Service Engineer, Construction and Plant Service Engineer, Outdoor Power Equipment Service Engineer, Forestry Equipment Service Engineer or Fixed Plant and Equipment Service Engineer.

Entry Requirements: Employers set the selection criteria for their apprentices. Typically this will include English and mathematics GCSE's at Grade C or equivalent. In addition it is desirable that the apprentice has a basic understanding of Information and Communication Technology.

Knowledge Requirements: Service engineers will have a thorough understanding of:

- How to source, interpret and comply with the Health & Safety at Work Act, Manual Handling regulations and legislation relevant to Land-based Engineering apprentice employees
- Procedures (company, client, Health & Safety).
- How to communicate effectively both verbally and in writing using technical terminology.
- The identification and correct application of tools and equipment used in maintenance operations.
- Methods of thermally and chemically joining metals and components.
- Fundamental principles of machinery, plant and equipment within the chosen sector.
- Underpinning service, maintenance and repair principles and practices.
- How to access and interpret basic technical data.
- How to handover machinery, plant and equipment to the control and use of other in the workplace.
- Emergency First Aid and the Abrasive Wheels regulations.

Skills: The Service Engineer will be required to

- Demonstrate manual dexterity, resourcefulness, and good service engineering practice.
- Access and interpretation of basic technical data and documentation.
- Effective communication and customer care approaches.
- Work efficiently and effectively both under supervision, individually and as a team member.
- Apply their skills in a logical and systematic manner,

- Carry out basic repairs and the maintenance of power units, simple power trains, mechanical equipment, plant and machinery and their components.
- Maintain and conduct basic repairs to hydraulic systems and associated components.
- Maintain and conduct basic repairs to electrical systems and associated components.
- Carry out simple diagnostic tasks on low technology plant, equipment and machinery.

Behaviours:

Safety Orientation:	This occupation operates within an industry with a high exposure level to safety critical activities. There has to be strict compliance and a disciplined approach to identifying and avoidance of risk. This applies to safety and the environment.
Strong Work Ethic:	Positive attitude, motivated by service engineering, dependable, ethical, responsible and reliable.
Attentive Learner:	Able to listen and absorb knowledge, to ask questions when instructions are not understood or unclear and to work within the limitations of the authority of the job role
Logical Approach:	Able to apply a logical thought process to enable customer and company expectations to be met.
Quality Focused:	Pays attention to detail and applies approved checks throughout work activities to ensure compliance.
Personal Responsibility:	Motivated to succeed, accountable and committed to completing a task.
Good Communicator:	Able to use a variety of appropriate communication methods to express and receive information accurately in a timely and positive manner.
Team Player:	Not only able to work on own initiative but also able to interact and communicate effectively within a team applying a respectful professional manner.
Contributor to Profitability:	Continuously strives to work efficiency and assist others activities as appropriate to the job role.
Adaptability:	Able to adapt to change in conditions, products, situations and working environments
Self-Motivation:	A motivated self-starter who wants to give their best, relishes new challenges who can work on given instruction and own initiative within the limitations of their job role.
Willingness to Learn:	Wants to stretch and drive their Continuous Professional Development.
Commitment:	Able to commit to the objectives of their employer and to the wider professional standards of the industry.

Duration: 18 to 24 months

Qualifications: Level 2 Diploma in Land-based Service Engineering. Apprentices without level 1 English and mathematics will need to achieve this level and take the test for level 2 English and mathematics prior to completion of their Apprenticeship.

Level: 2

Review: After three years

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