3

IMPROVEMENT
TECHNICIAN

The Improvement Technician Level 3 Apprenticeship is tailored to provide individuals with the practical skills and theoretical knowledge needed to thrive in roles centred on driving operational enhancements and increasing efficiency within businesses. This apprenticeship covers an extensive range of subjects, including basic project and change management, lean tools, data acquisition for analysis, statistics and measures, and process optimisation methods.

Upon successful completion of the apprenticeship, apprentices will have a solid understanding of the core concepts of business improvement. They will be equipped to participate in and support improvement initiatives across various sectors, such as manufacturing, IT, facilities, and public services. Serving as Improvement Technicians, they will become key catalysts for streamlining operations, improving workflow efficiency, and advocating for innovation within their respective organisations. The skills acquired will significantly contribute to ensuring business operations adhere to strategic goals, meet regulatory requirements, and promote an environment receptive to constant betterment and growth. As a result, their vital contributions will serve to elevate overall business performance, heighten the level of customer satisfaction, and ultimately strengthen the financial robustness of the organisation.

click here to apply

view Apprenticeship Standard

Level 3

£0 to £200
Maximum cost for non-levy employers and micro-businesses

14+ months
Approximate on-programme training (does not include EPA period)

£4,000
Maximum cost/funding for levy employers

Knowledge

- Compliance
- Team formation & leadership
- Self-development
- Principles & methods
- Project selection & scope
- Problem definition
- Data acquisition for analysis
- Basic statistics & measures
- Process capability & performance

Skills

- Communication
- Project management
- Change management
- Project selection and Scoping
- Voice of the customer
- Process mapping & analysis
- Lean tools
- Data acquisition for analysis
- Data analysis-statistical methods
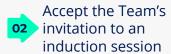- Benchmarking
- Sustainability & control

Behaviours

- Drive for results
- Team-working
- Professionalism
- Continuous development
- Safe working

ENROLMENT TIMELINE

01 Complete the online skills scan

02 Accept the Team's invitation to an induction session

03 Register in Bud (photo evidence of ID required)

04 Complete initial assessments (Functional Skills)

05 Attend enrolment session

06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME

IMPROVEMENT TECHNICIAN ROADMAP

Modules are delivered holistically through-out the programme.

-- 17+ months --

-- 14+ months -- | -- 3+ months --

Module 1	Module 2	Module 3	Module 4	End-Point Assessment
Apprenticeship induction	Planning	Implementing	Reporting	Academy 4 PM
INDUCTION	**Portfolio of evidence collection**	**Portfolio of evidence collection**	**Portfolio of evidence collection + Mock EPA**	Multiple Choice Examination (40-minute duration)
Induction masterclass 2h Project planning meeting (Learner, line manager/ mentor / Tutor)	Monthly Masterclasses (Approx. 3h) Monthly Workshop (Approx. 2h)	Monthly Masterclasses (Approx. 3h) Monthly Workshop (Approx. 2h)	Monthly Masterclasses (Approx. 3h) Monthly Workshop (Approx. 2h)	

Preparing for your apprenticeship
E-portfolio set-up and online learning
Individual learning plan confirmed with possible project's scoped
	Project Identification
	Project Selection
	Brainstorming & Selection Criteria
	Legislation & Compliance
	Team Roles
	Coaching - (Form & coach your team)
	Data Collection
	Problem breakdown
	Target setting
	Variation & Data Analysis
	Theories: Deming's Lens of Profound Knowledge
	    Identify project
	    Form & coach your team
	    Collect data
	    Analyse data
		Applying Flow Process
		Carrying out problem solving
		Root cause analysis
		Lean Techniques problem-solving
		Process Mapping
		Waste Analysis
		Process control and countermeasures
		Creating Standard Operating procedures
		PDSA Cycles
		    Map the process
		    Identify waste
		    Propose solutions
		    Create SOP's
		    Test & Confirm
			PPS Creating & report writing
			Project Presentation Skills
			Continuous improvement – scale up & spread
			Cost-benefit analysis and lessons learned
			    Collection of after data
			    Create report
			    Create presentation
			    Further improvements
				Report, Presentation & Questioning
				
				40-minute presentation
				
				35-minute questioning

	1-2-1 Monthly	**1-2-1** Monthly	**1-2-1** Monthly	**Professional Discussion underpinned by log** 1800-2200 words 50-minute duration

EPA GATEWAY

Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results

Improvement Technician Level 3

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