

LEVEL 3 APPRENTICESHIP STANDARD

IMPROVEMENT TECHNICIAN



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DISCOVER THE **LEADERSHIP & SUSTAINABILITY** PATHWAY

Our Leadership and Sustainability pathway is a comprehensive collection of level 2 to 5 courses aimed at creating the sustainability champions and leaders of today and tomorrow.



Certified



building futures | crafting careers : www.glptraining.co.uk



Advancing Skills for **Improvement** **Professionals**

As one of the UK's leading providers of business and management apprenticeships, GLP Training delivers programmes that turn potential into measurable performance. The Level 3 Improvement Technician Apprenticeship equips learners with the tools, methods, and mindset needed to drive continuous improvement across processes, services, and teams.

This apprenticeship is ideal for individuals involved in analysing data, supporting change projects, or enhancing operational efficiency. Whether working in manufacturing, logistics, customer service, or corporate support functions, apprentices learn to identify opportunities, eliminate waste, and deliver meaningful business outcomes.



TONY OXFORD
Trainer

A quick word from our Leadership and Sustainability Trainer, Tony Oxford, about the Improvement Technician Level 3 Apprenticeship.



watch a video

They will learn how to:

- Apply Lean and Six Sigma tools to analyse and improve business processes
- Collect and interpret data to make evidence-based decisions
- Map processes and identify root causes of inefficiency or error
- Design and implement improvement projects with measurable outcomes
- Communicate effectively with teams and stakeholders to gain buy-in
- Manage small-scale change initiatives from concept to completion
- Embed a culture of continuous improvement within their organisation

This blend of analytical, problem-solving, and communication skills develops confident improvement practitioners who can deliver measurable impact and support ongoing business transformation.

 **Level 3**

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

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

 **£4,000**
Maximum cost/funding for levy employers



The programme is also linked with our Leadership and Sustainability Pathway providing career advancement and progression opportunities.



Who it is for and Why it matters

For Learners

This apprenticeship is perfect for professionals involved in process improvement, project support, or operational performance. You'll learn to analyse data, identify waste, and lead small-scale improvement initiatives that deliver real business results.

For Employers

This programme develops data-driven problem-solvers who can:

- Improve efficiency, reduce waste, and enhance productivity
- Support and embed a culture of continuous improvement
- Strengthen process consistency and compliance
- Increase value to customers and stakeholders
- Deliver measurable improvements across operations

Entry Requirements

A **skills scan** - assess current knowledge and ensure this apprenticeship is the right fit for you. You must also:

- Be aged **16 or over**
- Not be in full-time education
- Live in the UK or EEA and have been resident for the past 3 years
- Have the right to work in the UK
- Be in (or moving into) a suitable job role
- Be willing to complete

Functional Skills qualifications during your apprenticeship if required, depending on employer policy, the nature of the qualification, or if you don't already hold the necessary **English and Maths** qualifications.

Final entry criteria may vary depending on the employer's discretion.



Real Improvement Projects

Apprentices deliver live workplace improvement projects that generate measurable cost, quality, or efficiency gains.



Flexible Delivery

Blended model combining remote masterclasses, workplace coaching, and tailored closed-cohort delivery options.



Clear Progression Pathway

Progress onto the Level 4 Improvement Practitioner Apprenticeship or move into project management and leadership roles.



Nationally Recognised Qualification

Aligned to the Level 3 Improvement Technician Apprenticeship Standard



Manager Involvement

Line managers are actively engaged through quarterly reviews to ensure learning translates into tangible results.



Data-Driven Learning

Develop analytical and problem-solving skills using real organisational data to identify and address root causes.

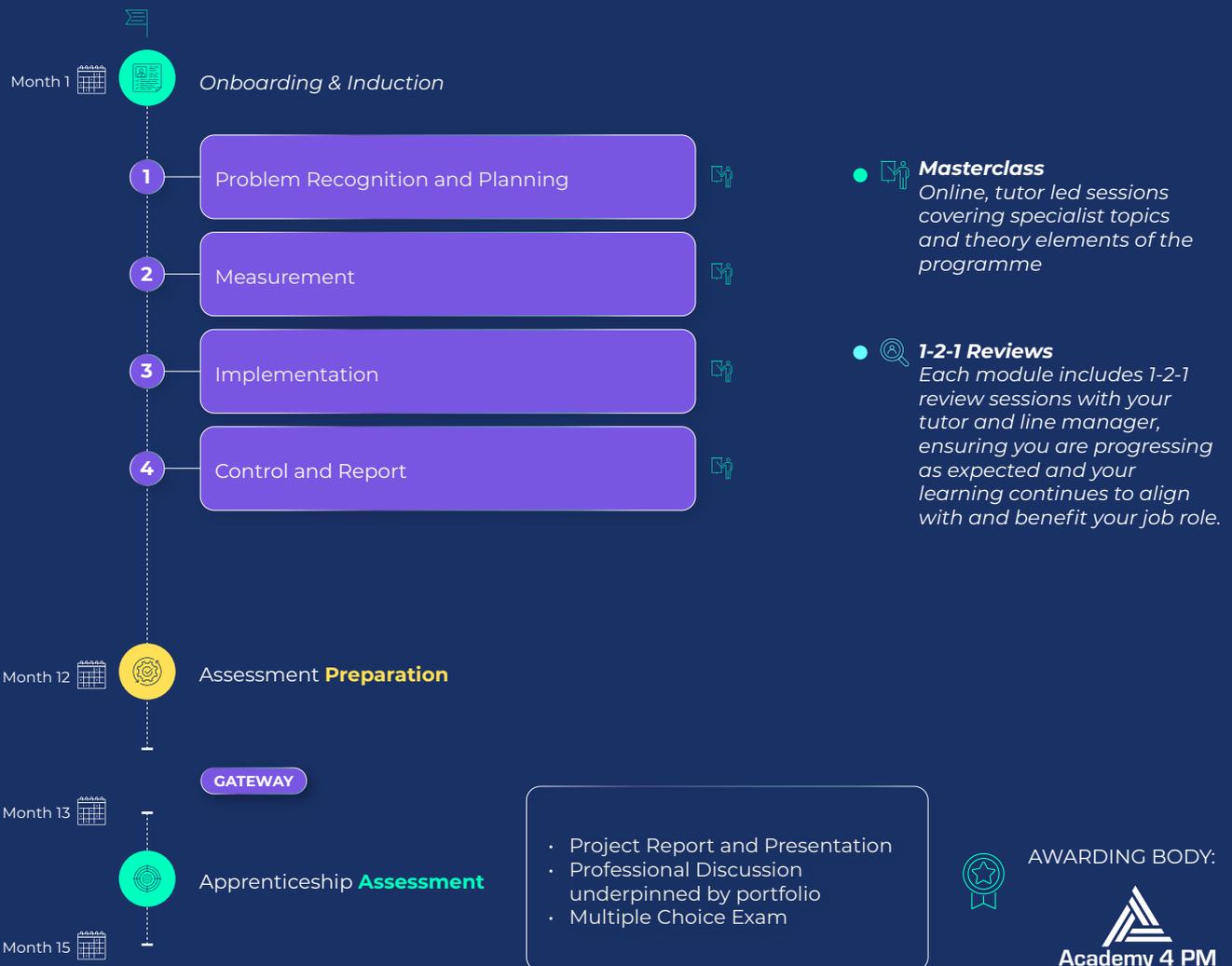


Expert Tutors

Delivered by experienced Lean and Six Sigma professionals with extensive industry and change management expertise.

Improvement Technician Apprenticeship

The roadmap below outlines each module and assessment that make up the Level 3 Improvement Technician Apprenticeship. It shows how knowledge, skills, and behaviours are developed step by step through each module, leading to successful preparation for the Assessment period. Candidates follow a structured journey balancing theory, workplace projects, and applied practice.



Programme Module Breakdown

MODULE NAME	MODULE DETAILS
Problem Recognition and Planning	<p>Learn how to recognise, define, and scope improvement opportunities that align with business goals. Develop the skills to form teams, lead effectively, and plan projects using Lean and Six Sigma principles. Explore compliance requirements, project management foundations, and change management strategies to ensure initiatives are structured, compliant, and achievable.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Compliance • Team Formation & Leadership • Principles of Project Management • Change Management • Introduction to Lean & Six Sigma • Project Selection & Scope/VOC
Measurement	<p>Gain the analytical skills needed to collect, interpret, and validate process data. Learn how to map current processes, assess variation, and identify areas for improvement using key measurement tools. Understand data acquisition, statistical methods, and process capability to support evidence-based decision making.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Process Mapping & Analysis • Data Acquisition & Analysis • Basic Statistics & Measures • Process Capability
Implementation	<p>Apply improvement tools and techniques to identify root causes and implement effective, sustainable solutions. Learn how to prioritise actions, experiment with change, and measure results through process performance indicators. Understand how Lean tools are applied to eliminate waste and embed efficiency across operations.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Root Cause Analysis • Experimentation • Identification & Prioritisation • Lean Tools • Process
Control and Report	<p>Focus on sustaining improvement through monitoring, evaluation, and reporting. Learn benchmarking techniques, control methods, and continuous improvement cycles to ensure long-term impact. Develop skills in presenting findings, communicating outcomes, and preparing for end-point assessment (EPA).</p> <p>Includes:</p> <ul style="list-style-type: none"> • Benchmarking • Sustainability & Control • Continuous Improvement • Presentation & Reporting • EPA Preparation

Remote Delivery

Many of our professional services, leadership, and sustainability programmes are available for fully remote delivery. This ensures learners across the UK can access expert trainers and interactive sessions with consistency and flexibility - all while minimising disruption to their work and schedules.



Interactive

Live virtual sessions with group discussions and collaboration



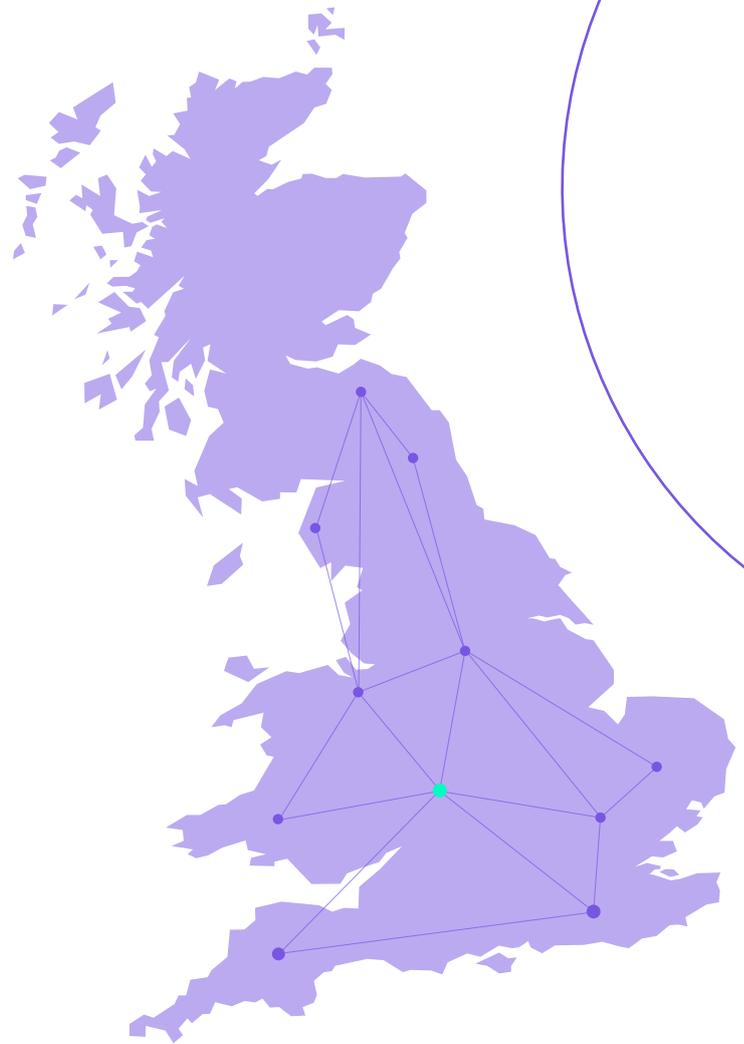
Accessible

Join from anywhere, ideal for national teams and flexible working



Consistent

Same high standards, delivered by industry-expert tutors



In-Person **Impact**. Remote **Reach**.
One Standard of **Excellence**.

Open national cohorts will have remote delivery of masterclasses and sessions. Option for employers with closed cohorts to have in person masterclasses at our centres or employer sites.

Enrolment & Onboarding

Getting Started with GLP Training

At GLP Training, we keep enrolment simple and supportive - helping every candidate and employer get set up quickly and confidently. We already work with many of the UK's leading employers, so if your organisation is partnered with us, much of this process may already be complete.



Testimonial

"Onboarding and welcome was friendly and approachable. Masterclasses were valuable, in both content, delivery and flexibility with dates, which was followed up with great tutor support, advice and encouragement throughout."

Richard Page
Associate Project Manager
Apprenticeship



For answers to Frequently Asked Questions, please scan the QR code below.



Step 1: Employer Agreement

A partnership agreement is confirmed between GLP and your employer to set up the apprenticeship.

This includes:

- Funding confirmed via the Digital Apprenticeship Service (DAS)
- Insurance and compliance documents
- Approvals from HR, Line Manager, and apprentice

Step 2: Role Suitability

Both apprentice and employer complete a role overview and skills scan to confirm the role offers the right opportunities to apply learning in practice.

Step 3: Initial Assessments & Systems Setup

Before learning begins, apprentices complete key onboarding assessments:

- **BKSB** – English and Maths initial assessments
- **Cognassist** – identifies individual learning styles and strengths
- **Bud** – your online learning system for progress tracking, resources, and tutor feedback

These ensure learning is personalised and all systems are ready for day one.

Step 4: Onboarding & Induction

You'll meet your tutor for an induction session covering:

- Programme structure and key milestones
- How to use Bud to record progress
- Off-the-job learning time and expectations
- Support available throughout your journey

From here, your apprenticeship begins - with everything in place for a smooth and confident start.

Build a Culture of Continuous Improvement

We run regular intakes for the Level 3 Improvement Technician Apprenticeship, so your organisation never has to wait long to get started. Whether you're enrolling one apprentice or building a closed cohort, we make the process simple, supportive, and tailored to your needs.

WHAT TO EXPECT

- **Dedicated Account Manager** – a single point of contact to guide you and your apprentices throughout the journey
- **Enrolment Team Support** – handling all administration and ensuring apprentices are set up for success from day one
- **Learning Style Assessment** – every candidate will complete an individual learning style assessment so we can tailor the programme to their individual learning preferences.
- **Guided Onboarding** – step-by-step support for learners and managers through induction, set-up and first modules
- **Ongoing Visibility** – monthly reporting and live tracking to keep you always updated on progress
- **Expert Delivery** - our tutors are experienced industry professionals who combine real-world expertise with proven teaching excellence



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