

Improvement Technician

Level 3



“Reach your full potential”





Level 3 Improvement Technician Overview

Improvement Technicians are responsible for delivery and coaching of improvement activity within an area of responsibility, often associated with Lean and Six Sigma methodologies. They can be found across all industry sectors and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms etc.

Typically, Technicians work as a member of an operational team to resolve problems - preventing re-occurrence, engaging others in issues affecting them and to support the improvement of performance.



Who is it for?

This apprenticeship has been designed by a range of employers to ensure that both new entrants and those interested in progressing a career in the sector have an opportunity to develop the right skills, knowledge and behaviours. This qualification is designed for apprentices working in any industry sector who are occupied for a significant proportion of their working role working as a member of an operational team to resolve problems - preventing re-occurrence, engaging others in issues affecting them and to support the improvement of performance.



Business Improvement
Co-ordinator



Continuous
Improvement Executive



Process Technician

Operational Excellence/
Lean Engineer



Lean Six Sigma
Yellow belt



Quality Control
Analyst.



Why do this apprenticeship – what are the benefits:

Apprentice Benefits

- Progression to higher qualifications
- Gain skills from an industry driven approach
- Applies learnt theories and models to practical situations within the workplace
- Apprentices will be able to demonstrate problem solving methodologies
- Apprentices will be able to undertake an improvement project within the workplace
- Provides individuals with additional core knowledge, skills, techniques and tools to be more successful in undertaking their role
- Apprentices will be able to share their knowledge and replicate best-practice for continuous improvement
- Apprentices will develop an understanding of the different lean tools and techniques
- Apprentices will develop improvement technician behaviours such as driving results, team-working and the desire for continuous development

Employer Benefits

- Addresses skills shortages
- Increases staff loyalty, motivation and productivity
- Increased competitive advantage
- Significant bottom line savings
- Development of internal capability to deliver process improvements on an ongoing and sustainable basis
- Development of a 'Continuous Improvement Culture'
- 'Financial benefits delivery i.e. revenue improvement, cost reductions and cost avoidance
- Enhances reputation, provides customer reassurance by investing in trained staff
- Brings latest knowledge and best practice into the business
- Apprentices develop the critical skills demanded by employers
- Development of workplace problem solving skills

Programme Structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and workplace learning

Programme Breakdown

- 11 x 6-hour workshops to cover knowledge elements of the standard (may include face to face and online workshop delivery)
- 2 x skills development workshops and workplace activities
- 3 x 4-hour EPA preparation workshops
- 6 x 1-hour virtual coaching sessions
- 6 x 1 ½ hour Reviews
- Development of portfolio evidence and assessment completion
- Development of work-based project and project portfolio
- Completion of online learning modules as part of off the job activities

Programme Length

Course duration 14-20 months plus EPA



How is training delivered?

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

Learners will be supported by learning and skills coaches who are experts in their field, working closely with employers to ensure learners gain the skills, knowledge and behaviours to demonstrate competency as an Improvement Technician.

Our learning and skills coaches will:

- Deliver online and face to face workshops
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment



Programme Modules

Workshop 1

Business improvement techniques and why they're relevant for modern organisations

Workshop 2

Identify customer needs and work within legislative requirements

Workshop 3

Team formation & leadership, roles and responsibilities and self-development

Workshop 6

Principles and Methods focusing on the Six Sigma methodology of business improvement, including frequently used tools for process mapping and analysis such as SIPOC.

Workshop 5

Project management tools; select, plan, manage and scope improvement projects, management of risks and establishing of clear objectives to define project success

Workshop 4

Identification of problems, exploring different tools to use, and looks at methods to support prioritisation of solutions; root cause analysis

Workshop 7

Principles and Methods focusing on the Lean Management methodology of business improvement

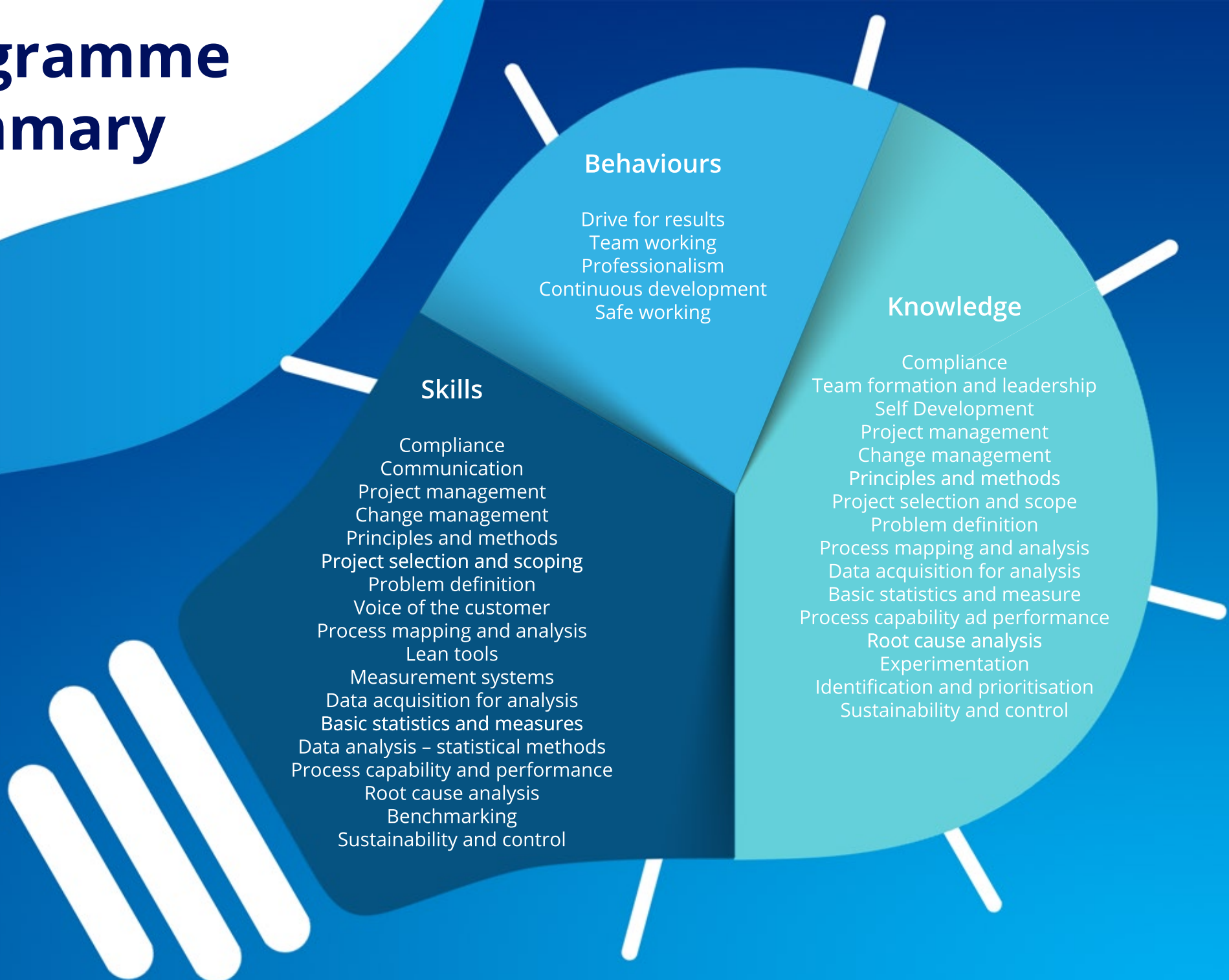
Workshop 8

Examine the acquisition of data and explores tools and methods for effective data analysis. Basic statistics and measure including control charts and discrete data

Workshop 9

Experimentation and Sustainability and Control

Programme Summary



Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

IAG Workshop

Attend a virtual workshop session to provide an overview of the following
Overview of the apprenticeship programme
20% Off the Job Training
Attendance at masterclasses and workshops

Initial Assessment:

Complete BKSb maths and English initial assessments

Diagnostic Assessment:

Complete BKSb maths and English diagnostic assessments

Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experiences

Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

Remote Pre-enrolment Review

Attend 1:1 remote session with the learning and skills coach to talk through the pre-enrolment activities and skills scan to confirm suitability

Enrolment form (online):

Complete formal online enrolment form

Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

Formal on-boarding:

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional skills in maths and English prior to end point assessment (EPA)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and virtual workshops and master classes as per the delivery plan
- Attend all programme reviews with the Learning and Skills Coach
- Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of the job requirement. Record all activities and reflections on OneFile
- Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities
- Complete shadowing of colleagues and mentoring



End Point Assessment

The end point assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence.

The end point assessment consists of the following:

Project report, presentation and questioning:

- To assess knowledge, skills and behaviours in the standard
- 40-minute presentation containing evidence of an improvement project
- 35-minute question and answer session
- Weighting 60%

Professional discussion

A structured discussion between the apprentice and an independent assessor covering a range of knowledge, skills and behaviours. A set of standardised competency questions will be used in conjunction with the complete log

- Log of completed training, learning and workshops from time on programme
- 50-minute professional discussion
- Weighting 30%

Multiple-choice examination:

The knowledge test will include enough questions to assess the apprentice's understanding of all knowledge based learning

- To assess knowledge elements of the standard
- 40-minute open-book examination
- Weighting 10%

EPA JOURNEY

On-Programme Learning

Minimum
14 months
on-programme
learning

GATEWAY

Requirement
for Gateway
Level 2 Maths
& English

Knowledge test

Multiple choice
and extended
answer questions –
40 minute duration

Professional Discussion

Structured
discussion
lasting no more
than 50 minutes

Project report, presentation and questioning

Report with 40 minute
presentation and 35 minute
Q&A

Grading and Determination

Grading
Fail/Pass/Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

- Qualifications and further study
- Team Leader / Supervisor Level 3
- Improvement Practitioner Level 4
- Increased responsibility or promotion opportunities in work
- After completion, the staff member can effectively carry out organisational improvement and quality roles