



Linked to our Leadership and Sustainability Pathway providing career advancement and progression opportunities.

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APPRENTICESHIP

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.



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	
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)	EPA GATEWAY
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	
	1-2-1 Monthly	1-2-1 Monthly	1-2-1 Monthly	Professional Discussion underpinned by log 1800-2200 words 50-minute duration

 Formal review every 8-12 weeks

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

