

Customised



We'll partner with you to customise this apprenticeship so it is specific to your company and industry.

Practical



Providing your learners with the relevant knowledge, skills and behaviours to make an impact.

Blended



A mixture of masterclasses, online learning, coaching and assessment. All designed to engage your learners.

Improvement Technician

Level 3 Apprenticeship

« Ideal for staff who want to improve the processes and performance of your organisation »

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Improvement Technician

Ideal for staff members who need to improve the processes and performance of the organisation



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Apprenticeship Programme Overview



If you have employees who are responsible for **resolving problems, preventing re-occurrence and supporting the improvement of business performance** then this programme can really help them to excel at what they do.

Improvement Technicians are **responsible for the delivery and coaching of improvement activity** within your organisation, through a keen understanding of compliance, project and **change management and process mapping and analysis**.

Individual's responsible for departmental or business-wide improvement initiatives will also have a working knowledge and ability to implement **Lean and Six Sigma methodologies**.

Other **Business Improvement, Continuous Improvement and Process/Operational roles** will also benefit from this robust programme.

This programme is **fully customisable**.



At a glance

- ✓ Induction & onboarding
- ✓ 4 Masterclasses
- ✓ Coaching sessions
- ✓ Regular reviews
- ✓ Online learning
- ✓ Unlimited support
- ✓ End point assessment



The average feedback score that we receive for our training courses

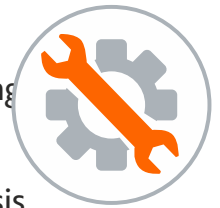
What Will Your Employees Improve?



Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that your learners can expect to improve on this programme.

Knowledge & Skills

- ✓ Compliance
- ✓ Team building and team leadership
- ✓ Self-development
- ✓ Six Sigma and Lean principles and methods
- ✓ Problem definition
- ✓ Data acquisition
- ✓ Process capability and performance
- ✓ Experimentation
- ✓ Prioritisation
- ✓ Sustainability and control
- ✓ Communication
- ✓ Project management
- ✓ Change management
- ✓ Project selection and scoping
- ✓ Voice of the customer
- ✓ Process mapping and analysis
- ✓ Lean tools
- ✓ Statistical analysis and measurement
- ✓ Root cause analysis
- ✓ Benchmarking



Behaviours

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



Did You Know...

We also offer a Team Leader/Supervisor Level 3 programme for First Line Managers and a programme for managers who run projects as part of their job - Associate Project Manager Level 4 Apprenticeship Programme.

Apprenticeship Programme Details



Length Of Programme

This programme takes a minimum of 14 months to complete. We'll create a development schedule that aligns with your business requirements and availability of your people.



Entry Requirements

Learners will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.



Need Maths & English Support?

Learners will be supported to develop and improve their English and maths skills prior to sitting their Functional Skills exams by our specialist functional skills trainers.



Developing Knowledge, Skills & Behaviours

Achieved through a programme of masterclass workshops, tasks, activities and research. The masterclasses can be delivered face to face or online delivered by our specialist trainers.



Personalised Skills Coaching & Support

Learners will be required to demonstrate their skills, knowledge and behaviours in the work setting. This activity will be supported by one of our experienced skills coaches.



End Point Assessment

Throughout their apprenticeship journey, learners will be given support to develop their understanding and approach to completing their end point assessment.

Programme Structure

Designed in a way that will maximise the performance of each learner



Learning the theory of a topic is great but it's what the learner does to **embed the learning** and actually use it, that matters most. All **learning is reinforced** with ongoing coaching, online resources and off-the-job activity to bring it all to life. Each part of the programme supports the learner to apply their knowledge and skills via **INTENT – IMPLEMENT – IMPACT**.

✔ What did they plan to change? ✔ What did they change and how? ✔ What impact did it make?



Onboarding & Induction

Initial workshop and event about the programme and how to get a high grade.



Skills Individual Learning Plan

Creation of a pre-programme learning and development plan. Includes goal setting and actions.



4 x 1-Day Masterclasses

Practical and engaging. Can be classroom based or delivered virtually. Run by best in class trainers.



Regular Coaching Sessions

One to one development with a designated skills coach. Covers skills and an assessment progress review.



Digital Learning

To take in-between masterclasses and to help embed the learning. Self-study and in the flow of work resources.



Off-The-Job Training

20% of the learner's total working hours is used for "off-the-job" learning and development activities.



Ongoing Reviews

Held between the learner, employer and skills coach to monitor progress and to make any adjustments.



Support & Help

Our designated skills coaches will always be on hand to help your learners throughout the programme.



End Point Assessment

End of programme assessment. Consists of activities like observations, evidence, tests and discussions.



Certification

Learners gain a pass, merit or distinction from their end point assessment based on their results.

Customised Blended Programmes

Your programme will be unique and designed in a way that gets the best out of your people



We'll work with you to create a unique programme for each of your learners. This can include face to face training, LIVE webinars, online training, action learning sets, work based projects, coaching and microlearning.

Our solutions are flexible and focused on results. What's right for one client may not be the best approach for your people so we will work together to determine the best design of your programme to maximise the results.



Face to Face Masterclasses



LIVE Virtual Workshops



Digital Learning



Coaching



Assessments



Self-Directed Learning



Action Learning Sets



Peer to Peer Coaching



Work Based Project



Flipped Classroom

Core Programme Of Masterclasses

Whether face to face or virtual, these 4 masterclasses underpin the programme



We don't provide "chalk and talk" courses delivered by the same trainer throughout. Instead, we create **engaging and practical masterclasses** where we use **best in class, hand picked specialist trainers, experts and guest speakers** to develop and deliver each workshop.

At the core of this programme are the following 4 masterclasses. Delivered either face to face in the classroom, as LIVE virtual sessions or blended.

- 1 Business & Organisational Improvement
- 2 Improvement Projects
- 3 Process Improvement
- 4 Quality Improvement



Masterclass Overview

Here are the overall topics and areas covered within each masterclass.



The following topics will be covered before, during and after each masterclass and as part of the off-the-job learning.



Masterclass 1

Business & Organisational Improvement

- Understanding the role improvement plays in business/organisational strategy
- Using strategy maps to identify areas for improvement
- Identifying how company processes and quality improvement aligns with wider business/organisational improvement
- The role of compliance in improvement:
 - Legislative and customer compliance requirements
 - Health and safety awareness
 - Organisational controls and statutory regulations
- Improvement team roles and responsibilities



Masterclass 2

Improvement Projects

- The organisational structure of a project including roles and responsibilities
- Understanding the different types of project and the phases of a project
- Using project planning and project management tools:
 - Gantt charts
 - Reporting documentation
 - Implementation plans
- Identifying and scoping improvement projects and establishing clear measurable objectives
- Identifying problems and risks
- The role of change management in business improvement
- Developing the business case and influencing for improvement activity and implementation
- Communicating, leading and coaching others through change

✓ Specialist Trainer ✓ Engaging ✓ Practical ✓ Customised ✓ Face to Face or Virtual

Masterclass Overview

Here are the overall topics and areas covered within each masterclass.



The following topics will be covered before, during and after each masterclass and as part of the off-the-job learning.



Masterclass 3 Process Improvement

- Understanding Lean principles and tools
- Applying process mapping tools and developing visual management systems:
 - Red Amber Green (RAG) ratings
 - Lean visual management and visual control tools
- Applying workplace organisation techniques:
 - The 5S (Sort, Shine, Set, Standardise, Sustain)
- Applying continuous improvement techniques:
 - Identification and removal of 8 wastes
 - Kaizen
- Analysing process performance and establishing key insights for performance improvement



Masterclass 4 Quality Improvement

- Understanding Six Sigma principles and tools
- The Six Sigma problem solving process
- Applying problem solving tools and techniques:
 - Histograms
 - Cause and effect diagrams
 - 5 Why's analysis
 - Paired comparison
- Conducting basic statistical analysis:
 - Acquiring data for analysis – Data stratification, data collection tools and validated measurement processes
 - Establishing patterns and trends in data over time
 - Identifying common and special cause variation
- Identifying and prioritising improvement solutions
- Creating control and reaction plans with detection measures

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Progress Reviews & End Point Assessment



Ongoing Reviews

As part of this programme your learners will receive regular coaching sessions. This will develop their knowledge, skills and behaviours further and also ensure that they're on track for passing the apprenticeship through tailoring the learning and development to each individual. Evidence of their development will be collated and stored within their e-learning account. This will allow their coach to review the skills and knowledge they have learnt and continually tailor their individual learning plan to their training needs.

Gateway

Before each learner is able to progress to the End Point Assessment (EPA) both you (employer) and their coach will ensure that they have the sufficient levels of knowledge, skills and behaviours required to pass - this is known as Gateway.

Once everyone is in agreement that the learner is ready, they can then progress to the End Point Assessment.

End Point Assessment

All apprenticeships contain a compulsory end of programme assessment which is called an End Point Assessment (EPA).



Assessment

Assessment methods (or components of) can be:

- ✓ Observations
- ✓ Practical Assessments
- ✓ Tests
- ✓ Discussion
- ✓ Interview
- ✓ Presentation & questioning
- ✓ Project
- ✓ Evidence Portfolio
- ✓ Logbooks

How Much Does This Apprenticeship Cost?

Improvement Technician Level 3



For Levy Employers

£4,000 per person



For Non-Levy Employers (SMEs)

£200 per person
(you receive 95% funding)

Each learner receives

- ✓ Onboarding & Induction
- ✓ 4 x 1-Day Masterclasses
- ✓ Digital Learning
- ✓ Ongoing Reviews
- ✓ End Point Assessment
- ✓ Skills Individual Learning Plan
- ✓ Regular Coaching Sessions
- ✓ Off-The-Job Training
- ✓ Support & Help
- ✓ Qualification



Enquire today



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