

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



Select how you want your programme to run. Workshops, virtual, coaching, self-study or mix and match.

Improvement Technician

Level 3 Apprenticeship

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

mta



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 people 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.

Our programmes are not chalk and talk! We can **customise the style, the format and the delivery of the programme** to suit your organisation – it will be a complete bespoke solution so your learners and organisation achieve real, tangible benefits from it.

Some of our employers prefer face to face workshops, others prefer virtual sessions and some prefer the programme to be delivered as action learning sets. You can combine all three or add virtual coaching, self-study and online learning into the mix!

We'll work with you to determine what is best for you.

This programme is **fully customisable**.



Apprenticeships



At a glance

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



96%

The average feedback score that we receive for our training courses

What Will Your Employees Improve?

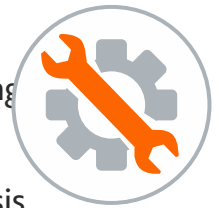


Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that your learners can expect to improve on this programme.

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

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



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 blended delivery mix that is right for your organisation - workshops, virtual, coaching, self-study & action learning sets. Or mix and match.



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.



Practical Learning Events

These can consist of workshops, masterclasses, virtual training, action learning sets, projects or coaching.



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 learning events and to help embed the learning. Selfstudy 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 Content Outcomes

Here are the overall topics covered across the programme.



Learning Styles

- Informal and formal learning
- Learning styles models
- Learning agility



Compliance

- Legislative and customer compliance requirements including health and safety.
- Work in accordance with organisational controls and statutory regulations



Project Management

- Plan, manage and implement improvement activities.
- Identify and support management of risks.
- Identify and scope improvement projects and establish clear measurable objectives



Change Management

- Roles of the manager and leader within change. Influencing, reinforcement and coaching principles
- Engage through communications.
- Effectively coach peers



Principles & Methods

- Engaging with subject matter experts
- Six Sigma principles
- Lean principles



Process Mapping & Analysis

- Apply process mapping tools to visualise processes
- Analyse process performance
- Process mapping, value and waste analysis.



Data Acquisition For Analysis

- Data stratification, sampling theory, data types
- Develop data collection plan and validated measurement processes
- Develop data collection plan and validated measurement processes to understand performance



Process Capability & Performance

- Capability analysis – continuous data
- Analyse product/process performance using good quality data



Problem Definition

- Develop a problem/opportunity statement supported by validated data
- Exploratory data analysis
- Problem and goal statements



Basic Statistics & Measures

- Control charts – discrete data
- Establish patterns and trends in data over time using tally, pie, run/trend and pareto charts



Process Capability & Performance

- Capability analysis – continuous data
- Analyse product/process performance using good quality data



Root Cause Analysis

- Use cause and effect diagrams
- Technique of 5 whys and graphical analysis



Identification & Prioritisation

- Identify and prioritise improvement solutions
- Brainstorming, selection criteria



Sustainability & Control

- Create control and reaction plans with detection measures
- Identify opportunities to embed changes to leverage benefit to the business.

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
- ✓ Customised Programme
- ✓ 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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