

## 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

### For Cohorts or Individual Learners

« 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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### Did you know?

We can run this as an in-house training programme for a cohort or we can use our eco-delivery model and run the programme completely through virtual training and virtual coaching enabling us to run the programme for individual learners.

# Apprenticeship Programme Overview



If you're responsible for **resolving problems, preventing re-occurrence, and supporting the improvement of business performance** then this programme can really help you to excel at what you 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 completely flexible in terms of delivery with minimum numbers of 1!

We can run this as an **internal in-house training programme** for a cohort or we can use our eco-delivery method all through **virtual training and online coaching** enabling us to run the programme on a personalised, individual basis.



## At a glance

- ✓ Induction & onboarding
- ✓ Blended Learning
- ✓ Coaching sessions
- ✓ Regular Reviews
- ✓ Online Learning
- ✓ Unlimited Support
- ✓ End Point Assessment



The average feedback scores that we receive for our training courses

# How Is The Programme Delivered?



## We Offer 2 Delivery Routes



### Cohort Delivery

In-house, customised delivery for a number of you from the same company. Choose from face to face, virtual and online delivery methods.



### Individual Learner

Monthly 2 hour virtual training and coaching sessions for individual learners. Flexible, remote learning that is personalised to your role.

## Cohort Delivery Options Can Include



### 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

# What Will Learners Improve?



Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that 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.

# 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.



# 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.



## Apprenticeship

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

# 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

### Duration

Typically, this programme will take 14 months.

### Eligibility

Learners without level 2 English and Maths will need to achieve this level prior to taking the end point assessment.



Education & Skills  
Funding Agency

**Enquire today**



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