



IMPROVEMENT TECHNICIAN APPRENTICESHIP

#REACHWITHTRHG

🌱 **What is an Improvement Technician Apprenticeship?**

Improvement Technicians are responsible for delivery and coaching of improvement activity within their area of responsibility, often associated with Lean and Six Sigma methodologies.

Typically, Improvement 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. They provide local expertise in business improvement methods and basic tools to the team.

Typically, the programme runs for 15 - 18 months and requires a minimum of 326 off the job hours.

🌱 **Topics covered:**

- Engaging team members in the Identification of improvement opportunities and relevant countermeasures and controls
- Sharing improvement progress through appropriate reporting
- Planning, managing and implementing improvement activities
- Identifying and scoping improvement projects and establishing clear measurable objectives
- Applying techniques to identify customers, their requirements and translate these to metrics
- Developing a data collection plan and validated measurement processes to understand performance



🌱 **Who is it for?**

This apprenticeship is suited to individuals who have responsibility for or are part of a team delivering continuous improvement or implementing change projects within their organisation. It is also suitable for individuals looking to progress into a continuous improvement role.

🌱 **What qualifications will you gain?**

Lean Six Sigma Yellow Belt qualification is included with this programme. You will also gain access to RHG's Grow Academy.

🌱 **Want to know more?**

Read more about the programmes we offer on our website at www.rhgconsult.co.uk or contact us directly and we will be happy to answer your questions and give you more detail on the apprenticeship programmes we offer, how to access funding or even how to hire an Improvement Technician apprentice.



The apprenticeship standard journey



🌱 **What do our learners say?**

I have finished my Apprenticeship feeling confident and extremely proud of myself.

Since joining RHG I have learnt how to communicate effectively, be a good team player as well as the technical skills with data and project management. Alex was the best coach and I couldn't have asked for more support.

A quick and exciting year from the start to finish, and I would recommend RHG for further learning to any aspiring person wanting to learn.

🌱 **What do employers say?**

A has shown significant personal growth throughout her Apprenticeship journey. She has successfully applied a variety of techniques learned during her Apprenticeship to her role, and her confidence continues to flourish. A's dedication and hard work is reflected in the quality of her Apprenticeship work, and her Distinction grade is a well-deserved reflection of her efforts. Well done A!

Improvement Technicians are vital in today's work environment because they assist frontline teams to identify inefficiencies using data-driven methods and promote continuous improvement at an operational level.

Improvement Technician Level 3

Mindmap of weekly timescales



Week No.

Learning Unit

1	INDUCTION
1	Lean Tools
5	Compliance
13	Team Formation & Leadership
17	Project Management
21	Change Management
	PROGRESS REVIEW
25	Project Selection & Scoping
29	Problem Definition
33	Process Mapping & Analysis
37	Voice of the Customer
41	Data Acquisition for Analysis
45	Basic Statistics & Measures
	PROGRESS REVIEW
45	Process Capability & Performance
49	Experimentation
49	Root Cause Analysis
53	Identification & Prioritisation
53	Benchmarking
	PROGRESS REVIEW
57	Sustainability and Control
61	Self Development & Communication
	Preparation for Gateway
	GATEWAY
	END POINT ASSESSMENT





End point assessment explained



- Completes a 40 minute multiple choice test. Creates and submits a project report ready for a presentation and Q&A. Completes a professional discussion underpinned by a learning log.
- Ensures that the apprentice has covered all the knowledge, skills and behaviours and prepares the apprentice by means of mock multiple choice papers, professional discussions and presentation feedback.
- Assess and grade the apprentice based on the multiple choice test answers, project presentation and professional discussion. Sends out results within 4 weeks.



What to include in your Learning log?

The log will typically reference between 13 and 15 pieces of evidence mapped against the K/S/B that are covered by the professional discussion. The log is to be submitted one month following gateway.



Professional discussion

While the log is not assessed it is reviewed and used to provide context for the 13–15 open-ended questions asked during the professional discussion. The professional discussion will last between 40-50 minutes and you may refer to your log during the discussion.



A typical question could be “take me through your calculation of...” The professional discussion underpinned by the log contributes 30% to your overall grade.

You may refer to your portfolio of evidence during the professional discussion.

Did you know?

All components of the final assessment must be passed for the apprentice to be deemed competent. Satisfactorily meeting the criteria is a pass, exceeding them can lead to a merit or a distinction.

Multiple choice test

The multiple choice test contains 40 knowledge-based questions which must be answered in 40 minutes. You may refer to training material/reference books but may not access computer search engines or similar. The multiple choice test contributes 10% to your overall grade.

Project report

The project report is to be submitted within one month following gateway and will be reviewed by the independent assessor prior to the presentation and questioning. The project report should use an A3 format, typically 1-3 sides, and follow a recognised problem solving methodology, which leads to a business improvement.

Presentation with questions

The presentation of the project report must last between 30-40 minutes and will be followed by 25-35 minutes of questioning by the independent assessor.

A representative from your employer must be present at the presentation to provide validity and context to your answers.

The project report, presentation & Q&A contributes 60% to your overall grade.



FAQs

We have compiled a list of frequently asked questions so whether you're looking to grow your team by hiring new members, or upskill your current workforce, you can gain maximum benefits from apprenticeship schemes.

Background

The Apprenticeship Levy was introduced from 6 April 2017 to inspire employees to expand existing and introduce new apprenticeship schemes.

Here at RHG, we help employers to deliver high-quality, professional apprenticeship programmes to grow existing employees by closing skills gaps and hire new team members.

What is the Apprenticeship Levy?

The Apprenticeship Levy is a compulsory levy on employers that is used to fund the delivery of and increase the quantity and quality of apprenticeships within the UK.

Who has to pay the levy?

From April 2017, UK employers within the private and public sector with a bill of over £3 million pay the Apprenticeship Levy.

Non-levy paying employers will contribute 5% towards the cost of training and assessing apprentices, with the government paying the remaining 95%.

How much do organisations pay?

The levy is set at 0.5% of an organisation's pay bill, however employers receive a £15,000 annual allowance to offset against the levy.

How are levy payments made?

HM Revenue and Customs (HMRC) will collect monthly payments. Businesses are required to calculate and report the levy that they owe each month.

What happens to the levy?

The payments made by levy-paying organisations go into the Digital Apprenticeship Service account where employers can get access to funding as well as find relevant apprenticeships and training providers.



How can funds be accessed?

Levy-paying employers can access their Apprenticeship Levy contributions through their Digital Apprenticeship Service (DAS) account to pay for their apprenticeship training.

For non levy-paying organisations please contact us or visit <https://www.apprenticeships.gov.uk/employer/funding-an-apprenticeship-non-levy#>

How are funds spent?

The funding can be put towards the cost of training and assessments within the apprenticeship and can only be used with an approved training provider who is on the register of apprenticeship training providers.

Are there any funding rules?

Yes, and a key one is that apprentices must be permitted dedicated time from their working week to achieve the programme off the job hours

Who can become an apprentice?

The apprenticeship scheme is available for both new and existing employees to enable you to develop existing team members, as long as they meet eligibility criteria. There are no age restrictions on the apprenticeship scheme.

Is there a time limit to spend the levy funds?

Levy funds will expire 24 months after they enter the account unless they are spent on apprenticeship training.



Did you know?

A 10% top-up is applied by the government to funds added into the account. So for every £1 an employer adds, the organisation has £1.10 to spend on apprenticeships.



How do I find out more?

Contact us today to discuss how you could fill skills gaps within your existing team, hire new team members through the apprenticeship scheme or for more information about the Apprenticeship Levy.

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