



Service Innovation Lead (Service Designer) Apprenticeship

What is a Service Innovation Lead Apprenticeship?

The broad purpose of a Service Innovation Lead is to improve or redesign services currently offered or develop and design new service propositions to meet the needs of the business and other stakeholders. Service Innovation Leads take a user-centred, collaborative and exploratory approach to design the new service, iterating toward implementation.

The responsibilities of Service Innovation Leads is to work collaboratively with service/product owners and multidisciplinary teams; to (re)design services:

- from end to end (the start of a process to the very end step they take),
- from front to back (both user-facing and back office to create a seamless service)
- cross-channel (to seamlessly and often interchangeably deliver the service through the various available platforms)

Service Innovation Leads will research, design, develop and implement and interact with a range of internal and external stakeholders to improve or redesign services that meet the needs of customers, clients, users and the organisation. Service Innovation Leads will use a variety of methodologies including project management, artificial intelligence and automation, lean six sigma adhering to the principles of change management.

Level 6

Typically runs for
24 months

Minimum of 418
off the job hours

Maximum funding
£15,000

Topics covered:

- Define and conduct research using both qualitative and quantitative techniques to identify user needs
- Analyse, interpret and communicate complex information to build the case for change
- Lead through innovative thinking the case for change to improve the outcomes for service users
- Use tools including artificial intelligence and automation to design and pilot potential solutions to test their efficiency and effectiveness
- Develop and manage others with the skills needed to contribute to the work through coaching, mentoring, shadowing, working collaboratively and delivering training
- Use lean six sigma and project management techniques to manage timeframes, budgets, risks and resources
- Manage and lead ongoing change and identify those who are able to make a case for a service design approach for future change requirements

Who is it for?

This apprenticeship is suitable to individuals who are in or looking to progress into roles such as human-centred designer, experience designer, change manager/leader, workflow improvement and business process.

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 details on the apprenticeship programmes, how to access funding or even how to hire a Service Innovation Lead apprentice.

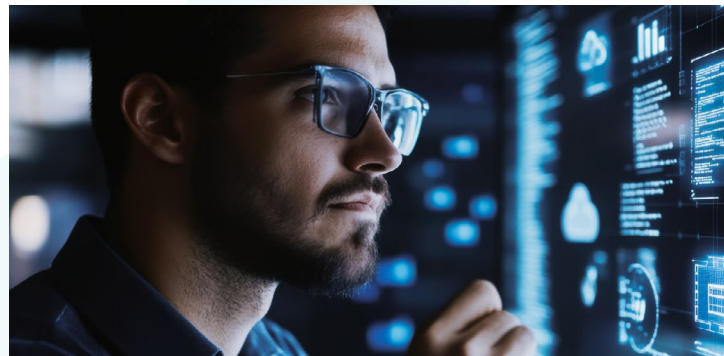
What do our learners say?

The RHG team have always been approachable, supportive and meticulously professional. They have been world class brand ambassadors at every turn and I am immensely appreciative of this.

I mean it when I say it's been a great pleasure to work with them from in house to learning coach they go above and beyond to answer questions and give additional support.

What qualification will you gain?

In addition to your apprenticeship, you will have the choice of gaining either a Lean Six Green Belt or an Award in Leadership and Management with a project management unit. You will also have access to RHG's GROW Academy for the duration of your apprenticeship.



Service Innovation Leads (re)design services in a user/customer centred way, using quantitative and qualitative data to transform a service. Collaborating with stakeholders, Service Innovation Leads lead the change process by coaching and training others to achieve a successful service/business transformation.

Roadmap

01

Principles of UX Design

weeks 1-13

Understand the principles and practices of user experience design including iterative and agile approaches, mapping future states and ideation creation.

02

Research methodology

weeks 14-31

Use the methodologies for user research and data points including global and horizon scanning techniques and applying qualitative and quantitative research methods to create the desired impact.

03

Solution development

weeks 32-53

Use current and emerging technologies (AI) to design and develop new propositions, products and services. Use user centred design processes to progress from prototype and concept to solutions.

04

Validation loops

weeks 54-60

Critically analyse and evaluate assumptions, abstract concepts and data to make judgements and develop questions to achieve solutions. Validate solutions to continually improve the service for users and stakeholders.

05

Innovate collectively

weeks 61-79

Innovate with others to champion and advocate the benefits of service design and user centred solutions. Collaborate with others to identify training requirements and learning opportunities.

06

Managing change

weeks 80-92

Manage change and innovation projects using project management and agile principles to ensure the design brief meets end user requirements.

07

Profit, planet, people

weeks 93-102

Championing the end user and putting them at the centre of the design process, while contributing to a service become more environmentally sustainable. Using JEDI how they impact the outcomes for people and the organisation.

Apprenticeship Standard Journey



Apprenticeship Assessment Explained



Apprentice

Completes a work based project and gathers evidence for their portfolio.



Employer

Supports the apprentice to complete their project and gather evidence for their portfolio.



Training Provider

Ensures the apprentice has covered all the knowledge, skills and behaviours. Supports the apprentice to complete their project and evidence in their portfolio. Helps the apprentice prepare for their presentation and professional discussion.



Assessment Organisation

Assesses the work-based project, supported by the presentation and questioning. Completes a professional discussion underpinned by the portfolio of evidence.

Apprenticeship Assessment

You will complete a work-based project after gateway. The project will be a significant and complex. The project report will be 4,000 words +/- 10% and will be supplemented by a presentation followed by a Q&A. Your portfolio of evidence will contain 18 pieces of discrete evidence and will be assessed by a professional discussion



Possible Progression Routes

Level 6

Data Scientist

Level 7

Digital and technology solutions specialist

Level 7

Strategic leadership and management

Level 7

Executive and senior level coaching and mentoring

Established in 2004, RHG Consult Ltd (RHG) is a private training provider based in Market Harborough on the border of Leicestershire and Northamptonshire. We deliver training nationally and we are approved by the ILM, C&G, Highfield, ICQ, CPDUK, ISEP and IOSH to deliver accredited training in Leadership and Management, Health, Safety and the Environment, Coaching and Mentoring, Personal and Workforce Development and Education and Training.

We are a Disability Confident employer and are approved by the Careers Transition Partnership as a preferred supplier to the MoD to assist service personnel with their personal development and transition to civilian employment.

A significant proportion of our business is delivering apprenticeships and having become a main provider in February 2018, we took the decision to provide apprenticeship standards only. Since January 2020 we have delivered all training including the delivery of apprenticeship standards remotely. Our training is delivered through a mixture of live and recorded webinars, live tutorials, workbooks, assignments, setting workplace tasks, e-learning and multi-media resources, including podcasts. RHG's first full Ofsted inspection in March 2023 resulted in an overall 'Good' rating with 'Outstanding' for leadership and management.

RHG has been a Certified B Corporation™ since June 2024. This is a globally recognised standard that demonstrates our high standards of social and environmental performance, transparency and accountability. RHG became an Employee Ownership Trust in October 2024. Our business model provides staff more influence in decision-making and bi-yearly bonuses through profit sharing.

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- ✓ [Read our training brochure here](#)
 - ✓ [Read our Impact Report here](#)
 - ✓ [Read our Ofsted report here](#)



Our Mission

To grow with integrity

Our Vision

To be a leader in sustainable and ethical training and development, empowering individuals and organisations to thrive while contributing positively to society and the environment

Our Values

Sustainable
Ethical
Inclusive
Innovative



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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