

Level 5 Improvement Specialist New Apprenticeship Standard

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individual and as part of a team.



Improvement Specialists are responsible for leading the deployment of improvement strategy, for training others and for providing broad and deep technical expertise in advanced and complex Lean and Six Sigma. They specialise in Project and Change Management principles and use tools to enable identification and delivery of improvement opportunities which are aligned to key business goals.

Typical Activities Include:

- Leading the deployment of improvement strategy and supporting the delivery of business goals
- Coaching, mentoring and communicating with Improvement Practitioners, business leaders and stakeholders

Typical Job Roles: Business Improvement Expert, Continuous Improvement Consultant, Process Excellence Manager, Lean Six Sigma Black Belt, Business Improvement Consultant, Business Transformation Consultant

Employer Commitment

The employer must be prepared to provide the learner with the opportunity to carry out work and be part of projects which will enable them to produce the substantial evidence required for completion. In order to ensure successful progression we request that employers participate in joint reviews of the learner's progress at regular intervals throughout the apprenticeship and have some involvement with the project(s) being undertaken.

Duration

Typically this apprenticeship will take 14 to 18 months to complete.

Training and Support from Skills Training UK

During the apprenticeship the learner will have a dedicated trainer-assessor who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence. The knowledge modules will require formal teaching sessions which may take place within an appropriate area within the workplace or off site. This will also be supported between visits by off-site information, advice, guidance and academic progress support. The trainer-assessor will work with the learner and the employer in order to ensure that all learning needs are being met for both parties, in order to ensure successful progression against all elements of the apprenticeship.

Eligibility

The entry requirement for this apprenticeship will be decided by each employer. It is typically Improvement Practitioner Level 4 or equivalent. >>



<< Requirements: Knowledge, Skills and Behaviours

Below are examples of what's required for Level 5 Improvement Specialist.

Knowledge

- **Leading improvement teams** – understanding personality types, development stages, motivational techniques, learning styles
- **Project planning** – e.g. developing business case, financial plan, identifying benefits, change and risk management
- **Project reviews & coaching** – e.g. coaching models, Maslow's hierarchy of needs
- **Commercial environment** – understanding business and economic risks, e.g. changes in legislation, trading conditions
- **Principles & methods for improvement** – e.g. practical problem solving, Define-Measure-Analyse-Improve-Control, 8-Disciplines
- **Stakeholder research** – interviewing and running focus groups, Quality Function Deployment principles and how to build a House of Quality
- **Process mapping & analysis** – activity network diagrams, design structure matrix, process modelling, key function diagrams
- **Statistics & measures** – probability distributions, confidence intervals, central limit theorem. How to test data for stability and normality
- **Root cause analysis** – matrix plots, multi-vari charts, hypothesis testing principles and methods, correlation and regression principles and methods
- **Identification & prioritisation** – creativity tools e.g. theory of inventive problem solving (TRIZ), Pugh matrix
- **Sustainability & control** – control and reaction plans, prevention controls

Skills

- **Leading improvement teams** – to deliver agreed actions with improvement project and achieving defined objectives
- **Strategic Deployment of Continuous Improvement** – contribute to deployment of improvement strategy
- **Communication** – prepare and present concise proposals and plans. Present progress through effective formats and channels

Training in a different class

- **Capability Development** – train, facilitate and critique the application of tools used by improvement practitioners
- **Project planning** – plan and manage finances, multi-stakeholder delivery and benefits realisation
- **Change planning** – design reinforcement, engagement and communication strategies
- **Principles and Methods for Improvement** – e.g. Practical Problem Solving, Define-Measure-Analyse-Improve-Control, 8-Disciplines, Identify-Define-Optimise-Verify)
- **Project selection & scope** – can identify, scope and prioritise improvement opportunities that map to achieving organisation objectives
- **Measurement** – guide others on the planning, analysis and interpretation of data collection
- **Process capability & performance** – identify data stability / distribution issues and apply appropriate strategies
- **Root cause analysis** – make appropriate use of data to assess contribution of critical inputs/root cause(s) to product/process performance

Behaviours

- **Drive for results** – continuous drive for change and encourages others to deliver results across functional areas capturing and standardising best practice
- **Team working** – awareness of own and others' working styles.
- **Professionalism** – promotes a moral, legal and socially appropriate working manner, aligns behaviours to the organisation's values.
- **Continuous development** – proactively seeks and acts on feedback. Reflects on performance and has a desire for development.
- **Safe working** – ensures safety of self and others, speaks out to challenge safety issues

Independent End Point Assessment

To successfully complete the apprenticeship, the learner needs to pass an independent End Point Assessment which consists of two distinct assessment methods:

- Professional discussion, underpinned by portfolio of evidence
- Examination, based on mini case-studies