

IMPROVEMENT TECHNICIAN LEVEL 3 (ST0193/AP04)

OVERVIEW

The UK's Manufacturing Industry is highly regarded worldwide for its innovation and manufacturing excellence and requires constant improvements to remain efficient and productive.

The Improvement Technician Level 3 Apprenticeship Standard provides apprentices with an opportunity to gain the knowledge and skills required to work in a variety of different job roles.

This new standard is suited to apprentices working in a wide range of businesses, from small family run operations to large multinational companies.

ROLE

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

Improvement Technicians can be found across all industry sectors and functions including automotive, banking, engineering, food products, IT, property, retail, telecoms etc.

In carrying out the role, Improvement Technicians will be required to:

- 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.
- Engage team members in the identification of improvement opportunities and relevant countermeasures and controls.
- Initiate and facilitate improvement activities through to confirmed resolution.
- Provide local expertise in business improvement methods and basic tools to team

DURATION

The apprenticeship will typically take 14 to 18 months to complete.

ENTRY REQUIREMENTS

Individual employers will set the selection criteria for the applicant.

ON-PROGRAMME LEARNING

Apprentices will be taught by a training provider the knowledge, skills and behaviours (KSB's) required to operate as an Improvement Technician. The

apprentice should collate evidence throughout the duration of their apprenticeship. This evidence should include elements of work-based evidence, for example: project records demonstrating a business benefit to the apprentices employer, and following the steps of a recognised Problem Solving methodology (e.g. PPS, DMAIC, 8D) with a clear flow from one step to another and supported by the application/interpretation of appropriate Lean, Six Sigma, Project and Change Management tools. Employers and training providers may also wish to carry out joint reviews of the apprentices' progress at regular intervals during the on-programme period.

END-POINT ASSESSMENT GATEWAY (MANDATORY)

Prior to the End-Point Assessment:

- Level 2 qualifications in English and Mathematics.
- Completion of a log, typically including one piece of evidence for each knowledge, skill and behaviour (KSB) that is assessed by the professional discussion
- Completion of a project portfolio of evidence to evidence completion of an improvement project(s). The improvement project(s) will be the subject of a project report to be produced during the EPA period and the subject of the presentation and questioning.

Apprentices will be eligible to be put forward for the end-point assessment after a minimum of 12 months and must have completed a minimum of 20% off the job training.

END POINT ASSESSMENT OVERVIEW

There are three methods of assessment used during the EPA. These are:

- Multiple choice examination
- Project report, presentation and questioning
- Professional Discussion underpinned by log

Multiple choice examination

It will be an invigilated on-line test. Each question will present the apprentice with four options to be selected, from which they must select one option. They may refer to training material/reference books but may not access computer search engines or similar.

Project Report, Presentation & Questioning

A project report must be submitted after the gateway as part of EPA. The report must detail the improvement project(s) the apprentice has carried out. This improvement project(s) must clearly show a business benefit to your employer. This will be reviewed by the assessor in advance of the apprentice delivering a presentation, based on the project(s). Following this presentation, the assessor

will ask questions to enable accurate assessment against the pass/merit/distinction criteria.

Professional Discussion underpinned by log

A log must also be submitted after the gateway but in advance of the EPA. This will be reviewed by the assessor in advance of the professional discussion. This discussion will be a structured discussion between the apprentice and the Independent Assessor, to establish the apprentice's understanding and application of knowledge, skills and behaviours relating to the Apprenticeship Standard.

Please contact us for registration and cost information:

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