



North Tyneside Council

# Improvement Technician Apprenticeship

## Enrolment Requirements

For more information or to apply ring (0191) 643 2288  
or to apply online go to  
[www.northtyneside.gov.uk/ala](http://www.northtyneside.gov.uk/ala)

In order to enrol on this apprenticeship you **must** be in paid employment in an operational role which focusses on continuous improvement within your organisation, this will allow you the opportunity to meet the full requirements of the level 3 apprenticeship. Your administrative role **must** allow you to solve problems and work with team members to implement and maintain improvements. To qualify for entry onto this apprenticeship you will already hold 5 good GCE's including maths and English or equivalent level 2. If you do not already have GCSE English and maths qualifications will be required to achieve both qualifications during your apprenticeship by attending weekly sessions at one of our centres until completed. You will be assessed before starting the programme to make sure it is right for you.

To apply for an apprenticeship, visit the following site:  
<https://www.gov.uk/apply-apprenticeship>

## What will I learn on this course?

You will learn knowledge, behaviours and skills through blended learning, consisting of group training sessions, digital learning and tutorials carried out in the workplace.

- With coaching and support from your employer and your tutor, you will apply the knowledge, behaviours and skills to your organisation's standards and to your specific role to meet the requirements of the apprenticeship.
- You will require an allocation of 20% off the job training time to enable you to complete coursework and assignments.
- At the 13-month stage of your 18 month programme you will be prepared for the apprenticeship Gateway and End Point Assessment. This will involve a 2 week intensive period of study, revision and tutorials with your assigned tutor.
- To complete your apprenticeship, you will be required to develop knowledge of the following: compliance, teamwork and leadership, self-development, project management, change management, process mapping and analysis, data and root cause analysis, sustainability and control. You will develop a range of skills that include voice of the customer, lean tools, prioritisation and benchmarking.

- As part of your end point assessment, you will be required to take an exam, write a report and present your findings whilst being questioned and take part in a professional discussion.

More information can be found here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/improvement-technician/>

## Assessment

## End Point Assessment Centre: Highfield Awards

Your knowledge, skills and behaviours will be assessed at the end of your apprenticeship, by an exam, the presentation of report findings, questions and a professional discussion. You will also be required to complete a learner log and create a project portfolio throughout the programme.

## Course Length

The Advanced Apprenticeship in Improvement Technician is completed within 18 months so you must be employed for this length of time.

## Attendance

You will be working in an operational role receiving on the job coaching and training in the workplace and will attend the training centre for knowledge training sessions and, if required, weekly sessions in functional skills. You will be using digital learning materials and will be required to complete tasks and upload these to your e-portfolio, during allocated off the job training. This training will all be during your contracted hours of work.

## What else do I need to know?

The course will extend your knowledge, skills and abilities, which in turn will enhance your career prospects enabling you to be a valuable part of any business. All training materials will be provided at the training centre.

## What could I do next?

You could move on to an Associate Project Manager or Improvement Practitioner.