



Linked to our Leadership and Sustainability Pathway providing career advancement and progression opportunities.



IMPROVEMENT TECHNICIAN

This apprenticeship builds the analytical, problem-solving, and process improvement skills needed to make measurable, lasting improvements in the workplace. Apprentices learn to identify inefficiencies, collect and analyse data, and implement changes that reduce waste, improve quality, and increase performance.

Through practical, project-based learning, participants develop the confidence to apply Lean and Six Sigma principles to real organisational challenges - delivering tangible value from day one.

For Individuals

Aspiring or current professionals looking to develop their problem-solving and process improvement skills, such as Team Members, Coordinators, or Junior Analysts.

Key Benefits

- Learn to identify and eliminate process waste
- Develop analytical thinking and root cause problem-solving
- Gain experience leading small-scale improvement projects

For Employers

Organisations seeking to build a culture of continuous improvement and operational excellence.

Key Benefits

- Develop team members capable of improving efficiency and quality
- Reduce costs and waste through structured problem-solving
- Embed a data-driven mindset across teams



Level 3



12+ months
Approximate on-programme training (does not include EPA period)



£0 to £200
Maximum cost for non-levy employers and micro-businesses



£4,000
Maximum cost/funding for levy employers

Knowledge

- Compliance
- Team formation & leadership
- Self-development
- Principles & methods
- Project selection & scope
- Problem definition
- Data acquisition for analysis
- Basic statistics & measures
- Process capability & performance

Skills

- Communication
- Project management
- Change management
- Project selection and Scoping
- Voice of the customer
- Process mapping & analysis
- Lean tools
- Data acquisition for analysis
- Data analysis-statistical methods
- Benchmarking
- Sustainability & control

Behaviours

- Drive for results
- Team-working
- Professionalism
- Continuous development
- Safe working

Progression opportunity: **Level 4 Improvement Practitioner.**

Modules are delivered holistically through-out the programme.

