

SERVICE DESIGN & TRANSFORMATION LEADER

MULTI-PATHWAY

LEVEL 6 APPRENTICESHIP STANDARD

Develop strategic leaders who can design, transform and optimise services to deliver exceptional outcomes across complex environments.

Blending service design, systems thinking, and transformation leadership to improve performance, user experience, and operational efficiency across organisations.



Chartered
Management
Institute

includes CMI Level 5 Diploma in
Management & Leadership



FOR INDIVIDUALS

Build advanced strategic, leadership and transformation capabilities to confidently lead service improvement and organisational change.



FOR EMPLOYERS

Develop leaders who can redesign services, improve operational performance and lead innovation across the organisation.



INCLUDED CERTIFICATIONS

Providing recognised leadership capabilities that support transformation, innovation, and operational excellence.

HOW THIS PROGRAMME IS FORMED



Service Designer Level 6
Apprenticeship Standard

+

CMI Level 5 Diploma in
Management & Leadership
(All Pathways)

OR

IWFM Level 5 Diploma in
Facilities Management
(Facilities Management
pathway option)

Suitable for individuals with **prior experience** or **qualifications** to have direct entry into the Level 6 standard



LEVEL

6



DURATION

24+ months

*Approximate on-
programme training
(does not include EPA
period)*



COST

£0 to £750

*Maximum cost for
non-levy employers and
micro-businesses*



FUNDING

£15,000

*Maximum cost/funding
for levy employers*

YOUR LEARNING JOURNEY



CAREER PROGRESSION



Service Design & Transformation Level 6



Senior Operations / Head of Service Design / Continuous Improvement / Contract Director

CERTIFICATIONS INCLUDED



CMI Level 5 Diploma in Management & Leadership

- Strategic leadership
- Managing organisational change
- Team and stakeholder management
- Operational performance improvement
- Leadership and communication skills

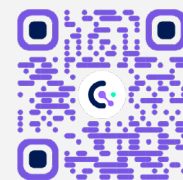
OR



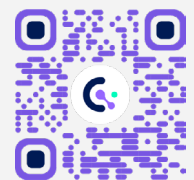
IWFM Level 5 Diploma in Facilities Management (FM Pathway Option)

- Strategic facilities management
- Service delivery optimisation
- Sustainability and operational performance
- Facilities and workplace transformation

HELPFUL LINKS



www.glptraining.co.uk



Apprenticeship FAQs

A RECOGNISED QUALIFICATION. **REAL TRANSFORMATION. STRONGER FUTURES.**
PROGRESS WITH CONFIDENCE IN YOUR LEADERSHIP CAREER.

