



COURSE

OPERATIONAL IMPROVEMENT

PRACTITIONER

LEVEL 3



KEY COURSE INFORMATION



DURATION

12 Months



LEVEL

3



SKILLS ENGLAND STANDARD REFERENCE NO.

ST10193



SKILLS ENGLAND LINK

[Improvement technician / Skills England](#)



SKILLS FUNDING GROUP LINK

<https://www.skillsfundinggroup.com/funded-courses/>



FULL FUNDING VALUE

£4,000



5% Contribution (if applicable)

£200



TIME COMMITMENT

4 Hours per week working specifically on this course during working hours plus 2 hours employer led CPD



FUNDING AVAILABLE FOR

Upskilling Existing Members of Staff and the Recruitment of Fresh Candidates



FUNDING TYPE

Advanced Apprenticeship



DELIVERY STYLE

121 Remote Video Calls and Online Peer Group Workshops

CANDIDATE PROGRESSION

AFTER COMPLETING THIS COURSE



Completion of the Operational Improvement Practitioner programme equips candidates with the practical skills to identify operational problems, analyse their root causes, improve processes, reduce waste and deliver measurable improvements in efficiency, quality and performance.

Progression Opportunities

Candidates may progress into:

- ◆ Operational Improvement Practitioner
- ◆ Continuous Improvement Coordinator
- ◆ Process Improvement Analyst
- ◆ Quality Improvement Officer
- ◆ Operational Excellence Coordinator
- ◆ Continuous Improvement roles

Further Development

Many learners progress onto:

- ◆ Leading larger operational improvement projects
- ◆ Managing more complex process improvements
- ◆ Developing advanced Lean and Six Sigma skills
- ◆ Using data to drive operational decisions
- ◆ Building expertise in change and continuous improvement
- ◆ Progressing to Level 5 improvement programmes

Professional Readiness

Following completion, candidates will:

- ◆ Confidently identify improvement opportunities
- ◆ Diagnose problems and their root causes
- ◆ Use data to measure operational performance
- ◆ Improve processes and reduce waste and inefficiency
- ◆ Apply Lean and continuous improvement techniques
- ◆ Support colleagues through operational change
- ◆ Develop and implement practical solutions
- ◆ Embed improvements and sustain better performance

EMPLOYER BENEFITS



Employers gain skilled practitioners who can identify operational problems, analyse their causes and implement practical improvements that increase efficiency, reduce waste and improve quality and performance.

Employers benefit from staff who:

- ◆ Identify inefficiencies and improvement opportunities
- ◆ Analyse problems and determine their root causes
- ◆ Improve processes, productivity and operational performance
- ◆ Use data to support evidence-based decisions
- ◆ Reduce waste, variation and recurring issues
- ◆ Implement and sustain measurable improvements

The apprenticeship provides:

- ◆ Structured development in Lean and Six Sigma principles
- ◆ Practical process mapping and improvement techniques
- ◆ Root-cause analysis and structured problem-solving skills
- ◆ Data collection, analysis and performance measurement
- ◆ Practical application through real workplace improvement activity
- ◆ Skills to implement, measure and sustain operational change

Employers typically see:

- ◆ Reduced waste and unnecessary operational activity
- ◆ Improved process efficiency and productivity
- ◆ Fewer recurring problems and performance issues
- ◆ Improved quality and consistency of outputs
- ◆ Better use of operational data and performance measures
- ◆ Measurable improvements in cost, quality and delivery

The programme supports:

- ◆ Continuous improvement capability within the organisation
- ◆ Increased productivity and operational efficiency
- ◆ Structured problem-solving and data-led decision-making
- ◆ Sustainable improvements to processes and performance

COURSE OVERVIEW

The Operational Improvement Practitioner programme develops the knowledge, skills and behaviours required to identify operational problems, improve processes and deliver measurable improvements in efficiency, productivity, quality and performance.

Learners develop practical skills to identify improvement opportunities, understand the root causes of problems and implement effective solutions within their area of responsibility. They learn how to use data and performance measures to make informed decisions, reduce waste and improve ways of working.

The programme covers Lean and Six Sigma principles, structured problem-solving, process mapping, root-cause analysis, continuous improvement techniques and performance measurement. Learners develop the capability to analyse existing processes, identify inefficiencies and implement improvements that deliver measurable business benefits.

Learning is applied directly within the workplace, enabling candidates to address genuine operational challenges and demonstrate measurable improvements to processes, productivity, quality and performance.

By completion, candidates are equipped to identify improvement opportunities, solve problems systematically, use data effectively and implement sustainable operational improvements that deliver tangible value to their organisation.

ELIGIBILITY CRITERIA

- ◆ UK/EU Citizen for 3+ years
- ◆ Work 16+ hours per week on average
- ◆ Employed on a PAYE Scheme
- ◆ Not on any other government-funded course





WHO IS THIS COURSE FOR

Designed for individuals responsible for improving processes, solving operational problems and increasing efficiency, quality and performance within their organisation.

This course is ideal for:

- ◆ Employees responsible for improving operational processes
- ◆ Operations staff looking to reduce waste and inefficiency
- ◆ Quality professionals involved in performance improvement
- ◆ Process owners responsible for improving ways of working
- ◆ Employees involved in continuous improvement activity
- ◆ Project staff delivering operational change
- ◆ Analysts using data to identify performance issues
- ◆ Experienced employees taking greater responsibility for improvement

Typical Job Roles Include:

- ◆ Continuous Improvement Coordinator
- ◆ Operations Coordinator
- ◆ Process Improvement Officer
- ◆ Quality Coordinator
- ◆ Operational Excellence Coordinator
- ◆ Process Analyst
- ◆ Business Improvement Officer
- ◆ Project Coordinator
- ◆ Improvement Practitioner

This course is suitable for employers operating in:

- ◆ Professional Services
- ◆ Financial Services
- ◆ Technology
- ◆ Healthcare
- ◆ Education
- ◆ Public Sector
- ◆ Retail & Corporate Organisations
- ◆ SMEs & Enterprise Businesses

This programme develops practical operational improvement capability, helping organisations build employees who can identify problems, analyse processes, reduce waste and deliver measurable improvements in efficiency, quality, productivity and performance.

KNOWLEDGE

On completion of the course, candidates will have knowledge of:

- ◆ **Continuous Improvement Principles** – understanding how structured improvement approaches can increase efficiency, quality and operational performance
- ◆ **Lean Principles** – understanding how to identify waste, improve flow and create more efficient and consistent ways of working
- ◆ **Six Sigma Principles** – understanding structured approaches to reducing variation, improving quality and solving performance problems
- ◆ **Problem & Opportunity Identification** – understanding how to define operational problems and improvement opportunities using reliable evidence and data
- ◆ **Process Mapping & Analysis** – understanding how processes can be mapped and analysed to identify bottlenecks, duplication, waste and inefficiency
- ◆ **Root Cause Analysis** – understanding structured techniques such as 5 Whys and cause-and-effect analysis to identify underlying causes of problems
- ◆ **Data Collection & Analysis** – understanding how operational data can be collected, interpreted and used to establish current performance
- ◆ **Performance Measurement** – understanding how measures and indicators can assess performance, monitor improvements and demonstrate results
- ◆ **Lean Improvement Tools** – understanding practical approaches including 5S, visual management, standard work and Kaizen
- ◆ **Solution Development** – understanding how potential solutions can be identified, evaluated and prioritised before implementation
- ◆ **Change & Sustainability** – understanding how improvements are implemented, communicated, standardised and controlled to sustain better performance

SKILLS

Candidates will be able to:

- ◆ Identify operational problems and improvement opportunities
- ◆ Define clear and measurable improvement objectives
- ◆ Map and analyse processes to identify waste, bottlenecks and inefficiency
- ◆ Apply practical Lean techniques to improve operational performance
- ◆ Collect and analyse data to identify patterns and performance trends
- ◆ Use 5 Whys and cause-and-effect analysis to identify root causes
- ◆ Develop, evaluate and prioritise practical improvement solutions
- ◆ Plan and implement structured workplace improvement activities
- ◆ Measure results and demonstrate the impact of improvements
- ◆ Engage colleagues and stakeholders in improvement activity
- ◆ Create controls and plans to embed and sustain improved performance

BEHAVIOURS

Candidates will demonstrate the following core behaviours in their work:

- ◆ **Drive for Results** – actively identifying opportunities and taking ownership of improvements
- ◆ **Analytical Thinking** – approaching operational problems logically and using evidence to inform decisions
- ◆ **Team Working** – collaborating effectively with colleagues to achieve better operational outcomes
- ◆ **Professionalism** – acting responsibly, independently and in line with organisational values
- ◆ **Continuous Development** – responding positively to feedback, reflecting on performance and continuing to learn
- ◆ **Safe Working** – considering the safety of themselves and others when implementing improvements
- ◆ **Attention to Detail** – approaching analysis and improvement activity carefully and accurately
- ◆ **Continuous Improvement Mindset** – continually looking for practical opportunities to improve processes, quality and performance



DELIVERY MODEL

The delivery model for the Operational Improvement Practitioner programme combines flexible online learning with individual coaching, structured digital content and collaborative peer workshops, focusing on practical workplace improvements.

1:1 Remote Video Calls

Learners participate in individual remote coaching sessions via video call. These sessions provide:

- ◆ Structured one-to-one sessions scheduled flexibly around workplace commitments
- ◆ Individual learning plans aligned to operational responsibilities and improvement objectives
- ◆ Progress reviews to assess learning and practical workplace application
- ◆ Coaching to develop analytical thinking, problem-solving and improvement skills
- ◆ Personalised support tailored to individual development needs
- ◆ Guidance on applying Lean and continuous improvement techniques to workplace challenges
- ◆ Support to measure, evaluate and demonstrate the impact of improvements

Online Peer Group Workshops

Learners attend interactive online workshops alongside other operational improvement practitioners and professionals. These sessions provide:

- ◆ Exploration of key themes within the programme and apprenticeship standard
- ◆ Collaborative discussion of workplace challenges and practical improvement solutions
- ◆ Sharing operational improvement experiences, approaches and best practice
- ◆ Practical application of structured problem-solving and improvement techniques
- ◆ Group activities exploring Lean, Six Sigma and continuous improvement principles
- ◆ Discussion of operational efficiency, productivity and process improvement opportunities
- ◆ Peer feedback on workplace improvement ideas and projects
- ◆ Exploration of change management and effective stakeholder engagement
- ◆ Practical exercises using data to identify problems and measure improvement outcomes
- ◆ Sharing approaches to communication, teamwork and influencing positive change
- ◆ Exposure to different organisational practices, industries and operational environments

ASSESSMENT

END POINT ASSESSMENT (EPA)

The End-Point Assessment (EPA) independently evaluates a learner's ability to apply operational improvement knowledge, skills and behaviours within their workplace. Learners demonstrate their ability to analyse processes, identify inefficiencies, implement practical solutions and evaluate measurable improvements. Assessment focuses on applying structured improvement techniques to deliver sustainable operational and business benefits.

What the End Point Assessment Consists Of:

The EPA assesses the learner's practical knowledge, improvement skills and workplace application through the following activities:

Knowledge Assessment

Demonstrating understanding of improvement principles, analytical tools, problem-solving methods and operational performance.

Workplace Improvement Project

Completing a genuine improvement project that addresses an operational challenge and delivers measurable business benefits.

Project Report, Presentation & Questioning

Producing a structured report, presenting improvement outcomes and explaining decisions to an independent assessor.

Professional Discussion

Discussing the application of improvement techniques, supported by evidence of workplace experience and achievements.

The workplace project provides an opportunity to demonstrate tangible improvements in efficiency, quality, productivity or operational performance.

How the End Point Assessment Is Completed:

- ◆ Complete the programme and required learning
- ◆ Develop evidence of workplace improvement activities
- ◆ Identify a genuine operational challenge or opportunity
- ◆ Apply structured problem-solving and improvement techniques
- ◆ Complete a workplace improvement project
- ◆ Measure and evaluate the operational benefits achieved
- ◆ Produce a project report and present findings
- ◆ Answer questions from an independent assessor
- ◆ Demonstrate practical application of knowledge, skills and behaviours
- ◆ The final assessment confirms the learner's ability to apply operational improvement techniques and deliver measurable business benefits. The precise assessment methods and grading arrangements are determined by the applicable apprenticeship assessment plan.



PREPARATION AND SUPPORT

Throughout the programme, learners are supported to:

- ◆ Build evidence of competence
- ◆ Prepare for assessment requirements
- ◆ Understand what to expect at EPA

This ensures apprentices approach the End Point Assessment with confidence and clarity.

GENERAL ENQUIRIES ABOUT COURSE OR FUNDING

 01174 635063

 info@skillsfundinggroup.com

CONTACT INFORMATION & USEFUL LINKS

Skills England Technical Information:



AI & Automation Practitioner
– Skills England Standard

[Improvement technician / Skills England](#)

Setting Up Online Digital Account:



Create an Apprenticeship Service Account
(Employers)

<https://www.skillsfundinggroup.com/digital-account>

Applying for Apprenticeship Levy Transfer:



Receive or Transfer Levy Funds – GOV.UK
Guidance

<https://www.skillsfundinggroup.com/levy-transfer/>

Enrol on this Course



Enrolment For This Course:

<https://www.skillsfundinggroup.com/enrolment-form/>

Book a Video Call



To book a video call about this course;

<https://www.skillsfundinggroup.com/start-the-conversation/>