



COURSE

CONTINUOUS IMPROVEMENT & CHANGE SPECIALIST

LEVEL 3



KEY COURSE INFORMATION



DURATION

15 Months



LEVEL

5



SKILLS ENGLAND STANDARD REFERENCE NO.

ST0555



SKILLS ENGLAND LINK

[Improvement specialist / Skills England](#)



SKILLS FUNDING GROUP LINK

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



FULL FUNDING VALUE

£9,000



5% Contribution (if applicable)

£450



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

Higher Apprenticeship



DELIVERY STYLE

121 Remote Video Calls and Online Peer Group Workshops

CANDIDATE PROGRESSION

AFTER COMPLETING THIS COURSE



Completion of the Continuous Improvement & Change Specialist programme equips professionals with advanced skills to lead complex improvement initiatives, manage organisational change, optimise business processes and deliver measurable improvements in efficiency, productivity and operational performance across their organisation.

Progression Opportunities

Candidates may progress into:

- ◆ Continuous Improvement Manager
- ◆ Business Improvement Manager
- ◆ Change Management Specialist
- ◆ Operational Excellence Manager
- ◆ Business Transformation Lead
- ◆ Process Improvement Manager

Further Development

Many learners progress onto:

- ◆ Leading strategic improvement programmes across departments
- ◆ Managing complex organisational change and transformation projects
- ◆ Developing advanced change management and stakeholder engagement skills
- ◆ Using statistical analysis to drive performance and improvement
- ◆ Building expertise in Lean Six Sigma and process optimisation
- ◆ Progressing into senior improvement and transformation roles

Professional Readiness

Following completion, candidates will:

- ◆ Confidently lead complex continuous improvement programmes
- ◆ Identify opportunities for organisational and process improvement
- ◆ Use advanced data analysis to drive measurable results
- ◆ Optimise processes, reduce waste and improve efficiency
- ◆ Lead cross-functional teams through organisational change
- ◆ Influence stakeholders and communicate change effectively
- ◆ Apply advanced Lean Six Sigma and problem-solving techniques
- ◆ Embed sustainable improvements and lasting organisational change

EMPLOYER BENEFITS



Employers develop skilled improvement and change specialists who can identify inefficiencies, lead complex improvement projects and deliver sustainable organisational change. The programme builds advanced analytical, problem-solving and change management skills that improve processes, productivity and business performance.

Employers benefit from staff who:

- ◆ Identify and prioritise complex improvement opportunities
- ◆ Improve business processes, efficiency and productivity
- ◆ Use advanced data analysis to identify root causes
- ◆ Reduce waste, operational costs and recurring inefficiencies
- ◆ Lead cross-functional improvement and change initiatives
- ◆ Engage stakeholders and overcome resistance to change

This advanced apprenticeship provides:

- ◆ Structured development for improvement and change specialists
- ◆ Advanced Lean Six Sigma and improvement methodologies
- ◆ Skills in process optimisation and root-cause analysis
- ◆ Data-driven approaches to identifying improvement opportunities
- ◆ Practical application through complex workplace projects
- ◆ Tools to implement and sustain organisational change

Employers typically see:

- ◆ Improved operational performance and productivity
- ◆ Reduced waste, costs and inefficient processes
- ◆ Greater consistency and quality across operations
- ◆ Increased engagement and ownership of improvements
- ◆ Better use of data to identify underlying problems
- ◆ Sustainable improvements embedded across the business

The programme supports:

- ◆ Continuous improvement and organisational transformation
- ◆ Advanced problem-solving and evidence-based decisions
- ◆ Improved efficiency, quality and operational performance
- ◆ Sustainable change across departments and business processes

COURSE OVERVIEW

The Continuous Improvement & Change Specialist programme develops the advanced knowledge, skills and behaviours required to lead complex improvement initiatives, optimise business processes and deliver sustainable organisational change.

Learners develop specialist skills to identify improvement opportunities, analyse complex operational challenges and implement effective solutions across departments. They learn to use advanced data analysis, performance measures and improvement methodologies to increase productivity, reduce waste and enhance operational efficiency.

The programme covers advanced Lean Six Sigma principles, process optimisation, root-cause analysis, project management and organisational change. Learners develop the confidence to lead cross-functional improvement projects, engage key stakeholders and embed a culture of continuous improvement throughout their organisation.

Learning is applied directly within the workplace, enabling candidates to lead substantial improvement projects, address complex business challenges and demonstrate measurable improvements in efficiency, quality and operational performance.

By completion, candidates are equipped to lead complex improvement programmes, manage organisational change, influence stakeholders and drive a culture of continuous improvement that delivers sustainable business benefits.

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 Improvement Professionals, Change Specialists, Operational Managers and experienced employees responsible for improving processes, managing organisational change and driving business transformation, who want to develop advanced skills to deliver sustainable improvements.

This course is ideal for:

- ◆ Improvement Practitioners seeking to develop advanced skills
- ◆ Change Specialists managing organisational transformation
- ◆ Operations Managers responsible for process improvement
- ◆ Continuous Improvement Leads driving business performance
- ◆ Quality Managers improving standards and efficiency
- ◆ Project Managers delivering complex improvement initiatives
- ◆ Professionals responsible for implementing organisational change
- ◆ Experienced employees progressing into specialist improvement roles

Typical Job Roles Include:

- ◆ Improvement Practitioners seeking to develop advanced skills
- ◆ Change Specialists managing organisational transformation
- ◆ Operations Managers responsible for process improvement
- ◆ Continuous Improvement Leads driving business performance
- ◆ Quality Managers improving standards and efficiency
- ◆ Project Managers delivering complex improvement initiatives
- ◆ Professionals responsible for implementing organisational change
- ◆ Experienced employees progressing into specialist improvement roles

This course is suitable for employers operating in:

- ◆ Professional Services
- ◆ Manufacturing & Engineering
- ◆ Logistics & Warehousing
- ◆ Retail & Hospitality
- ◆ Health & Social Care
- ◆ Financial Services
- ◆ Construction & Property
- ◆ Public Sector
- ◆ SMEs & Enterprise Businesses

This programme combines advanced continuous improvement methodologies with practical change management skills, developing professionals who can lead complex improvement projects, optimise business processes and deliver measurable improvements in efficiency, quality and organisational

KNOWLEDGE

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

- ◆ **Continuous Improvement Strategy** – understanding how improvement programmes align with organisational goals and business priorities.
- ◆ **Improvement Leadership** – understanding leadership styles, coaching, motivation and managing cross-functional improvement teams.
- ◆ **Improvement Project Management** – understanding business cases, project planning, risk management and benefits realisation.
- ◆ **Organisational Change** – understanding change readiness, stakeholder engagement and approaches to sustainable transformation.
- ◆ **Business Performance** – understanding financial and operational factors influencing improvement decisions.
- ◆ **Lean Six Sigma Methodologies** – understanding advanced DMAIC principles, Lean thinking and structured improvement frameworks.
- ◆ **Customer & Stakeholder Requirements** – understanding customer expectations and translating needs into measurable improvement objectives.
- ◆ **Process Analysis & Optimisation** – understanding value-stream mapping, process modelling and identifying operational inefficiencies.
- ◆ **Data Collection & Measurement** – understanding sampling methods, measurement systems and reliable operational data collection.
- ◆ **Statistical Analysis** – understanding probability, hypothesis testing, confidence intervals and statistical process control.
- ◆ **Process Capability & Variation** – understanding capability analysis and methods for evaluating process stability and performance.
- ◆ **Advanced Root Cause Analysis** – understanding regression, correlation and statistical techniques to identify underlying problems.
- ◆ **Design of Experiments** – understanding experimental design, variable relationships and methods for optimising processes.
- ◆ **Improvement Solution Development** – understanding how solutions are evaluated, prioritised and implemented effectively.
- ◆ **Risk & Failure Prevention** – understanding failure mode analysis, risk assessment and preventative control strategies.
- ◆ **Sustaining Improvements** – understanding how to embed changes, monitor outcomes and sustain long-term business benefits.

SKILLS

Candidates will be able to:

- ◆ Lead complex continuous improvement programmes across organisational functions
- ◆ Identify and prioritise opportunities for business and process improvement
- ◆ Plan and manage cross-functional improvement projects and resources
- ◆ Lead, coach and engage colleagues in structured improvement methodologies
- ◆ Analyse complex processes to identify inefficiencies and improvement opportunities
- ◆ Apply advanced Lean Six Sigma techniques to optimise operational processes
- ◆ Collect and interpret data using statistical analysis and predictive methods
- ◆ Identify root causes through hypothesis testing, regression and process analysis
- ◆ Design and evaluate experiments to improve process capability and outcomes
- ◆ Manage organisational change and influence stakeholders effectively
- ◆ Evaluate improvement risks, financial returns and measurable business benefits
- ◆ Implement sustainable solutions and embed a culture of continuous improvement

BEHAVIOURS

Candidates will demonstrate the following core behaviours in their work:

- ◆ **Drive for Results** – taking ownership of complex improvement initiatives and delivering measurable outcomes
- ◆ **Change Leadership** – engaging colleagues and encouraging adoption of new processes and working practices
- ◆ **Team Working** – collaborating across departments to achieve shared improvement objectives
- ◆ **Professionalism** – demonstrating integrity, accountability and responsible professional judgement
- ◆ **Process Thinking** – promoting customer-focused, data-driven approaches to improving business processes
- ◆ **Continuous Development** – developing personal expertise while coaching and supporting others
- ◆ **Safe Working** – promoting safety, compliance and responsible improvement practices
- ◆ **Continuous Improvement Mindset** – challenging existing processes and encouraging innovation and sustainable change

DELIVERY MODEL

The Continuous Improvement & Change Specialist programme combines flexible online learning, individual coaching, structured digital content and collaborative peer workshops, focusing on advanced improvement techniques, organisational change and practical business transformation.

1:1 Remote Video Calls

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

- ◆ Structured one-to-one sessions scheduled around professional and workplace commitments
- ◆ Individual learning plans aligned to improvement responsibilities and organisational objectives
- ◆ Progress reviews to assess learning and practical workplace application
- ◆ Coaching to strengthen analytical thinking, problem-solving and change management skills
- ◆ Personalised professional development support tailored to individual needs
- ◆ Guidance on applying advanced Lean Six Sigma techniques to complex workplace challenges
- ◆ Support to evaluate and demonstrate measurable operational and business improvements



Online Peer Group Workshops

Learners attend interactive online workshops alongside improvement practitioners, change specialists and operational professionals.

These sessions provide:

- ◆ Exploration of advanced themes within the programme and apprenticeship standard
- ◆ Collaborative discussion of complex workplace challenges and improvement solutions
- ◆ Sharing continuous improvement experiences, approaches and industry best practice
- ◆ Practical application of advanced problem-solving and improvement methodologies
- ◆ Group activities exploring Lean Six Sigma, DMAIC and process optimisation
- ◆ Discussion of process efficiency, quality and organisational performance
- ◆ Peer feedback on improvement initiatives and workplace transformation projects
- ◆ Exploration of organisational change, stakeholder engagement and change adoption
- ◆ Practical exercises using statistical analysis to identify improvement opportunities
- ◆ Sharing approaches to coaching, communication and leading cross-functional change
- ◆ Exposure to different industries, organisational structures and sector perspectives
- ◆ Building confidence, specialist improvement capability and professional networks

ASSESSMENT

END POINT ASSESSMENT (EPA)



The End-Point Assessment (EPA) independently confirms that learners can apply advanced operational improvement knowledge, skills and behaviours in the workplace. Candidates demonstrate their ability to lead complex improvement initiatives, analyse business performance, influence stakeholders and deliver sustainable change using advanced Lean Six Sigma and structured improvement techniques.

What the End Point Assessment Consists Of:

The EPA consists of two assessment methods:

- ◆ **Professional Discussion**
A structured discussion with an independent assessor, exploring the learner's leadership, improvement expertise and practical workplace achievements.
- ◆ **Portfolio of Workplace Evidence**
A collection of evidence demonstrating improvement projects, advanced analysis, coaching activities and measurable business outcomes. This supports the professional discussion.
- ◆ **Technical Case Study Examination**
An open-book examination covering eight practical case studies, testing advanced statistical analysis, problem-solving and improvement techniques.

The assessment confirms learners can apply specialist improvement methods, lead complex projects and demonstrate measurable business benefits.

How the End Point Assessment Is Completed:

- ◆ Complete the programme and required learning
- ◆ Build a portfolio of workplace improvement evidence
- ◆ Demonstrate leadership of complex improvement projects
- ◆ Provide evidence of coaching and training others
- ◆ Meet the required assessment gateway criteria
- ◆ Complete a professional discussion with an independent assessor
- ◆ Undertake an open-book technical examination
- ◆ Demonstrate advanced knowledge, skills and behaviours
- ◆ Achieve an overall Pass, Merit or Distinction

The final grade is determined by performance across both formal assessment methods. Learners must pass both components, with Merit and Distinction grades available for higher achievement.

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

 07810 008848

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CONTACT INFORMATION & USEFUL LINKS

Skills England Technical Information:



Improvement Technician – Skills England Standard

[Improvement specialist / 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/>