

Continuous Quality Improvement (CQI) Foundation

Level 2

Skills Training UK is a leading independent apprenticeships training provider with a proven track record in partnering with NHS Trusts.

We are committed to helping you understand and use the opportunity of the Apprenticeship Levy to develop and deliver training which effectively supports your plans for patient-centred care and CQI.



Skills Training UK's CQI apprenticeship training programmes will ensure your staff have the knowledge and skills to embed a systematic approach to improving quality of care and outcomes for patients.

The CQI Foundation Level 2 Apprenticeship training gives staff in any medical or non-medical role the quality improvement tools and techniques they need to play a key role in improvement activity such as time-savings, timeliness of service provision, cost reductions and a decrease in the number of errors or mistakes.

During their training, staff identify improvement projects and directly apply their learning to make practical, measured improvements in an area of their work, re-enforcing their knowledge of CQI techniques and empowering them to make changes and innovate with quality improvement activities.

What is the CQI Foundation Apprenticeship Level 2?

This apprenticeship has been specially designed for the NHS and is based on the sought after Business Improvement Techniques (BIT) which is widely embraced by Science, Technology, Engineering and Manufacturing (STEM) sectors for building capacity and capability in performance improvement and problem solving.

What are the benefits of CQI apprenticeship training?

- Staff members learn the techniques to identify and make the small improvements which cumulatively add up to make a significant difference to efficiency and help reduce costs.
- Your organisation develops a consistent approach to quality improvement, building capacity and capability to deliver the change you want to achieve in your CQI strategy.
- Staff feel valued, helping improve morale and job satisfaction and supporting career pathways.

What to expect

- All sessions can be timed conveniently around changing shift patterns.
- We can re-arrange sessions to avoid busy periods or unanticipated events.
- During their training employees work towards National Vocational Qualifications at Level 2 (Intermediate) and we also offer a progression route to Levels 3, 4, 5 and 6 CQI.
- One-on-one sessions at any stage of the training can be arranged for individuals who cannot make a group session due to work conflicts.
- Our learning materials are of a high quality and are based around the learning needs of the staff.
- Maths and English assessment and training is included where required.

>>

<< Continuous improvement theory and knowledge (months 1 - 6)

During six, half-day sessions (approx. one per month) employees learn key theories and develop their knowledge of continuous improvement techniques. We use a suitable meeting room or space on site or can arrange this off site if preferred. Classroom sessions incorporate practical activities.



TOPICS:

Statutory regulations and organisational safety requirements

- Health & Safety in the workplace
- Workplace accidents and emergency procedures
- Manual handling
- Applying good housekeeping and safe working practice to maintain an effective environment.

Effective Team Working

- Principles of establishing productive working relationships
- Dynamics of team working and creating effective working relationships
- Use of information in working relationships
- Communicating in the workplace.

Workplace Organisation techniques

- Principles and benefits
- The 5 key steps
- Auditing techniques
- Foundation for other improvement activities.

Continuous Quality Improvement (CQI)

- Principles of continuous improvement deployment.
- Identification and elimination of waste
- Benchmarking the process
- Applying continuous improvement principles
- Key performance indicating techniques
- Sustaining improvements in the workplace.

Contributing to the development of visual management systems

- Principles and benefits of visual management systems
- Visual management systems in the workplace.

Onsite projects (months 7 - 12)

The second half of the training programme involves learners identifying and tackling three workplace-related projects on Quality, Cost and Delivery. These are undertaken in teams and directly address a gap or inefficiency the learners identify within their areas and processes. The CQI techniques are used, with solutions often resulting in cost savings or efficiency improvements.

Assessment

This takes place in the workplace and includes:

- Evaluation of performance
- Presenting evidence of the 3 CQI projects on Quality, Cost and Delivery
- Online and written assessments
- Project reports and observation reports which are collated by our Trainer Assessors.

Each employee develops a portfolio of evidence which demonstrates they can perform at the level described.

Skills Training UK's Apprenticeship frameworks adhere to the National Occupational Standards set by SEMTA for the engineering and advanced manufacturing sectors.