

Continuous Quality Improvement (CQI) Technician

Level 3

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 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.

What is the CQI Technician Apprenticeship Level 3?

We have designed the Level 3 CQI Technician Apprenticeship to support NHS Trusts' continuous quality improvement strategies. It is based on the Improvement Technician Level 3 Apprenticeship Standard 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 CQI methodologies to implement quality improvement cycles which make a significant difference to efficiency and help reduce costs.
- Training includes identifying and monitoring improvements using control charts, supporting patient safety improvement and reducing avoidable harm.
- We help you adopt a consistent methodology for quality improvement, building capacity and capability that links CQI initiatives to CQC priorities.
- Staff feel valued, helping improve morale and job satisfaction as well as supporting their career pathways.

Duration

Typically this apprenticeship will take 14 to 18 months to complete.

Training and Support from Skills Training UK

Each staff member has a dedicated trainer-assessor who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence. The knowledge modules are delivered through formal teaching sessions and are supported between visits with information, advice, guidance and academic progress support. The trainer-assessor will work with the learner and their manager in order to ensure successful progression against all elements of the apprenticeship.

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<< Eligibility

The entry requirement for this apprenticeship will be decided by each employer. Typically Level 2 English and Maths are required.

Requirements: Knowledge, Skills and Behaviours

Below are examples of what the Level 3 CQI includes.

Knowledge

- Team formation and leadership – in a change environment
- Project management e.g. reporting documentation, RAG status, communications
- Change management – roles of the manager and leader within change
- Principles and methods – Six Sigma principles per ISO13053, Lean principles
- Problem definition – exploratory data analysis, data collection planning, problem and goal statements
- Process mapping and analysis – Supplier Input Process Output Customer (SIPOC) process mapping, value and waste analysis, performance metrics – discrete data
- Data acquisition for analysis – e.g. data stratification, sampling theory, data types, variation types and sources
- Basic statistics & measures – control charts – discrete data
- Process capability & performance – capability analysis – continuous data
- Root cause analysis - histograms
- Experimentation – active analysis versus one factor at a time, Plan Do Check Act
- Identification and prioritisation – brainstorming, selection criteria
- Sustainability & control – Process

Skills

- Compliance – work in accordance with organisational controls and statutory regulations
- Communication – share improvement progress through appropriate reporting
- Project selection and scoping – identify and scope improvement projects with clear measurable objectives
- Project management – plan, manage and implement improvement activities. Identify and support

management of risks. Develop the business case

- Change management – engage through communications. Reinforce – positively and negatively. Effectively coach peers
- Principles and methods – use a structured method and appropriate improvement tools, engaging with subject matter experts to deliver business benefits
- Problem definition – develop a problem/opportunity statement supported by validated data
- Voice of the customer – apply techniques to identify customers, their requirements and translate these to metrics
- Process mapping and analysis – apply process mapping tools to visualise processes, analyse process performance establishing key insights for performance improvement
- Lean tools – apply techniques such as identification and removal of 8 wastes, 5S (Sort, Shine, Set, Standardise, Sustain), standard work, kaizen, visual displays and controls, error proofing, preventative maintenance

Behaviours

- Drive for results – clear commitment for identifying opportunities and delivering improvements
- Team working – works effectively in a diverse team, considers impact of own actions on others, motivates peers
- Professionalism – acts in a moral, legal and socially appropriate manner, aligns behaviours to the organisation's values, trusted to working on own when appropriate
- Continuous development – acts upon feedback, reflects on performance and has a desire for learning
- Safe working – ensures safety of self and others, challenges safety

End Point Assessment

To successfully complete the apprenticeship, the learner needs to pass an independent End Point Assessment which consists of three distinct assessment methods:

- Multiple Choice examination – to assess knowledge elements of the standard
- Project report, presentation and questioning – to assess knowledge, skills and behaviours in the standard
- Professional discussion, underpinned by the log completed during the apprenticeship