

Continuous Quality Improvement (CQI) Specialist

Level 5

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.

What is the CQI Specialist Level 5 Apprenticeship?

We have designed the Level 5 CQI Specialist Apprenticeship to support NHS Trusts' continuous quality improvement strategies. It is based on the Improvement Specialist Level 5 Apprenticeship Standard which is widely embraced by Science, Technology, Engineering and Manufacturing (STEM) sectors.

On completion of their training the CQI Level 5 Specialist will be able to lead the deployment of the continuous quality improvement strategy and support the delivery of the organisation's goals.

They will be able to coach and mentor others and provide broad and deep technical expertise on the advanced CQI and Six Sigma principles.

They could also specialise in Project and Change Management principles and use tools to enable identification and delivery of improvement opportunities which are aligned to key business goals.

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 staff 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.

Eligibility

The entry requirement for this apprenticeship will be decided by each employer. It is typically Improvement Practitioner Level 4 or equivalent.

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<< Requirements: Knowledge, Skills and Behaviours

Below are examples of what's required for Level 5 CQI Specialist.

Knowledge

- Leading improvement teams – understanding personality types, development stages, motivational techniques, learning styles
- Project planning – e.g. developing business case, financial plan, identifying benefits, change and risk management
- Project reviews & coaching – e.g. coaching models, Maslow's hierarchy of needs
- Commercial environment – understanding business and economic risks, e.g. changes in legislation, trading conditions
- Principles & methods for improvement – e.g. practical problem solving, Define-Measure-Analyse-Improve-Control, 8-Disciplines
- Stakeholder research – interviewing and running focus groups, Quality Function Deployment principles and how to build a House of Quality
- Process mapping & analysis – activity network diagrams, design structure matrix, process modelling, key function diagrams
- Statistics & measures – probability distributions, confidence intervals, central limit theorem. How to test data for stability and normality
- Root cause analysis – matrix plots, multi-vari charts, hypothesis testing principles and methods, correlation and regression principles and methods
- Identification & prioritisation – creativity tools e.g. theory of inventive problem solving (TRIZ), Pugh matrix
- Sustainability & control – control and reaction plans, prevention controls

Skills

- Leading improvement teams – to deliver agreed actions with improvement project and achieving defined objectives
- Strategic Deployment of Continuous Improvement – contribute to deployment of improvement strategy
- Communication – prepare and present concise proposals and plans. Present progress through effective formats and channels

- Capability Development – train, facilitate and critique the application of tools used by improvement practitioners
- Project planning – plan and manage finances, multi-stakeholder delivery and benefits realisation
- Change planning – design reinforcement, engagement and communication strategies
- Principles and Methods for Improvement – e.g. Practical Problem Solving, Define-Measure-Analyse-Improve-Control, 8-Disciplines, Identify-Define-Optimise-Verify)
- Project selection & scope – can identify, scope and prioritise improvement opportunities that map to achieving organisation objectives
- Measurement – guide others on the planning, analysis and interpretation of data collection
- Process capability & performance – identify data stability /distribution issues and apply appropriate strategies
- Root cause analysis – make appropriate use of data to assess contribution of critical inputs/root cause(s) to product/process performance

Behaviours

- Drive for results – continuous drive for change and encourages others to deliver results
- Team working – awareness of own and others' working styles.
- Professionalism – promotes a moral, legal and socially appropriate working manner, aligns behaviours to the organisation's values.
- Continuous development – proactively seeks and acts on feedback and has a desire for development.
- Safe working – ensures safety of self and others, speaks out to challenge safety issues

Independent End Point Assessment

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

- Professional discussion, underpinned by portfolio of evidence
- Examination, based on mini case-studies