

Service Improvement Programme

Apprenticeship

Welcome to a transformative approach to service improvement.

This programme is for organisations that want to improve how services are experienced by users, customers, citizens and staff. It develops professionals who can redesign services end-to-end using a user-centred, evidence-led and collaborative approach.

The programme helps learners improve complex services across public, private and third-sector settings. It is particularly well suited to organisations working across multiple teams, channels and stakeholder groups.

Join a cohort of professionals focused on improving outcomes by redesigning services, not just adjusting processes.

Benefits for you

- ✔ Learn the knowledge, skills and behaviours needed to redesign services effectively
- ✔ Build capability in user research, journey mapping, service blueprinting and prototyping
- ✔ Develop practical skills that can be applied to live organisational challenges
- ✔ Receive wrap-around support from a dedicated Professional Learning Mentor
- ✔ Build a network of peers working on service transformation

Benefits for your organisation

- ✔ Improve customer, citizen or user experience
- ✔ Reduce inefficiencies across service delivery
- ✔ Strengthen collaboration across teams and functions
- ✔ Support digital, operational and organisational transformation
- ✔ Leverage apprenticeship funding to develop strategic capability

Qualifications

- Service Designer Apprenticeship (Level 6)
- Advanced Entry Criteria for Masters Progression Pathways

Progression Pathways
delivered by

Progression Pathway Options

- MBA in Strategic Leadership and Management
- MSc in Leadership and Management

 Leadership Matters



Funding

- Apprenticeship: fully funded through the apprenticeship levy
- Funding band: £15,000
- Progression pathways may be eligible for bursary funding

Duration

- 18 months + End Point Assessment
- EPA can take up to 6 months

Formal Assessment

- End of module submissions
- Portfolio of practice
- End Point Assessment

Assessment Methods

- Portfolio of service design artefacts
- Work-based service redesign project
- Presentation
- Professional discussion

Training Days

- Learning events designed to fit around work commitments
- Interactive workshops and practical application sessions
- Regular project reviews and mentor support
- Structured development linked to live service challenges

Eligibility

Suitable for professionals working in:

- Public sector organisations
- Health and social care
- Charities and not-for-profits
- Customer and citizen services
- Operational and transformation teams

Particularly relevant for:

- Service improvement leads
- Transformation managers
- Operations leaders
- Programme and change professionals
- Experience, insight or design practitioners

Support for all learners

- ✓ Dedicated Professional Learning Mentor
- ✓ Access to virtual learning environment and online content
- ✓ Peer network and collaborative learning
- ✓ Applied learning rooted in live organisational practice

Apply

- Applications are open, please click below to apply:

[Apply](#)