



The ILM Level 5 Certificate in
Service Improvement
Open Courses
in Keswick, Cumbria

From the Results Driven Group

The ILM Level 5 Certificate in Service Improvement

Introduction

The ILM Level 5 Certificate in Service Improvement aims to equip learners with the skills to lead a service improvement project at their workplace.

The qualification comprises of two mandatory units and covers the preparation, methodologies and implementation of service improvement.

In the first unit learners gain an insight into the principles lean production, six sigma, kaizen/continuous improvement and related models.

They also look at problem measurement and analysis before moving on to the second mandatory unit where they complete, evaluate and report on a service delivery improvement in their workplace.



This is a problem solving course which will allow you to specify a problem in your organisation which is causing it difficulty and during the course of the training and through your project you will be provided with the knowledge and skills to get to the root of the problem, source and implement improvement solutions.

These skills can then be utilised in the future to solve further problems.

Entry requirements

There are no formal entry requirements, but learners must be in a position to meet the assessment demands – ideally using their workplace as the basis for assignments. The course is designed for people in business who are in a position to take a lead rather than supporting role in service/continuous improvements, often these will also hold a leadership role and be at the forefront of leading change.

Assessment Structure

Attendance at the taught sessions, the satisfactory completion of a work based business/service improvement project following a recognised problem solving methodology and the completion of a 5000 word report on the project.

Module one

Preparing to apply lean production and improvement methodologies to operational problems in service delivery

Learn how to use the principles of lean production (DMAIC)

- Define
- Measure
- Analyse
- Improve
- Control

And six sigma, kaizen/continuous improvement and related models in your own organisation

Learn how to recognise the importance of problem definition and use a range of techniques to identify problems and their root causes

Learn how to develop the role, purpose, content and structure of a project proposal

Learn how to engage with stakeholders in relation to an improvement project, and their implications for successful delivery

Understand how to be in line with the organisational drivers for change in your organisation

Understand how to develop the criteria for judging the appropriateness of a project proposal by being able to structure it in the right format with the correct use of language according to your audience

Learn how to understand and develop problem measurement systems (KPIs) and the ability to distinguish between measurable and descriptive data through the use of ROI

Be able to employ a range of techniques to analyse data; calculate mean, median and mode; distinguish between and explain characteristics of normal distribution and skewed distributions; and produce histograms, bar charts, scatter charts, line graphs, Pareto diagrams and run/control charts



Module two

Applying lean production and improvement methodologies to operational problems in service delivery

How to apply lean production and improvement methodologies to define, measure and analyse problems with service delivery, make improvements and control these improvements

The ability to be able to engage with and lead a group of people through the improvement process

Learn how to implement practical strategies for introducing changes to systems and procedures and monitoring their effectiveness

Learn how to undertake report preparation and present effectively to get buy into the process of delivery of change

Delegate Information and Pre-course Work

What you need to do in advance

It would be helpful when you come to the first session if you have;

- 1) An idea of the problem that you might be considering (or a selection of problems that need to be solved if you have more than one!),
- 2) Identified a sponsor/champion, and having spoken to your sponsor/champion about the problem you are thinking of solving as part of your project.

Your sponsor should be someone who will be able to provide you with support to make any necessary changes; champion your project within the organisation and assist you in removing any barriers to completing your project.

Support during the course

All delegates will be offered support to complete their chosen improvement project through email and telephone support

Online learning material

Each delegate will have access to these as part of the programme



Problem Scoping Guidelines

Your problem should be...

Something that needs solving, where the solution is not yet known

Something that has clear symptoms

Something where the performance is – or could be – measured on an on going basis
(i.e. every month / week / day / hour)

Problems should be at departmental or organisational level

And should NOT be...

- Implementing an identified solution e.g. “we need an on-line referral form”
- A large projects e.g. Projects which are heavily reliant on other organisations



Client testimonial

“Continually evolving to meet the needs of those in the room with the content delivered in a positive way”

Senior Partner – Solicitor

Programme delivery dates

Open course in Keswick, Cumbria

This 4 day open course will take place at our training centre in Keswick on the following dates;

Programme 1:- 11.00 16th January 2017 – 16.00 19th January 2017

The Cost

The programme cost including, programme delivery, registration, accreditation and certification is £1395 + VAT per delegate.

▶ resultsdriven | service improvement

Flexible payment terms

If you are self-funding then a 30% deposit will be taken on booking, which will secure your place on the course

For the balance it is then possible to set up a 8 payment plan by direct debit or credit card for the remaining balance

Next steps

If you want to enrol on the course or have any queries then please call us on 0845 094 0587 or fill in a registration form online at <http://www.resultsdrivengroup.co.uk>

All candidates will receive:

1:1 on-going email and telephone support, assessment and tutor feedback.

In house delivery options

We can deliver this program in house for a minimum of 8 delegates, contact us for further details on 07951 212 186

