



JC Training & Consultancy

SIX SIGMA





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COMPANY

Profile

About Us

Based in the East Midlands, JC training & Consultancy specialise in the delivery of Apprenticeships across a range of sectors. We understand the importance of learning and how Apprenticeships ensure the development and growth of knowledge, skills and behaviours which is why we focus our pathways to meet sector specific aims and goals, maximising your learning and development through robust teaching, learning and assessment.

Our tutors and delivery team have vast sector knowledge and experience and deliver teaching and learning tailored to your individual needs and learning styles whilst maximising all learning opportunities on and off the job.

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Profile

As part of our Apprenticeship offer, we deliver following pathways

Business:

- Business Administrator Level 3
- Business Improvement Technician Level 3
- Business Improvement Practitioner Level 4
- Business Improvement Specialist Level 5
- Business Improvement Leader Level 6
- Quality Practitioner Level 4
- Team Leader Level 3
- Operations/Department Manager Level 5
- Senior Leader Level 7
- Senior People Professional Level 7

Finance:

- Payroll Administrator Level 3
- Payroll Manager Level 5

Sales, Marketing & Procurement:

- Digital Marketer Level 3
- Marketing Assistant Level 3
- Marketing Executive Level 4
- Marketing Manager Level 6
- Sales Executive Level 4
- PR & Communications Level 4
- Procurement & Supply Level 3
- Bid & Proposal Co-Ordinator Level 3
- Customer Service Practitioner Level 2
- Customer Service Specialist Level 3
- Retailer Level 2
- Retail team Leader level 3
- Retail manager Level 4

Education:

- Learning Mentor Level 3
- Learning & Development Practitioner Level 4
- Assessor/Coach Level 4
- Employability Practitioner Level 4
- Coaching Professional Level 5
- Learning & Skills Teacher Level 5



OUR CORE VALUES

1

Learner Aspirations

Learning that goes beyond boundaries to create lifelong impact, that ensures pathways are achieved that meets our learners' aspirations.

2

Customer Delight

We Satisfy and Delight Our Customers, our customers are the lifeblood of our business and our most important stakeholder. We strive to meet or exceed their expectations in every aspect of our services. To honor our commitment and act with responsibility in all our relationships. Quality in Method and Design enables us to tailor our approach to sector and industry standards

3

Integrity

We are committed to right first time and on time in full principals across all aspects of the business, ensuring that the quality of services meets with customer expectation and beyond. We believe that nothing is more important than our reputation and behaving with the highest levels of integrity is fundamental to who we are

4

Transparency

Our business is run with clear and open communications with learners, client and employees that forms transparent transactions and delivery of high-quality training. We are one team and it's when we share our skills, knowledge and experience, ensuring that diversity makes us strong.

5

Passion

To excel through quality and to enjoy our work. To address sector developments ahead of the curve, that enables us to provide timely training for our clients and learners. To learn from our experiences, to encourage new ideas and try new possibilities

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IMPROVEMENT LEADER LEVEL 6

Duration of apprenticeship:

Typically 18 months.

Maximum funding: £15000

Improvement Leaders are responsible for developing improvement strategy, providing leadership in improvement for the business and for coaching and supporting Improvement Specialists in advanced analysis. The Improvement Leader typically reports to Board members or Heads of Department and manages (directly and/or matrix) a team of Improvement Specialists, who deploy the strategy, and lead improvement projects. They work closely with all functions of the business to support the setting and achievement of business goals, often accountable for Improvement activities within the largest-scale and highest priority programmes of work. For example, they may develop top-level Value Stream Maps to identify improvement opportunities that are then scoped into projects to be delivered by Improvement Specialists or they may design new products/processes/services. The role is typically office-based but involves working wherever their improvement activities are focussed for example they could be working on the shop floor or at customer/supplier premises.

Typical roles and responsibilities:

- Developing Improvement strategy and providing leadership in improvement for the business
- Developing processes and resources to support improvement strategy deployment such as guidance for structured project reviews
- Training, coaching and mentoring Improvement Specialists and senior stakeholders
- Designing and sourcing training solutions for the business
- Leading large-scale, complex Improvement activities and Sustainability (Improvement or Sustainability activities)
- Managing a team of Improvement Specialists

Improvement Leaders have high-level expertise in Lean, Six Sigma, Project and Change management and are recognised as the specialists in leading improvement strategy.



KNOWLEDGE

- **Strategy development:** Policy deployment principles and Hoshin Kanri Porter's 5 forces, Strengths Weaknesses Opportunities Threats (SWOT)/Political Economic Social Technological Legal Economic (PESTLE), Ansoff's growth matrix, Boston Consulting Group growth share matrix, GE-McKinsey matrix
- **Business benefits:** Net present value, activity based costing
- **Team formation & leadership:** Team types and constraints, dysfunctional teams, emotional intelligence, Neuro-linguistic programming techniques, reinforcement strategies
- **Self-development:** Latest thinking in Continuous Improvement and Operational Excellence
- **Presentation and reporting:** Single page reporting – A3 thinking
- **Project selection and scoping:** Business performance metrics
- **Measurement systems:** Audit Measurement System
- **Data analysis – statistical methods:** Regression (multiple & binary logistic), forecasting and queuing theory
- **Experimentation and optimisation:** Monte Carlo and Discrete Event simulation. Balanced and unbalanced designs, General Linear Model



SKILLS

- **Strategic deployment of continuous improvement:** Contribute to the business planning cycle and lead the development of improvement strategy. Analyse current state and identify opportunities. Develop deployment plans considering key enablers. Contribute to the development of an improvement culture. Maintain engagement through effective communication
- **Business benefits:** Identify, quantify and communicate financial and non-financial benefits
- **Team formation and leadership:** Use appropriate tools and techniques to identify, diagnose and resolve sources of under-performance and conflict within teams
- **Capability Development:** Design, source and evaluate learning interventions. Facilitate multi-functional workshops. Advise on selection of individuals for different levels of training
- **Project management:** Plan and manage an improvement programme with appropriate levels of governance. Apply processes for managing a portfolio of improvement projects including reporting, escalation, audit and risk management/mitigation
- **Reviewing projects and coaching others:** Provide guidance for structured project reviews. Conduct group coaching reviews. Identify, diagnose and resolve project performance issues
- **Presentation and reporting:** Critique own and others' improvement reports/presentations
- **Change management:** Assess the effectiveness of change and identify opportunities to improve outcomes, guiding and supporting others to deliver results
- **Principles and methods:** Clearly communicate the importance of appropriate method-selection to others, and enable the organisation to make appropriate decisions through learning and tools



SKILLS

- **Project selection and scoping:** Establish guidelines for project identification and prioritisation. Assess effectiveness of identification and prioritisation processes and implement counter-measures to enhance outcomes. Engage leadership team to identify improvement opportunities
- **Problem definition:** Promote importance of evidence-driven problem definition in everyday work
- **Voice of Customer(VOC):** Coach others on the importance of understanding VOC. Identify ways that an organisation can improve customer insight through feedback loops to enable improvement activities to be focused appropriately
- **Process mapping and analysis:** Apply process thinking to identify opportunities to improve business and process performance and maintain ongoing process control
- **Lean concepts and tools:** Easily translate and communicate fundamental Lean concepts for application to a wide range of business functions. Assess the effectiveness of a Lean strategy and make recommendations for improving outcomes
- **Data acquisition for analysis:** Assess data acquisition conducted by others in terms of tool selection and application, conclusions and recommendations
- **Statistics and graphical analysis:** Assess and guide graphical and statistical analysis conducted by others in terms of tool selection and application, conclusions and recommendations. Communicate opportunities for robust application of basic data analysis methods and engage others to extend/embed the application of data-driven approaches. Investigate and evaluate measurement and analysis approaches which extend the capabilities of the organisation. Establish strategies for gathering and analysing life-cycle data



SKILLS

- **Process capability and performance:** Make recommendations on how an organisation can drive improvement through the selection of tools and metrics for process capability analysis
- **Root cause analysis:** Guide and coach others in planning to ensure efficiency of approach
- **Experimentation, optimisation and simulation:** Support the building of mathematical models and exploitation of these
- **Identification & prioritisation:** Develop a Creative Thinking strategy to support improvements
- **Failure Mode Avoidance:** Communicate the business case, aims, methods & key tools. Identify opportunities for application within product and project life cycles including Lean Design
- **Data analysis – Statistical Process Control:** Make recommendation on how an organisation can drive sustained improvement through the application of Statistical Process Control
- **Benchmarking:** Develop a benchmarking strategy to support an improvement programme



BEHAVIOURS

- **Drive for results:** Be a primary advocate for Improvement and Operational Excellence acting as a role model for others, focused on improving customer experience and delivering benefits
- **Team Working:** Actively seeks opportunities for improving team performance and coaches others to resolve under-performance issues
- **Professionalism:** Demonstrates personal resilience. Challenge, influence & engage seniors
- **Strategic Thinking:** Drives future thinking for themselves and others. Actively seeks out new ideas, opportunities methods and tools. Build a knowledge and best practice sharing network
- **Safe Working:** Recognises opportunities to improve safe working practices

DELIVERY METHOD

- **Experience/educational attainment required to undertake the course?**

There are no formal entry requirements however as part of the apprenticeship, the apprentice would need to achieve Functional Skills Level 2 in Maths and English unless prior attainment of this is provided but the tutor would fully support as part of the learning journey.

- **How the apprenticeship is studied towards**

As part of the teaching and learning journey, we use a blended approach to support and facilitate the learning cycle whilst maximising the learning opportunities.

To do this, we complete teaching and learning on a face to face basis (prior agreement of dates and times with yourself as the employer), remote and online so that the apprentice can take advantage of receiving face to face teaching whilst using the remote and online to supplement the areas taught

We use an e-portfolio where all teaching and learning resources will be provided and the designated line manager will have access to the portfolio through their very own log in where they are able to support the apprentice, provide feedback and complete witness testimonies etc.

This encourages a full triangulated approach between us as the provider, the employer and apprentice

We ensure that apprentices have the opportunity to have enrichment to their learning through away days (planned & agreed with employer) along with our very own apprentice platform designed to experience others views within the same apprenticeship pathway operating as a forum to share ideas, opinions and experiences whilst gaining peer support

- **What support we can expect from you?**

We ensure that the triangulated approach is enacted and that regular reviews are completed on a monthly basis to measure your progression, learning, achievements and distance travelled and communicate this with you on a monthly basis where you can discuss these areas and any concerns or adaptations you require.

We ensure that your feedback is captured and you are then able to add your review feedback to the portfolio directly, again showing an employer journey throughout, keeping you involved and engaged to support you.

All we require in order to perform this is the designated manager to allocate monthly meeting times per month at a suitable date and time to them to complete this process.

ONBOARDING

We tailor our approach to all employers and apprentices needs which is why we are able to complete onboarding and preferred start dates anytime of the academic year and is based upon your request.

We complete stage gates for our onboarding, induction and official start date of the Apprenticeship which consists of:

Stage 1:

Employer Analysis

- Completion of Organisational Training Needs for the organisation

Stage 2:

Onboarding

Onboarding where our Apprenticeship Engagement Officer will meet with the employer/manager and apprentice to complete all onboarding actions which include:

- The entirety of the Apprenticeship overview including expectations
- Delivery Methods
- Introduction & Overview of the tutor
- Resources
- Online Portfolios

Stage 3:

Start of Apprenticeship Journey

- Planned official start date where the apprentice will meet with the tutor to complete their first teaching and learning



**"WE BELIEVE IN
MAKING A REAL
DIFFERENCE TO
PEOPLES LIVES**

"That's why we only provide
the best for our clients. "

Jennifer Crook

Managing Director of JC Training & Consultancy



CONTACT US

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