

LEVEL 6 SERVICE DESIGNER APPRENTICESHIP

Designed for professionals in operational, digital, transformation or improvement roles, this programme equips you with the skills to lead change, enhance services and strengthen organisational performance. Through practical, real-world application, you will build confidence in analysing complex challenges, understanding stakeholder needs and designing solutions that deliver measurable impact, while developing your ability to apply service design thinking, influence decision making and collaborate effectively to drive improvement, support strategic priorities and create more responsive, efficient and future-focused organisations.

Typical Job Roles: Mid to senior-level staff, across sectors, facing complex challenges and who are looking to improve or redesign services using systems thinking.

DELIVERY OVER 21 MONTHS

INDUCTION

One day induction to Apprenticeship programme, meeting with a Skills Coach and Delivery Plan agreed

IN COLLEGE

One monthly workshop and work based session for the duration of the programme

3 x workshops will be face to face

ONLINE

Access learning materials 24/7 via E-Apprentices your online learning environment

ASSESSMENT

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks

KNOWLEDGE/ SKILLS/BEHAVIOURS

Knowledge

- Principles of design and research ethics for service design.
- Approaches to change management
- Project management and agile principles and methods.
- Service design & systems thinking
- Strategy, governance, ethics
- Service performance measurements
- Digital and non-digital channels
- Use of current and emerging technologies to inform the design of services

Skills

- User research and insight analysis
- Agile Project Management
- Service journey mapping
- Problem definition
- Work with multidisciplinary teams
- Co-design and prototyping
- Stakeholder communication
- Balancing user and business needs
- Systematically analyse and apply problem-solving techniques to complex service design challenges
- Map the current and future states of a service journey, collating information from multiple sources to form a single view of the service

- Identify and apply emerging industry developments to continuously improve service design practice

Behaviours

- Role models ethical behaviour and practices
- Consider the "big" picture and the detail together
- Works flexibly and adapts to circumstances.
- Seeks learning opportunities and continuous professional development
- Takes responsibility, shows initiative, and is organised
- Championing the user and putting them at the centre of the design

ENTRY REQUIREMENTS

The entry requirements for this apprenticeship will be decided by each employer

END POINT ASSESSMENT

- Work-based project report with presentation and questioning
- Professional discussion underpinned by a portfolio of evidence

QUALIFICATION

Level 6 Service Designer

OFF THE JOB TRAINING (466 HOURS)

- Practical training - shadowing, mentoring and industry visits
- Chairing or attending meetings (outside the normal job function)
- Learning support and time spent writing assignments
- Meeting with the apprenticeship skills coaches
- Working on their evidence portfolio