

Improvement Apprenticeship L3

Project Portfolio Checklist for Learner Evidence Folder

Your Project Portfolio is one of the key elements of the End Point Assessment (EPA) Gateway. It must include a portfolio of evidence that demonstrates completion of an improvement project which must:

- Clearly demonstrate delivery of business improvement benefit as confirmed in writing by your employer
- Be completed in your workplace
- Address substantive business problem(s)
- Follow each step of one of the recognised improvement methodology

You must collate a minimum of one piece of evidence that demonstrates your knowledge skills and behaviours as set out in the Standard. Evidence must be holistically mapped against the KSBs which means there does not need to be a separate piece of evidence for each KSB. For example, you may write a reflective account of a meeting held with stakeholders to demonstrate team working and project management.

The main forms of evidence you should include are:

- Work Product – Completed projects/reports, photos of visual management boards, training/communion plans
- Reflective Account – short written piece summarising, from your point of view, the situation (when, where, who), what was done, the results, next steps and key learning points
- Testimonial – short written piece summarising, from someone else's point of view, the situation (when, where, who), what was done, the results, next steps and key learning points. The name, role and signature of the author of the testimonial must be included and it must clearly explain their involvement/expertise that enables them to provide a valid testimonial.

Most of your evidence for the Project Portfolio will come from your completed Improvement Project and the application of KSBs in your workplace. However, there must be at least one piece of evidence generated on Launch day.

Each piece of evidence must be separately dated and signed.

We have developed the checklist that follows to help you ensure that you have all of the required evidence for successful completion of your EPA Gateway – we strongly recommend you follow it carefully.

Your Project Portfolio will be used in the EPA to:

- Prepare and present a Project Report
- Support the questioning that follows your Project Presentation

Fail criteria are set-out in the Standard and in this document. Please check these and make sure that you avoid them all.

Pass, Merit and Distinction criteria are set out in the Standard and in this document. We encourage you to review the criteria and identify opportunities to maximise the learning opportunity associated with this programme.

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools

Knowledge statements from the Standard – Have knowledge of...	Evidence that Demonstrates this Requirement – please insert reference numbers and ensure these correspond with the reference number on the evidence in your Project Portfolio – we have listed examples of evidence you could include
2. Team Formation and Leadership – Improvement Team roles and responsibilities in a Change environment.	K2 <ul style="list-style-type: none"> • <i>Improvement Project Report – Team Members, RACI, Stakeholder Analysis, Communications Plan</i> • <i>Testimonial and/or reflective account</i> • <i>Team Working and Leadership question sheet completed during training</i> • <i>Reflective account from facilitation skills activity on training day</i>
4. Project Management – Project Charter, Gantt chart, reporting documentation, Red/Amber/Green status, communication (verbal and non-verbal channels), implementation plans.	K4 <ul style="list-style-type: none"> • <i>Improvement Project Report</i> • <i>Project Tracker</i> • <i>Reflective account</i>
Skills statements from the Standard – Have the skills within the context of	
1. Compliance - Work in accordance with organisational controls and statutory regulations.	S1 <ul style="list-style-type: none"> • <i>Completed H&S Vetting form</i> • <i>Completed Process Risk Assessment</i> • <i>Threats and Opportunities Matrix</i> • <i>Project Charter - signed</i> • <i>Reflective account</i> • <i>Testimonial from your manager</i>
3. Project Management – Plan, manage and implement improvement activities. Identify and support management of risks. Develop the business case for improvement activity and implementation.	S3 <ul style="list-style-type: none"> • <i>Improvement Project Report</i> • <i>Project Tracker</i> • <i>Timing Plan</i> • <i>Cost Benefit Analysis and/or Payoff Matrix</i> • <i>Project Charter - signed</i>
4. Change Management - Engage through communications. Reinforce – positively and negatively. Effectively coach peers.	S4 <ul style="list-style-type: none"> • <i>Improvement Project Report – Team Members, RACI, Stakeholder Analysis, Communications Plan</i> • <i>Testimonial from coachee</i>

5. Principles and Methods – Use a structured method and appropriate improvement tools, engaging with Subject Matter Experts to deliver business benefits.	S5 <ul style="list-style-type: none"> • <i>Improvement Project Report</i> • <i>Team Members and Stakeholder Analysis</i> • <i>Testimonial and/or reflective account</i>
6. Project Selection and Scoping - Identify and scope improvement projects and establish clear measurable objectives.	S6 <ul style="list-style-type: none"> • <i>Improvement Project Report - Project Selection Matrix, Scoping Tree, Is/Is Not</i> • <i>Project Charter</i> • <i>Testimonial and/or reflective account</i>
7. Problem Definition - Develop a problem/opportunity statement supported by validated data.	S7 <ul style="list-style-type: none"> • <i>Improvement Project Report - Problem Statement, VOC analysis/data</i> • <i>Project Charter</i> • <i>Testimonial and/or reflective account</i>
8. Voice of the Customer - Apply techniques to identify customers, their requirements and translate these to metrics.	S8 <ul style="list-style-type: none"> • <i>Improvement Project Report - VOC analysis/data, CTS Tree, Kano Model, Data Collection Plan</i> • <i>Project Charter</i> • <i>Testimonial and/or reflective account</i>
9. Process Mapping and Analysis - Apply process mapping tools to visualise processes, analyse process performance establishing key insights for performance improvement.	S9 <ul style="list-style-type: none"> • <i>Improvement Project Report– Process Maps, Escape Points/Points of Detection, VA/NVA analysis</i> • <i>Testimonial and/or reflective account</i>
10. Lean tools – Apply techniques such as identification and removal of 8 wastes, 5S, standard work, kaizen, visual displays and controls, error proofing, preventative maintenance.	S10 <ul style="list-style-type: none"> • <i>Improvement Project Report</i> • <i>Team Improvement Boards</i> • <i>Visual Management Boards</i> • <i>Testimonial and/or reflective account</i>
11. Data Acquisition for Analysis - Develop data collection plan and validated measurement processes to understand performance.	S11 <ul style="list-style-type: none"> • <i>Improvement Project Report – Cause and Effect diagram, Data Collection plan, MSA study, Capability Analysis, Control Charts</i> • <i>Testimonial and/or reflective account</i>

12. Basic Statistics and Measures – Establish patterns and trends in data over time using tally, pie, run/trend and pareto charts.	S12 <ul style="list-style-type: none"> • <i>Improvement Project Report – Graphical Analysis</i> • <i>Testimonial and/or reflective account</i>
13. Data Analysis – Statistical Methods - Identify common and special cause variation.	S13 <ul style="list-style-type: none"> • <i>Improvement Project Report – Control Charts, Capability Analysis</i> • <i>Testimonial and/or reflective account</i>
14. Process capability and performance - Analyse product/process performance using good quality data.	S14 <ul style="list-style-type: none"> • <i>Improvement Project Report – MSA, Capability Analysis, Before/After analysis</i> • <i>Testimonial and/or reflective account</i>
15. Root Cause Analysis - Use cause and effect diagrams, technique of 5 whys and graphical analysis to understand and verify root causes.	S15 <ul style="list-style-type: none"> • <i>Improvement Project Report – Analysis tools</i> • <i>Testimonial and/or reflective account</i>
16. Identification & Prioritisation - Identify and prioritise improvement solutions.	S16 <ul style="list-style-type: none"> • <i>Improvement Project Report – Selection Matrix, Cost Benefit Analysis and/or Payoff Matrix</i> • <i>Testimonial and/or reflective account</i>
18. Sustainability & Control - Create control and reaction plans with detection measures, identify opportunities to embed changes to leverage benefit to the business.	S18 <ul style="list-style-type: none"> • <i>Improvement Project Report – Control Charts/Plans, Reaction Plans</i> • <i>Replication Plan</i> • <i>Post Audit Implementation</i> • <i>Testimonial and/or reflective account</i>
Requirements for Merit: In addition to satisfying all criteria for a Pass: 1. Clearly explains how the outputs of each tool are used to inform the next step (S6, S7, S8, S9, S10, S11, S12, S13, S14, S15, S16, S18).	<ul style="list-style-type: none"> • <i>Reflective account</i> • <i>Testimonials from others</i>

Behaviour statements from the Standard – Demonstrate the following behaviours:	
Requirements for Merit: In addition to satisfying all criteria for a Pass: 1. Takes the opportunity to share and/or replicate the improvements made to one other area / system where there are differences in the <u>solutions/controls</u> required to deliver successful outcomes (B1).	<ul style="list-style-type: none"> • <i>Reflective account</i> • <i>Testimonials from others</i> • <i>Improvement Project Report – second project</i>
Requirements for Distinction: In addition to satisfying all criteria for a Pass and Merit: 1. Takes the opportunity to share and/or replicate the improvements made to one other area / system where there are differences in <u>baseline metrics</u> (B1)	<ul style="list-style-type: none"> • <i>Reflective account</i> • <i>Testimonials from others</i> • <i>Improvement Project Report – third project</i>