tend®



Level 6 Service Designer

Programme Overview

tendtraining.co.uk

Career Builder®

Course Overview

Level 6 Service Designer

Entry Requirements

To join this programme, learners need to have lived in the UK, EEA or EU for the past three years, and be able to complete the full course as part of their role. Learners should also be working in a role where they can contribute to service improvement or transformation projects throughout the programme.

For learners **aged 16–18** without a Level 2 in Maths and English (GCSE grade 4/C), they'll work toward these alongside their apprenticeship.

For learners **aged 19+**, Maths and English (Functional Skills) is optional and agreed with their employer.

Who is it for?

This apprenticeship is ideal for professionals leading—or aspiring to lead—service improvement, transformation or innovation across health and social care.

It's perfect for those looking to develop expertise in service design, leadership and embedded AI capability while delivering meaningful improvements within their organisation.

End Point Assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in each learner's end-point assessment (EPA). This typically involves elements such as:

Presentation and questioning.

Professional discussion underpinned by a portfolio of evidence.



Course at a Glance

Level: 6

Duration: 22 Months

Funding: Up to 100% Funded

Delivery Method: Blended

NEW

Spotlight Delivery Model

Flexible, learner-led delivery

Digital learning, personalised coaching and practical workplace application designed to support every learner's development journey.

Read more about our delivery model

Course Modules

1–6 MONTHS

- Introduction to Service Design & Systems Thinking
- Multidisciplinary Service Ecosystems
- Human-Centred Design & Design Thinking/Service Mapping & Blueprinting
- User Research Methods & Data Ethics
- Applied Research, Mapping & Insight Work

7–12 MONTHS

- Ideation & Concept Development
- Prototyping Approaches
- User Testing & Iterative Improvement
- Co-Design & Facilitation
- Agile & Project Management
- Design & Delivery Skills Integration

13–18 MONTHS

- Strategic Prioritisation & Decision-Making/Technology, Innovation & Future Design
- Ethics, GDPR & Responsible Design/Inclusion, Equity & Sustainability
- Organisational Strategy, Leadership & Horizon Scanning
- Professional Practice, Reflection & Leadership

19–22 MONTHS

- Preparation for End Point Assessment (EPA)
- Progression IAG Session

EPA

This is the final stage of an apprenticeship, usually lasting around three months, and typically involves a portfolio review, professional discussion and a practical or presentation-based assessment by an independent assessor, after which successful completion of the apprenticeship is awarded.

Key Modules

1. Service Design & Systems Thinking

This module introduces the foundations of service design, helping you understand how complex services operate and how to identify opportunities for improvement. You will explore user-centred approaches, systems thinking and how services create value for patients, service users, carers and communities.

2. User Research & Service Improvement

Understanding user needs is at the heart of effective service design. This module develops your skills in research, insight gathering, journey mapping and service analysis to identify challenges and design improvements based on evidence.

3. Design, Prototyping & Testing

This module focuses on turning ideas into practical solutions. You will learn how to develop, prototype and test service improvements, using feedback and continuous improvement approaches to create better experiences and outcomes.

4. Digital Transformation & Responsible AI

Technology plays a key role in modern service improvement. This module explores digital innovation, emerging technologies and how AI can be applied responsibly to support research, decision-making and the redesign of services.

5. Leadership & Change

This module develops your ability to influence stakeholders, lead improvement initiatives and support sustainable service transformation across your organisation.

Embedded AI Capability

This apprenticeship includes embedded AI learning throughout the programme, helping learners develop practical skills to apply AI within service design and improvement activities.

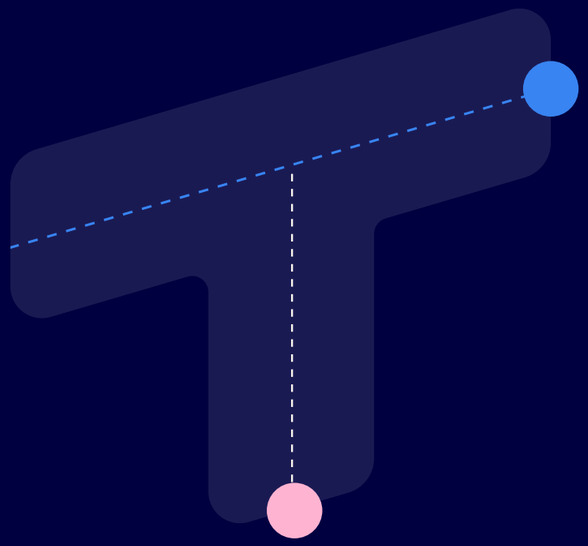
Learners explore how AI can support:

- Research, analysis and insight generation
- Service improvement and solution design
- Decision-making and transformation planning
- Responsible and ethical technology adoption

By combining service design expertise with AI capability, learners are equipped to support digital transformation and deliver smarter, more effective services.

Did you know?

At tend, we group our training into two helpful pathways. Career Builders® are apprenticeships that grow lasting skills and career progression. Skill Builders® are shorter diplomas and courses that add focused expertise where it's needed. Together, they give learners and employers the flexibility to build strong careers while topping up knowledge along the way.



tend®-trained professionals make resilient leaders.

Career Builders®

You can associate these programmes as ones that will have a lasting impact on a learner's career, think long term commitments, such as apprenticeships and diplomas.

Skill Builders®

Shorter courses, designed to compliment tailored learning pathways. These programmes are fast-tracked, extra skills that learners can pick up along their journey.

tend-trained means quality as well as qualified.

A byword for quality in health and social care training, tend-trained professionals offer much more than just practical skills and knowledge.

That's the easy part. Instead, they also offer the rest of the package - things like teamwork, people skills and how to think creatively and strategically. In other words, how to really excel in the real world of care: the world their trainer has come from.



What sets tend® apart is its people-first approach and understanding of the care sector.

It helps us connect with the right people, empowering our teams to make a difference every day and supporting our mission to create a great place to live and work.

Elishah at Caring Homes

LEARNING & DEVELOPMENT TRAINING SPECIALIST

End Point Assessment

WHAT
IS EPA?

End-Point Assessment is the final stage of an apprenticeship and it evaluates whether learners have developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

This course has a requirement for an End Point Assessment (EPA). Once every course module has been completed, learners then start the EPA process.



Here's a brief overview of the EPA process:

1. Finish all course aims, functional skills (if needed), portfolio evidence, and off-the-job hours.
2. A learner's portfolio and certificates are internally verified, then uploaded to the End Point Assessment (EPA) organisation.
3. An EPA assessor is assigned, and a planning meeting with the learner, employer and assessor sets out the assessment dates.
4. Learners complete their presentation, professional discussion and Q&A. Their EPA grade (Pass/Fail/Distinction) is then confirmed, with the chance to resit if needed.

Off the Job Training

TOP
TIP

A good way to build up their required minimum of 6 hours per week is by discussing and evidencing any learning and development activities undertaken within their current role. For part time apprentices, the requirement remains 20% of their working hours.

Although it's called off the job training, learners don't need to take time away from their day-to-day job role. They can actually focus on learning new skills and undertaking new duties within their existing role.

Off-the-job training must be completed in work time and recorded on Aptem. Maths/English activities can't be included.



Example activities counting towards off-the-job training:

- Attending Team Meetings
- Attending Work Events
- Note Writing
- Sector Relevant Research
- Handovers
- Teaching Sessions
- Shadow Team Members
- Swapping Departments
- Learning a New Skill
- Care Plans
- Mandatory Training and E-Learning
- Reflection Time
- Coaching a Team Member
- Role-play
- 1:1 with Line Manager
- Team Training

Career Builder®

tend®

Level 6 Service Designer

Looking to transform health and social care services?

Perfect for professionals leading service improvement and transformation, this programme develops the skills to redesign services, improve patient experiences and lead responsible AI-enabled innovation. Let's work together to create lasting impact.

Register your interest now



Limited Spaces Available

Speak to a tend advisor today.
01753 596 004 | info@tendtraining.co.uk

tendtraining.co.uk

Get in touch today!

Ofsted Good Provider · matrix · Apprenticeships · disability confident COMMITTED · Youth Friendly Employer · ISEP · CPD CERTIFIED · Association of Apprentices · Armed Forces Covenant · Leaders in Safeguarding Accredited Gold Standard · OUTSTANDING 2025