

Level 4 Quality Practitioner

Health Quality Pathway

Improve Quality. Enhance Patient Experience. Drive Service Excellence.



The Level 4 Quality Practitioner apprenticeship is designed for professionals who play a key role in monitoring, maintaining and improving the quality of healthcare services.

This programme develops the knowledge and skills required to support governance, assurance, compliance, audit and continuous improvement activities across healthcare settings.

Healthcare Context

Learning is contextualised to healthcare environments including:

- Acute services
- Community services
- Mental health services
- Primary care
- Diagnostic services
- Rehabilitation services
- Integrated care services

Who Is This For?

This pathway is ideal for individuals who:

- Monitor quality and performance indicators
- Support governance activities
- Conduct or coordinate audits
- Analyse quality and service data
- Review incidents and complaints
- Support patient safety initiatives
- Identify risks and improvement opportunities
- Develop action plans and monitor outcomes
- Support inspection and regulatory requirements
- Contribute to service improvement projects

Level 4 Quality Practitioner

Health Quality Pathway

Improve Quality. Enhance Patient Experience. Drive Service Excellence.

Progression Outcomes

Following successful completion, apprentices may progress into:

- Quality and Governance Leadership
- Service and Operational Leadership

Further Development

- Integrated Health and Social Care Level 5 (Leader in Adult Care apprenticeship)
- Chartered Quality Institute professional development opportunities

What will apprentices learn?

Quality Assurance and Governance

- Quality management systems
- Governance frameworks
- Assurance processes
- Regulatory requirements
- Quality culture

Audit and Compliance

- Planning and conducting audits
- Evidence gathering and reporting
- Compliance monitoring
- Continuous assurance activities

Data and Performance

- Analysing quality data
- Reporting and dashboards
- Performance monitoring
- Trend analysis
- Using information to support decision-making

Risk and Improvement

- Risk identification and management
- Root cause analysis
- Incident investigation
- Continuous improvement methodologies
- Service redesign and improvement planning

Example Improvement Projects

- Improving patient experience
- Reducing appointment non-attendance
- Improving documentation quality
- Enhancing patient safety processes
- Reducing service delays
- Improving compliance with standards
- Strengthening governance reporting

Build the capability to improve quality, assure standards and deliver better outcomes for patients.

