



University
of Exeter

Degree Apprenticeships

Delivered online

Systems Thinking for Service Design (Level 6 Service Designer Apprenticeship)

This programme equips professionals with the skills to analyse and address complex problems using systems methodologies and evidence-informed design. Apprentices will integrate systems thinking into organisational services, strategy, culture and governance. The programme is open to learners across public, private and third-sector settings.

Programme cost: £15,000

Duration: 32 months

The programme builds expertise in designing smooth end-to-end service journeys, taking into account the relationships between user interactions, back-office processes, and multiple touchpoints as part of a connected whole. Learners develop the capability to improve, redesign, or create new service propositions while balancing user needs with organisational priorities. Improvement is achieved through the application of systems thinking approaches, while recognising the need for an enabling environment for staff development.

The course fosters an adaptive, experimental mindset, encouraging prototyping, testing, and continuous learning while responding to feedback and emergent dynamics within complex systems. Apprentices gain confidence while collaborating with service and product owners, multidisciplinary teams, and diverse stakeholders to co-design, iterate, and implement solutions, informed by multiple perspectives.

Why Exeter?



Top 125 for Social Sciences
Times Higher Education World
University Subject Rankings 2026



**Home to major research
projects** which seek to push
academic boundaries and
influence policy



10 years as a trusted Degree
Apprenticeship partner

Overview of Modules

- Systems Thinking methodologies
- Service design principles
- Equality, diversity and inclusive design practice
- Soft Systems Methodology
- The Viable System Model
- Work-based practice modules supported by expert practitioners
- Working with trans-disciplinary challenges
- Delivering services under complexity and uncertainty
- Critical Systems Heuristics

Programme Structure

Systemic Service Design	Inclusive Systemic Evaluation	Intervention 1	Service Design Ethics	Intervention 2	Capstone	Gateway	End-Point Assessment
30 credits	30 credits	30 credits	30 credits	30 credits	30 credits		
Level 6 Service Designer – 32 months							

Online delivery with supported work-based learning.

Qualifications Available

Upon successful completion, apprentices will be awarded:

- Graduate Diploma in Systems Thinking for Service Design from the University of Exeter
- Level 6 Service Designer Degree Apprenticeship

Contact information

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Degree Apprenticeships



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