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apprentice

**Aptem at work —
EGS Training**

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Apprentice case study



Case Study — Aptem – a flexible, intuitive platform that works for EGS Training

EGS Nationwide is a national company offering specialist security services, from providing security personnel to cybersecurity consultancy to drone detection.

EGS *“is committed to delivering a quality service, to create a safe and secure environment for our staff, clients and the public.”*

EGS Training uses the expertise of the company to deliver apprenticeship training in Facilities Services, Customer Service, Team Leading, Cyber Security and Leadership & Management. The company has 470 apprentices and, says Mark Foster, Head of Operations at EGS Training, *“is planning to grow.”*



Cost-effective and intuitive

EGS implemented Aptem in December 2017, and it was the first apprenticeship system they'd worked with. So what made them choose Aptem?

"I think the cost factor was a major sell," says Mark.

"But the software also seemed simple to use and intuitive. One of the people who made the decision to sign up with

Aptem had used other systems in the past, and he said this looked more user-friendly from the learners' and tutors' point of view."

Since joining EGS in June 2018, Mark has focused on increasing the functionality of Aptem, working with the team at MWS to make sure its reporting functions and learning platform were being fully utilised.

"If it's not on Aptem, it doesn't exist."

470

EGS Training uses the expertise of the company to deliver apprenticeship training. The company has 470 apprentices, with plans to grow.

It is vital to the business of EGS Training that their workforce and apprentices are on Aptem – and that they use it. Making sure that the apprentices' journeys are recorded on Aptem means that it is auditable. As Mark explained:

“If it’s not on Aptem, it’s not auditable, and it doesn’t exist. It’s a key part of our organisation, from being a holding area for our policies, compliance, and our ability to add, amend and create what we need for our future business.”

EGS had experienced some difficulties in their learners' and employees' online engagement – essential for the smooth management of their apprentices' journeys. Mark feels strongly that Aptem, being a very flexible system, has helped drive workforce and apprentice engagement:

“By being flexible, it’s allowing us to change and get more learner engagement.”

Aptem has fully integrated into the business of EGS: *“It’s a core part of the business, and we have a standard line which is: ‘If it’s not on Aptem, it doesn’t exist.’”*

“If it’s not on Aptem, it’s not auditable, and it doesn’t exist. It’s a key part of our organisation, from being a holding area for our policies, compliance, and our ability to add, amend and create what we need for our future business.”

Mark Foster,
Head of Operations at EGS Training

A flexible system. A responsive team

Mark says that Aptem works well for EGS because it is so flexible. They can adapt, amend and change the platform to suit their business needs. He offered two examples of where this flexibility has evolved the functionality of Aptem:

“We spoke to the MWS implementation team about the need for a flexible learning plan, and that’s a big change that has happened recently. We’re also doing some work right now on where functional skills sit within the platform.”

Aptem is flexible because MWS is so responsive, Mark argues:

“I’ve worked with other systems in the past, but MWS offers something new. I feel it’s more of a partnership to achieve the end goal with MWS and the Aptem team. They listen. They advise, but then obviously they say, yes, absolutely. We feel like we are listened to. And that’s been great.”



Final words

Mark says he spoke to a potential Aptem customer about a month ago, and he told them that although like other systems, there are aspects of the platform that can't be changed, MWS would listen to your requirements. And that flexibility was found across the company, from sales to design to implementation.

MWS wasn't just responsive, he argued, they also respond quickly:

"It's not a case of only being able to access a helpdesk where you'll only get a reply within 48 to 72 hours. They are at the end of the phone. No matter what department you deal with, there's someone to speak to, and that's key. Moreover, the answers are quick. And in this landscape, we need quick answers."

Does Mark have any final advice for potential customers?

"I would certainly say to any potential client, don't just go with what you believe exists or heard about certain brands which think they've cornered the market. I would certainly have a look around, speak to MWS and allow an open and honest conversation."

"I'm quite sure you'll be happy with the result."



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