



aptem.
apprentice

**Aptem at work —
Bradford College**

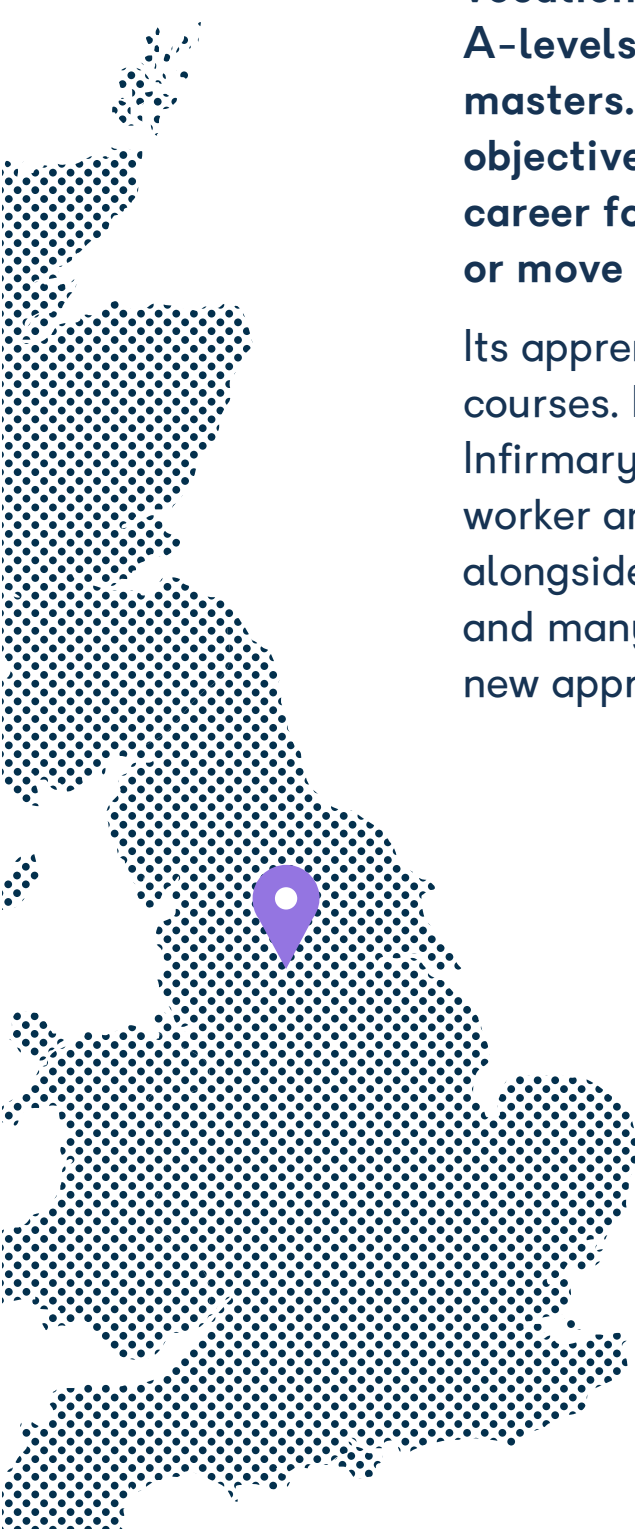
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Apprentice case study

Case study — Bradford College

Bradford College is one of the largest education and training providers in the region, with around 20,000 students studying a combination of vocational qualifications, apprenticeships, A-levels, community courses, degrees and masters. The college has a very focused objective – to ensure that its courses are career focused and help students to get a job or move onto their next stage of education.

Its apprenticeship offer spans a wide range of courses. It is closely aligned to the Bradford Royal Infirmary Hospital and offers healthcare support worker and senior support worker apprenticeships, alongside dental, engineering, childcare, teaching and many more programmes. It enrolls around 550 new apprentices each year.





Before Aptem

Prior to Aptem, Bradford College used various LMS systems alongside a CRM system to deliver its apprenticeship programmes. Uploading data from one system to another was time-consuming and inefficient, and correlating and searching data across systems was extremely problematic. The college wanted a system that contained everything related to its apprenticeship programmes delivery in one place.

“Straightforward access to information was one of our primary objectives when we started to look for an alternative system,” explains Dominic Scott, CRM/LMS Officer at Bradford College. *“Having compliance documentation built into the system is also a real value-add for us. Previously, this was managed manually and often documentation was stored in staff folders, with manual chasing and tracking of employer signatures. Having this functionality automated and integrated into Aptem Apprentice is invaluable.”*

Aptem Apprentice was implemented during the pandemic period, so therefore delivered remotely. *“This wasn’t an issue,”* said Dominic.

“The implementation process was excellent. Lou James, our Implementation Consultant, was always available, proactive, helpful, enthusiastic, and always had a smile on her face. All training was recorded and we now have a library of video resources that we can refer back to. This isn’t something we’d have necessarily had if it were delivered face to face.”



“One of the things I was concerned about with a remote delivery was keeping people engaged during training sessions so that they genuinely learnt the system before we launched,” admitted Dominic. “Lou had brilliant techniques to keep engagement levels high during these sessions, including asking questions of people throughout to ensure they understood, and making the sessions really interactive. I won’t lie, I was sceptical to start with, but I’m pleased to say remote delivery really worked with Aptem.”

A system like Aptem Apprentice is an investment in a college’s future and requires internal support to ensure it is implemented in a customised way that supports programme delivery, both now and in the future. Dominic recommends the use of Champions:

“We had a core working group: myself as CRM/LMS Officer and our two Curriculum Area Managers, Helen Kain and Nathan Robbins. We also selected a few champions across different functions within the college. In hindsight, and for others implementing a system of this type, I would recommend having technical champions that you engage right from the start and keep in regular touch with throughout the implementation. The Champion network definitely worked for us but more technical people involved would have been even better.”

When implementing, Aptem recommends setting up one programme initially – ideally the most complex one, and then clone it. “This is definitely good advice,” says Dominic. “There are always niggly things to sort out – price changes, programme titles appearing in documents etc. If you get this right on your most difficult programme first, it becomes much easier to roll out across the rest.”



One of the things Aptem prides itself on, in addition to its highly customisable products, is the partnership approach. “*This was very much a partnership approach,*’ agrees Dominic. “*Lou was like one of our team, and now we’ve moved to being supported by the Customer Success team at Aptem, when our implementation was complete, they continue to be proactive and supportive.*”

Inevitably we’d forgotten things along the way – there is a lot to take in during implementation, so these things were patiently repeated. Customer Success focuses on our main objectives as a college and how we can build the best system to meet our needs.”

“The support we’ve received from Aptem has been and continues to be fantastic.”

Dominic Scott,
CRM/LMS Officer at Bradford College

Midway through the implementation Bradford College switched from the Aptem Classic view to the new Console view. *“This was a good decision. The layout of the Console view is much more user friendly and streamlined. The navigation is very simple, especially for older school assessors. The new Console is set out in a logical way. I guess the proof is in the pudding – after the training sessions people walked away with a good understanding of how to use it and there have been minimal follow-up questions,”* said Dominic.

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Dominic Scott,
CRM/LMS Officer at Bradford College

There are a number of tips that Bradford College are happy to share with others looking to implement Aptem:

1. Engage all the departments who need to be involved upfront to ensure you have scoped everyone’s requirements.
2. Appreciate that to build a future-proof apprenticeship delivery system that is customised to your requirements requires time and effort, both initially and throughout the implementation process – especially from CAMs and Assessors.
3. Spread the load and ensure you select people who have technical skills.
4. Involve your Compliance Officer and Quality Assurance Officer from the beginning.



Aptem has already started to make a difference to how Bradford College delivers apprenticeships. *“Our delivery is more digitally focused. Previously we were classroom based and reviews were face to face. It has been a lot easier to deliver some of these elements using Aptem. Over time we are customising the system to our requirements.”*

The flexibility of this system is invaluable to us and it has helped us to improve our systems and processes. Issuing and tracking compliance documents has been so much easier – our Compliance Officer loves Aptem. She can see everything in one place and the status of each item. Overall it’s very easy to use the system and find the things we need. We will continue to roll Aptem out across the majority of our apprenticeship programmes in the coming months,” summarises Dominic.



Find out how Aptem can help you with all aspects of AEB, traineeship and apprenticeship delivery.

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