

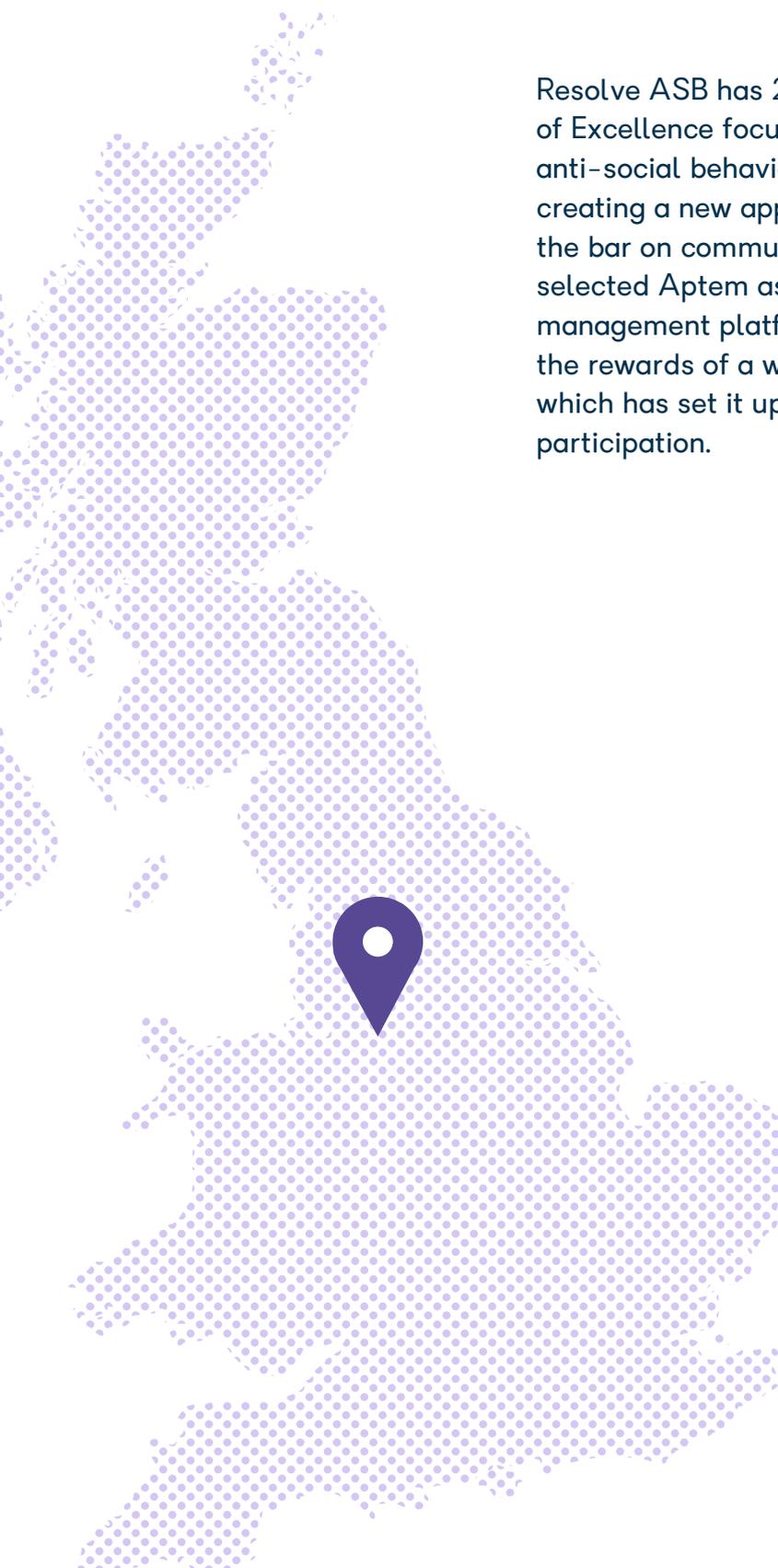
## Case study: Resolve ASB



New to apprenticeships and launching with a trailblazing Community Safety programme, meant Resolve ASB needed both a system and an experienced partner to support them in their mission to deliver training that makes our communities safer. Usability, compliance and reporting were key factors, but they have seen greatest benefit from the flexibility of a system that allows them to deliver highly customised blended learning programmes. This has resulted in widening participation of learners who can select this programme.

## Resolve ASB – launching a trailblazing apprenticeship to make our communities safer

Resolve ASB has 25 years' experience as a Centre of Excellence focusing on community safety and anti-social behaviour (ASB). Having led the way in creating a new apprenticeship standard to help raise the bar on community safety, the Resolve ASB team selected Aptem as the market-leading apprenticeship-management platform. The Centre is already reaping the rewards of a well-configured, flexible system, which has set it up for growth and is widening participation.





## An organisation with a mission to deal with anti-social behaviour

Resolve ASB is a member organisation supporting local authorities, social housing providers, police forces and community-sector agencies. The team offers consultancy services and training across England. Its Patron, Dr Baroness Helen Newlove, is the former Victims' Commissioner for England and Wales, who came to national attention in 2007 when her husband, father-of-three Garry Newlove, was tragically murdered by a gang of drunk youths in front of his family. Preventing tragedies such as this lies at the core of Resolve ASB's mission to address and reduce anti-social behaviour at a community level.

"Training is a key part of our offering," explains Jacky Ellison, Head of Learning and Development. "Five years ago we purchased a BTEC training provision, offering Community Safety BTEC programmes. Prior to this we've offered ad hoc commercial training across a range of subjects related to dealing with anti-social behaviour for many years. These courses are all CPD-accredited and the feedback on them is consistently excellent."

## Making our communities safer through apprenticeships

“Our members expressed frustration about the inability to offer apprenticeships in Community Safety because there wasn’t an accredited programme, so we supported a trailblazer group to create the first apprenticeship standard in our sector, and applied to be an approved training provider. In 2021 the programme was approved – ASB Community Safety Officer Level 4 – as was our application to RoATP. We are currently the only provider in the UK who can offer this standard.”

Delivering an apprenticeship programme – especially a new standard – is challenging for the most experienced apprenticeship providers, but when you are new to apprenticeships and setting everything up for the first time the pressure is much higher. “Focus and a dedicated resource are key elements of success,” says Anne Gronan, Project and Partnerships Lead. “We drew up a set of requirements that mattered most to us and set about procuring a system and resource to meet our needs.”



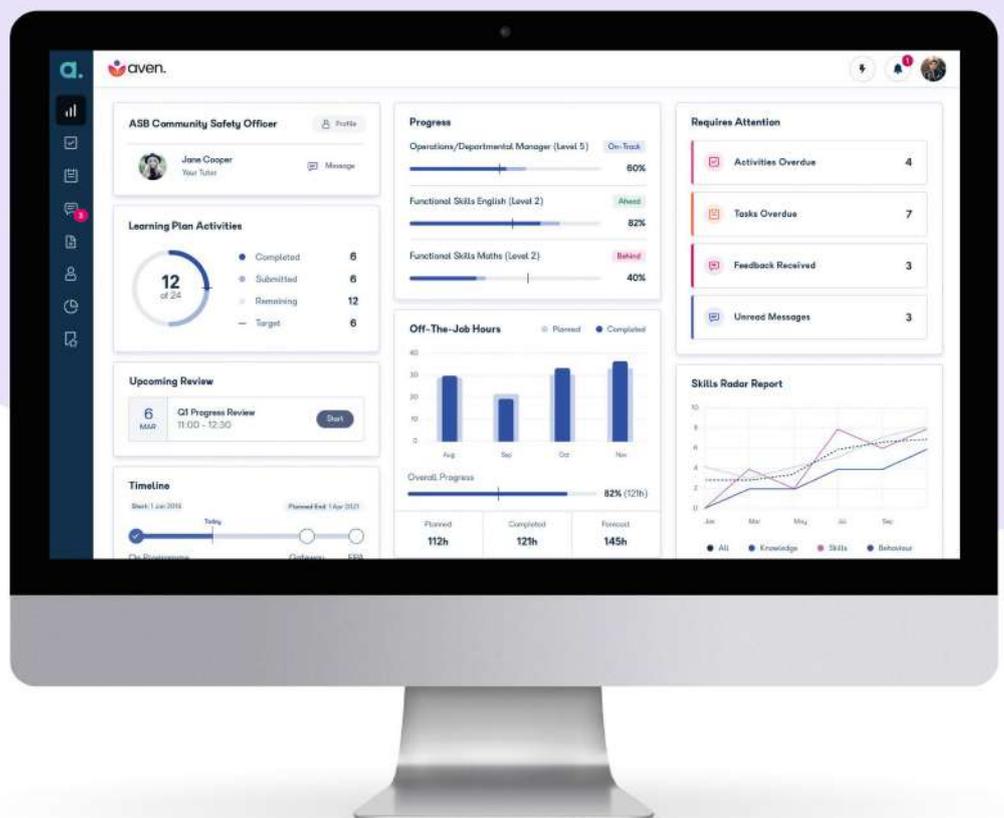
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## Why Aptem?

When procuring a system, the Resolve ASB team conducted in-depth research, working with a consultant who advised them on the pros and cons of the apprenticeship delivery platforms on offer. “We knew we wanted an end-to-end system, but other things that mattered to us included the ability to customise and adapt a learning plan throughout a course to meet the needs of our learners, and in-built, easy-to-digest reporting. We formed a Board for our apprenticeship provision, which is there to ensure our compliance obligations are met. It is therefore important that they have access to both quarterly and real-time compliance MI. The embedded Dashboards in Aptem focusing on Quality, Ofsted, Compliance and Funding are indispensable to us,” explains Jacky.

It was reassuring to Resolve ASB that Aptem is already used to deliver programmes like the Police Constabulary Degree Apprenticeship, but they also referenced other customers and end-users of the three systems shortlisted. “In the end we selected the system we felt could support a small team, do a lot of the admin heavy-lifting for us through process automation, and would deliver an excellent user experience for our learners and their employers. A system that looked as professional as the programme we are delivering and represented our trainers and our brand well, was a key decision factor.”





## The implementation process

Implementation started mid-January 2022 and was completed in three months. “We purposely didn’t rush. This is a brand-new programme and apprenticeships are new to our organisation so we took time to get it right. We had some hurdles at the start,” said Anne, “due to staff absence as Covid was still prevalent, but we recorded training sessions for people to catch up on demand.”

A lot of preparation went into this successful implementation. “The team was extremely organised,” explains Gary Harvey, Implementation Consultant at Aptem. “They acted upon our recommendations like putting the first three months of the programme onto Aptem before they

launched so that learners can understand and prepare for what’s to come.” Anne concurs this was great advice: “A benefit of Aptem is its flexibility, you can give learners a clear indication of what’s coming, but not be so specific as to lock yourself into something that wouldn’t benefit them as the course progresses. Things like classroom sessions can be booked in closer to the date. We can tailor modules to learner needs, and offer different levels of support depending on experience, holidays, working patterns and so on. It’s important that we can deliver a blended, flexible training plan that supports bitesize learning with monthly classroom sessions. Aptem enables this.”

## Widening participation through the flexibility of an end-to-end system

Resolve ASB's learner cohorts are a mixture of apprentices working in local authorities, housing associations, police forces and community support groups, and the waiting list for this apprenticeship is growing daily. The programme is delivered nationally and people residing in Bolton to Bradford enrolled in the first cohort. "The majority of the programme is delivered online using Aptem, supported by assignments and assessments, discussion groups and some face-to-face teaching. Aptem's User Interface is really intuitive and easy to use, which facilitates our ability to deliver the programme in this flexible way. This enables us to widen participation," said Jacky.

"The onboarding experience is brilliant, we can brand it and have a lot of control over the messaging and content, while still meeting our compliance requirements. Having information such as geographical areas of cohorts, learner prior experience and qualifications, and other demographics, enables us to individualise our learner journeys at a very early stage. This improves our learners' experience and increases likelihood of success and completion."



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**Jacky Ellison**, Head of Learning and Development, Resolve ASB

## Apprenticeships and beyond, using Aptem

Resolve ASB took a soft-marketing approach to the first launch, concentrating on delivering an exceptional learning experience, but the company already has huge demand and is looking to deliver similar apprenticeships to support its members to make our communities a safer place to live. “When we procured Aptem we were looking for a system that can grow with us, supporting high-demand programmes and a small internal team. The ‘expert partnership’ was really important. We plan to use Aptem to deliver BTECs and CPD courses in the future, supporting hundreds of our learners. And we want the ability for a learner to participate in multiple courses and get a consistent delivery experience,” said Jacky.



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## Some tips for those starting out in the world of apprenticeships

What advice can Resolve ASB give to other providers at the beginning of their apprenticeships journey?

“The learning plan is the largest piece of work, so don’t underestimate the time it takes to plan a two-year programme,” advises Anne. “Determining who your team is upfront, who needs to be involved in the implementation of your system, who needs to be trained, access to experienced resource in the area of apprenticeships, and recommendations are all key success factors.”

Jacky concurs: “Reporting is also crucial, due to the regulated nature of apprenticeships. Access to compliance reports, learner progress, caseload dashboards and demographic profiles of your learners all helps to ensure quality assurance. Having this information available at a glance through the embedded Power BI Dashboards in an easy-to-digest format helps us to deliver a high-quality learning experience.”



Our objective when we conceived this apprenticeship was to deliver a highly professional learning experience that genuinely benefits communities in a measurable way. Using Aptem makes this possible.

Jacky Ellison, Head of Learning and Development,  
Resolve ASB



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