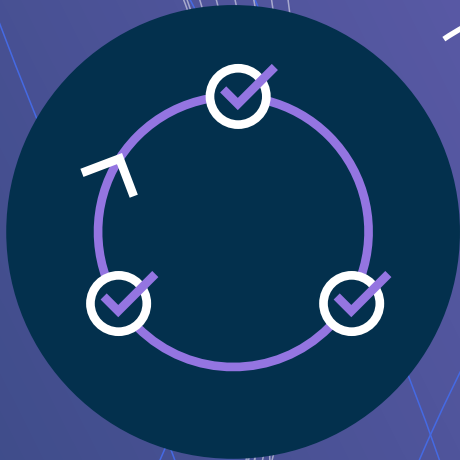


## Case study: Lifetime Training using Checkpoint in early adopter programme



As avid Aptom users, the Lifetime Training team have always been quick to embrace new features and collaborate on ways to support the continual improvement of the platform. When we shared the Aptom vision for leveraging new technology to help apprenticeship teams focus more on high-quality experiences for learners, Lifetime were keen to help shape the development of these features.





## What is Checkpoint?

Checkpoint is a new feature designed to enhance the learning experience and support successful programme completion. It does this by presenting a series of AI-generated questions to gauge learner comprehension of the KSBs relevant to their Standard, at appropriate points throughout their apprenticeship. To further develop and test the benefits of Checkpoint in real-life scenarios, Aptem conducted an early adopter programme which involved in-depth discussions with our development team to shape the feature's scope.

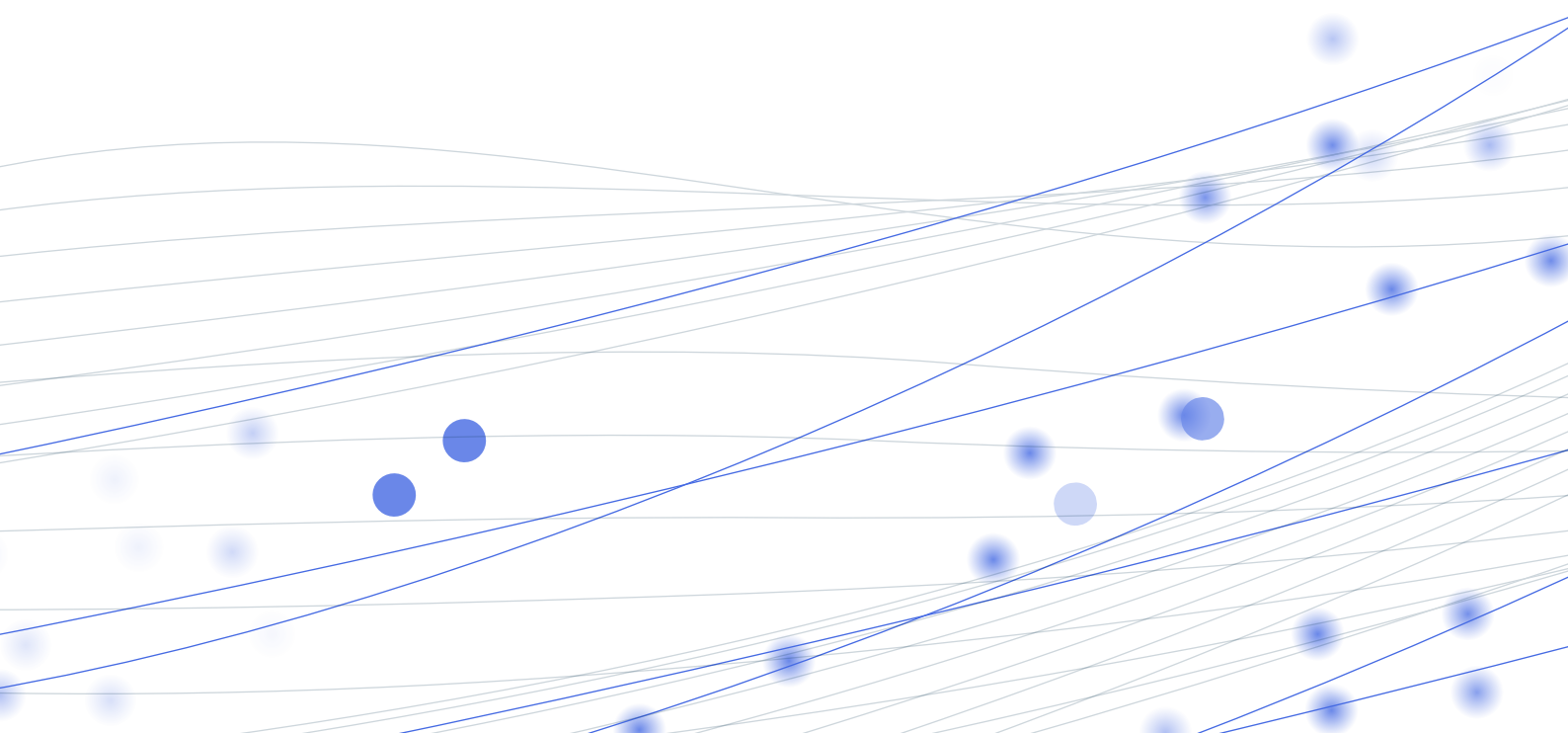


## How Lifetime approached the pilot



As early adopters, the team at Lifetime were involved in detailed feature discussions with our product team and given early access to the feature within their own tenant. This allowed them to test the user interface, provide feedback on the generated questions, and share their valuable insights on how the feature could benefit their learners and tutors (referred to as coaches at Lifetime Training).

Running an in-depth programme ensured the new feature was rigorously developed and tested. Detailed feedback helped Aptem engineers refine the prompts used to generate the questions within Checkpoint, ensuring they are appropriate in style, relevance, accuracy and difficulty. In mid-February 2024, Lifetime started a 'launch to learn' pilot with a small percentage of their learner base, representing learners across the full provision of sectors, including hospitality, care, active leisure, IT, professional services, and business.



**360° perspectives from  
Lifetime on the Checkpoint  
early adopter pilot**





## Benefits to Learners



Checkpoint is really highlighting my strengths and weaknesses. My coach needs a report to see the results then he can plan my learning.

**Hospitality Level 4 learner**, Lifetime Training

### Learning experience

From the learner's perspective, Checkpoint is seamlessly integrated into the central system, providing AI-generated questions and clear feedback on performance.

The self-served assessment allows learners to receive feedback and plan their next steps independently, supporting the coaching process.

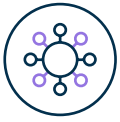
This feature can also be a tool to enhance learner confidence and help apprentices take ownership of their learning, also increasing engagement rates. By identifying where they need further study, learners are better equipped to prepare for end-point assessments.

### Better outcomes

This approach maximises outcomes by leveraging data to drive interventions and effectively support learners. It has led to coaches engaging with learners to discuss results, plan teaching strategies, and utilise information for automatic checkpoint generation.

Lifetime's overall aim is for coaches to independently review checkpoint scores and plan teaching sessions in advance, streamlining administrative preparation for sessions.

This approach aligns with enhancing modern apprenticeship learning and elevating the learner journey through artificial intelligence, setting a new standard for what is achievable in the field.



## Benefits to Lifetime



Checkpoint helps with building understanding on where the learner will need support in the next session, and reporting will be a game-changer.

**Learning Coach**, Lifetime Training

### Efficiency and scalability

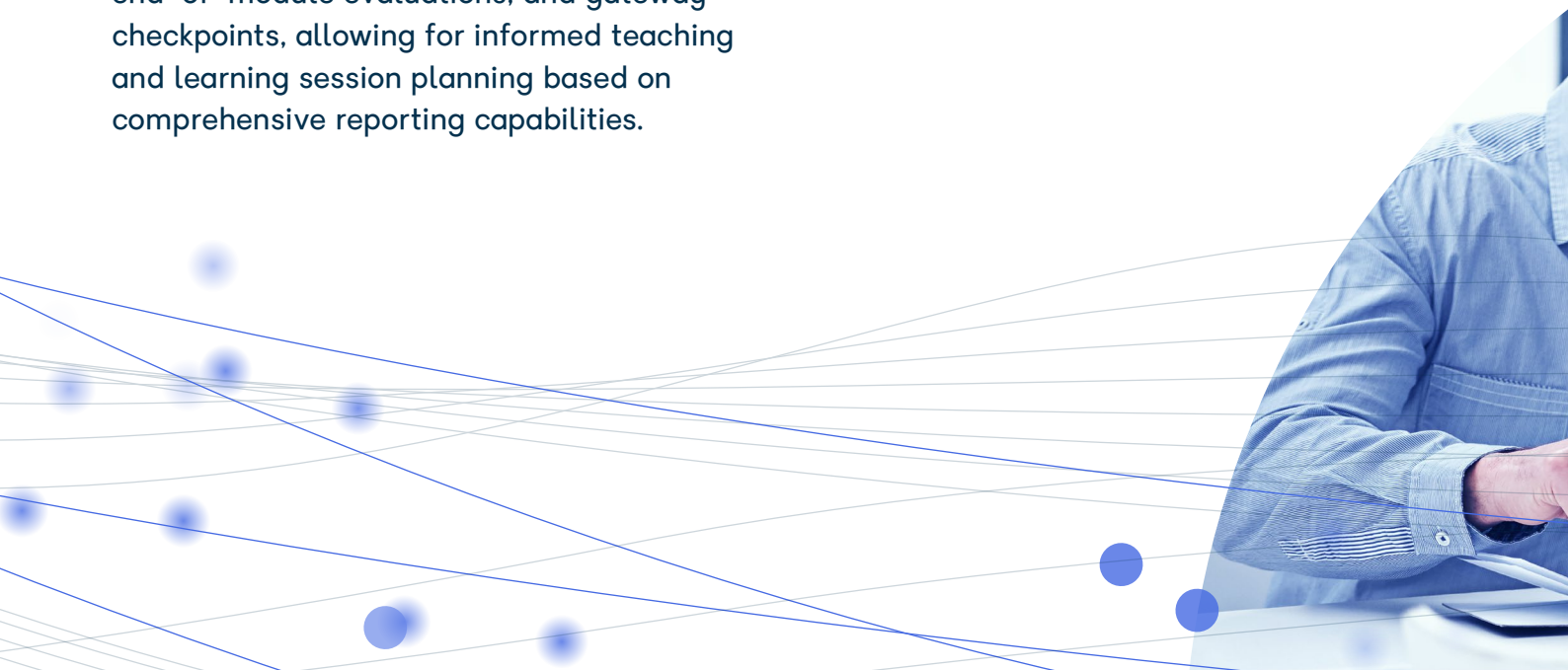
Lifetime operate some vast cohorts of learners, to which they can apply Checkpoint to easily get a sense of progress and understanding.

As Dom Wilkinson, Operational Partnership Manager at Lifetime Training shares, *“the automated process reduces the manual work for coaches, freeing up that administrative burden to let coaches do what they do best and what they love to do, which is work with the learner.”*

The coach benefits from automated question generation for mid-programme assessments, end-of-module evaluations, and gateway checkpoints, allowing for informed teaching and learning session planning based on comprehensive reporting capabilities.

### Information at your fingertips

The reporting capabilities of Checkpoint provide comprehensive performance data that allows for data-driven insights and informed decision-making. By utilising the data from Checkpoint assessments, Lifetime can intervene in the learner’s journey based on quantitative metrics rather than relying solely on qualitative or judgment-based assessments. According to Dom, *“with those tailored questions, we really are enhancing the learning experience. We’re giving coaches the opportunity to really dig in and focus on those areas of opportunity.”*





### Reduced administrative burden

Lifetime reports that using tailored questions, the learner's experience is enhanced, and coaches can focus on areas of opportunity without spending time compiling questions.

Providers can gain an objective measure of progress for every learner, without them requiring any additional time from their coaches.

The regular question sets generated by Checkpoint based on the Learning Plan criteria aim to improve knowledge retention in assessments.

Lifetime also say that there is potential to replace end-of-module consolidation work with Checkpoint, further alleviating administrative burdens and setting a standard for modern apprenticeship learning.



The entire team at Lifetime are proud to be working with Aptem to evolve the technology that enables our learners to succeed. Checkpoint streamlines the caseload management for coaches, allowing them to do what they do best - coach and support the learner'.

**Dom Wilkinson**, Operational Partnership Manager, Lifetime



## Continuous improvement

Continuous improvement is a key aspect of Lifetime's partnership with Aptem, with regular Checkpoint calls facilitating discussions on early feedback, question design, and layout. Aptem's receptiveness to feedback has led to constant enhancements of the tool, ensuring a user-friendly experience.

Initial average scores suggest that the automatically generated questions align well with the manually created end-of-module questions, instilling confidence in their effectiveness.



What we are seeing at the moment is that Checkpoint can be, and has the potential to be, a fabulous indicator of learners' progression, and what the success will be at the end of the programme.

**Dom Wilkinson**, Operational Partnership Manager, Lifetime Training

## Aptem Enhance and how to get involved

The emergence of new Large Language Models and AI technologies offers a transformative opportunity for apprenticeship providers. By complimenting valuable human expertise with a series of AI-powered tools – called Aptem Enhance, training providers will be able to unlock new levels of efficiency, enabling more meaningful learner interactions, and elevating teaching quality for all:

- ✓ More focused teaching time for tutors.
- ✓ Higher quality, more responsive coaching for learners.
- ✓ Increased engagement and learner retention for employers.
- ✓ Improved chances of successful apprenticeship completion.

Some Aptem Enhance features will have an early adopter programme to gather feedback from a select group of users before the general release. The goal of an early adopter programme is to solve any issues and identify opportunities for improvement in real-life settings. This is often the best way to ensure we deliver the intended value and reach the product-market fit with each launch. If you are interested in becoming an early adopter for Aptem, please speak to your Customer Success Manager.





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