



Aptem Enhance: The power of AI within Aptem





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Aptem Enhance redefines regulated vocational training, paving the way for a future where technology and human expertise combine to enrich learner experiences and deliver business-critical efficiencies.

James Love, Chief Product Officer, Aptem

Apprenticeship sector challenges

It's no secret that limited resources and rising costs are pushing many apprenticeship providers to their limits.

There is only so far conventional strategies can go to close the gap between overworked teams and high-quality, personalised programme delivery that engages, supports and challenges learners.

In a highly regulated sector, providers inevitably lose valuable teaching and planning time to repetitive administration. When asked* about the greatest challenge for their tutors:



* Aptem Enhance Quantitative Survey, March 2024



The role of emerging technology and Aptem Enhance

The timely emergence of AI technologies creates a step-change opportunity for apprenticeship providers.

By complementing valuable internal expertise with AI-powered tools within our platform, providers will be able to unlock new levels of efficiency. You'll be able to make time for more meaningful interactions with learners and consistently raise the quality of teaching for all.

Aptem Enhance

By taking care of high-effort administrative tasks, our Aptem Enhance features help providers cut through the noise and focus on improving learner outcomes.

- ✓ 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.



A product roadmap based on solid market research

Extensive customer research has been instrumental in shaping the development of Aptem Enhance. It ensures we are delivering solutions that meet the needs and challenges faced by our customers and across the sector.

The output is an exciting roadmap of features with quarterly scheduled releases and iterative product enhancements. As we roll out these features one by one, they build upon each other, creating a cumulative effect that makes the apprentice journey more engaging, more tailored and less resource heavy.



Features overview:

33% increase in PED accuracy

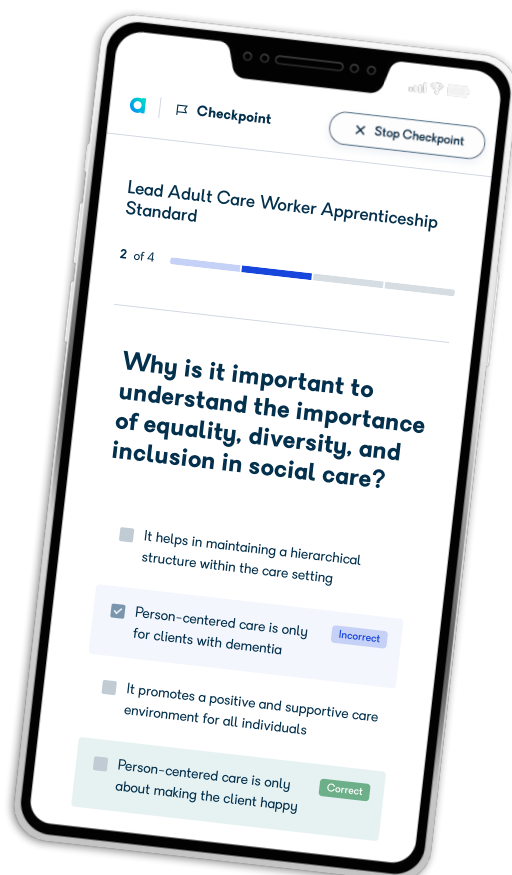


Checkpoint

Checkpoint is an automated objective progress monitoring tool that ensures learners are on track for their EPA. It is seamlessly integrated into the Aptem solution.

How does it work?

Checkpoint presents a series of questions at relevant points in their apprenticeship. Learners can apply theoretical understanding of the skills and behaviours that they are working towards, via realistic scenarios in the context of their employment and programme of study.



Checkpoint serves as a valuable tool in supporting coaching efforts. It enables tutors to seamlessly transition between coaching sessions and progress reviews, with Checkpoint data readily available to inform and guide discussions on focus areas.

Madeleine Robinson, Head of Apprenticeship Operations and Transformation, Pareto



The benefits of Checkpoint



Benefits to learners

Boosts learner confidence in their application of KSBs with clear, structured feedback mechanisms

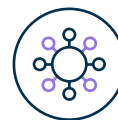
Fosters a deep understanding of on-the-job challenges



Benefits to tutors

Saves time spent on subjective manual progress checking of learners

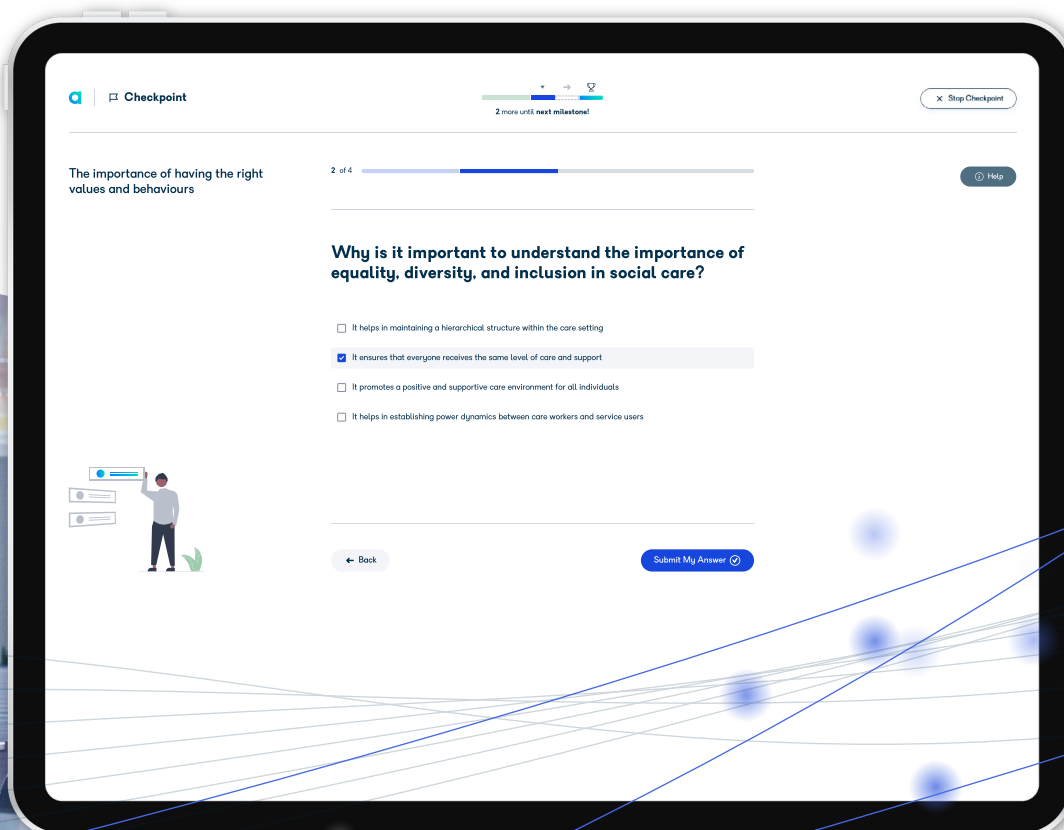
Identifies learners needing additional support or stretch activities



Benefits to providers

Identifies trends across tutors, cohorts and employer types to drive quality improvement

Improves learner outcomes and forecasting accuracy with data-driven insights



Features overview:



25% decrease in requests for support



Virtual assistant

Virtual assistant is a chatbot that is integrated into Aptem and purpose-built for each learner's apprenticeship standard, delivering timely, accurate information and support 24/7.

How does it work?

Our AI-powered virtual assistant engages learners in the moment by autonomously addressing common learner questions that would otherwise require tutor intervention. Learners can:

- ✓ Ask questions about key concepts and functional skills
- ✓ Gain clarification and guidance
- ✓ Receive topic research support
- ✓ Confirm criteria for off-the-job hours



The Aptem virtual assistant for learners is doing exactly what we'd hoped for. As an example, one of our learners asked it about a work scenario and whether this counted towards Off-the-Job hours. The virtual assistant correctly confirmed it did not – and gave the reasons. This is brilliant. It not only gave the learner an instant response but saved us a 5-minute phone conversation.

Emily Bowler, Head of MIS,
Funding & Compliance, BMS Progress

The benefits of virtual assistant



Benefits to learners

Accelerates the response time for routine, ad hoc questions to support learner momentum

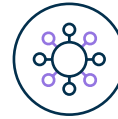
Empowers learners to take ownership of their learning and develop independence



Benefits to tutors

Reduces routine enquiries, allowing more time to focus on personalise, high value interactions

Improves visibility with a full audit trail of learner conversations



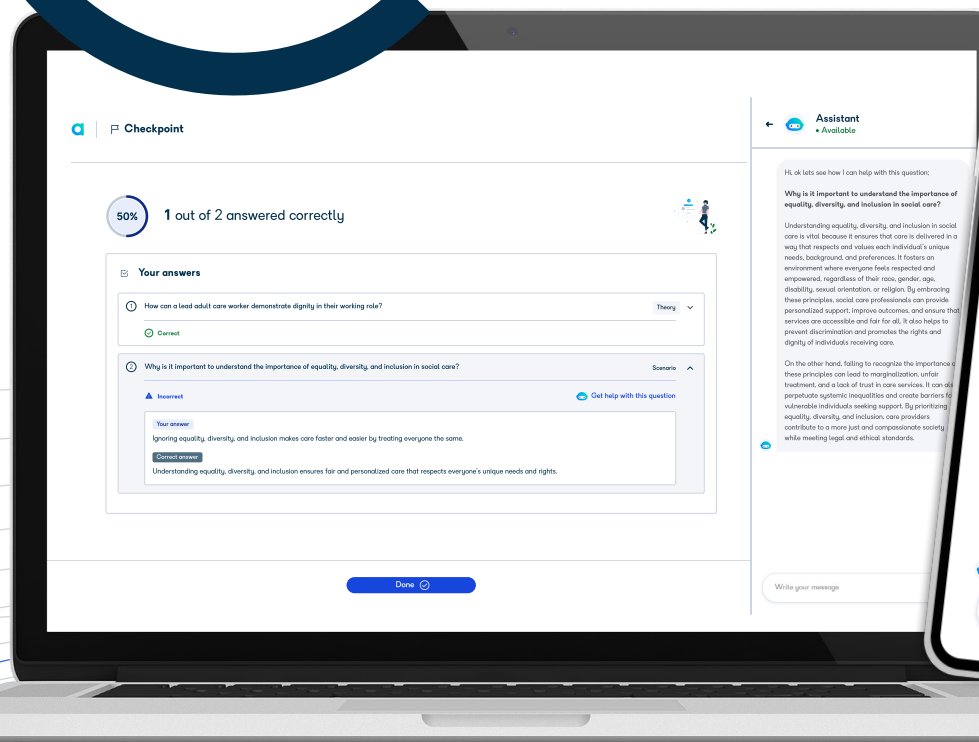
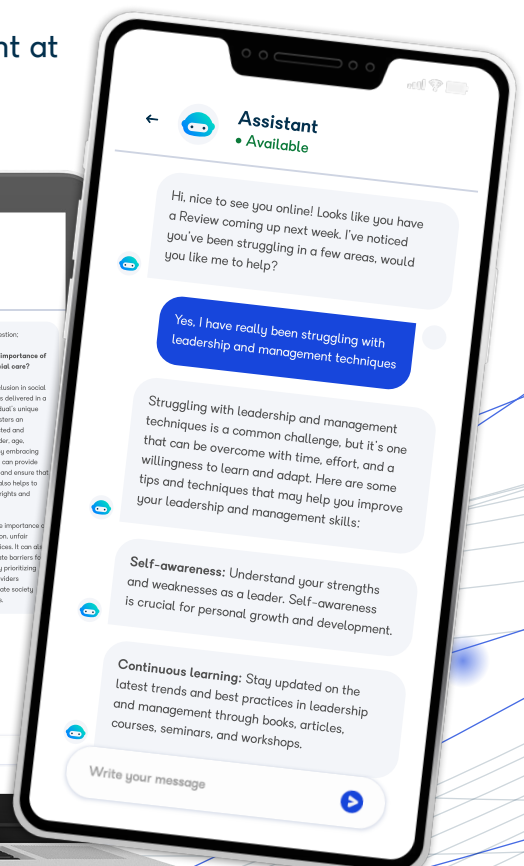
Benefits to providers

Increases learner engagement and achievement rates

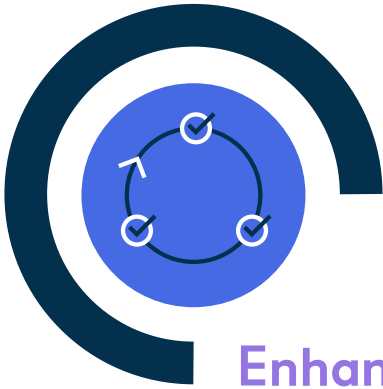
Improves tutor efficiency and impact

Did you know?

Whenever a learner completes a Checkpoint progress check, the virtual assistant will invite them to explore the topic further. This timely intervention allows learners to enhance their understanding by engaging in targeted conversations right at the moment they are assessing their knowledge.



Features overview:



50% decrease in review administration

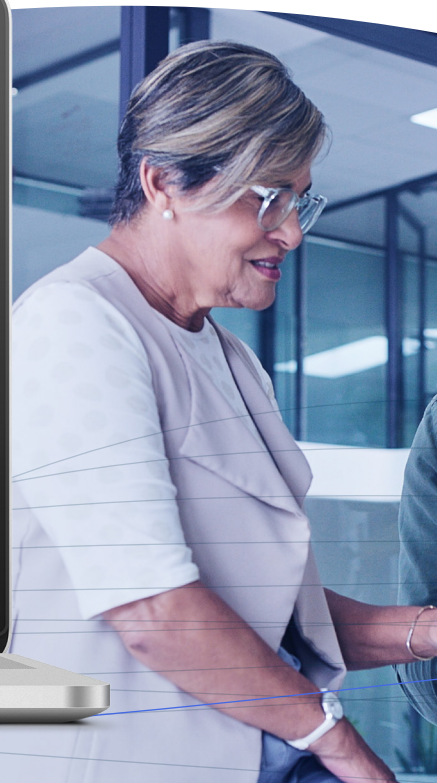
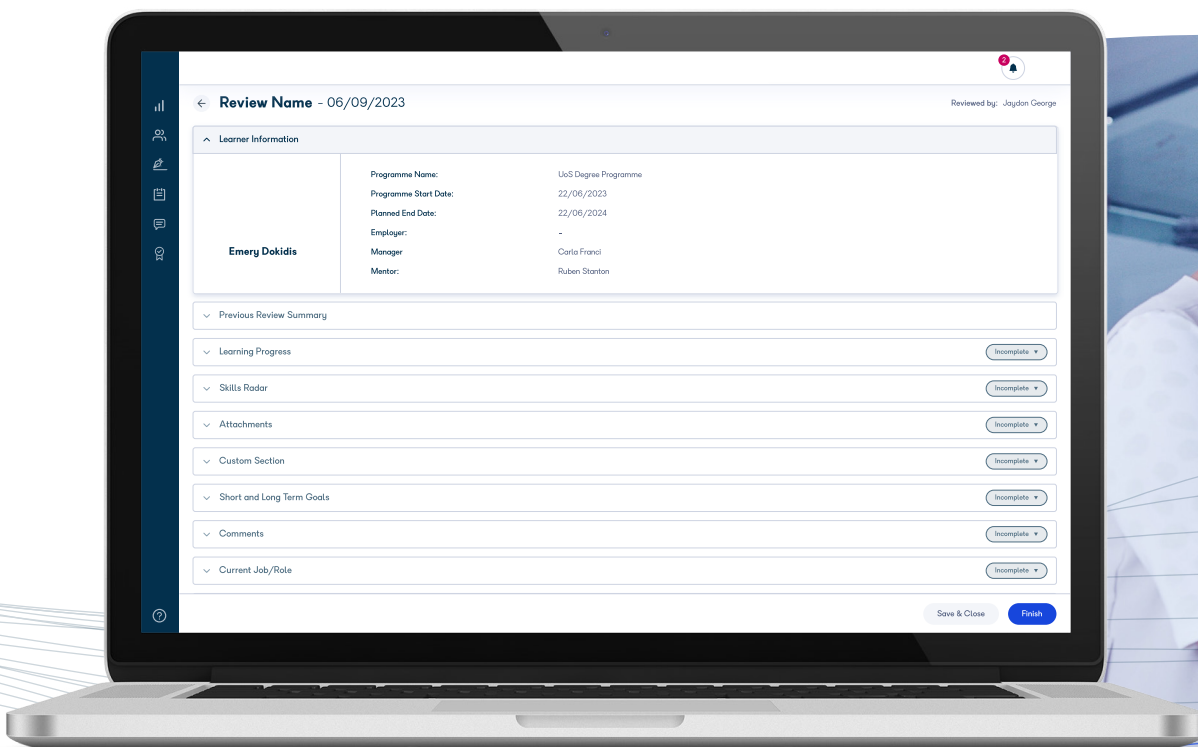


Enhanced reviews

The enhanced reviews suite of AI-powered features is designed to reduce the administrative burden of reviews, from planning and preparation to reporting, so that tutors can focus on productive conversations and one-to-one support for learner success.

How does it work?

Enhanced reviews functionality is integrated into the existing reviews module within Aptem Apprentice. This means that tutors can quickly integrate use of the tool into their existing workflow and deliver accurate records to learners, faster. The tool offers AI-powered assistance to complete routine administrative tasks relating to any type of review.



Feature focus: review summarisation

Review summarisation is the first of a suite of features designed to save tutors time on the administrative work of reviews. This feature automatically documents the key discussion points and themes from each review. As the conversation progresses, crucial feedback and action points will be documented, helping to improve engagement, boost accuracy and shorten feedback loops.

Customers with the Teams Communication Connector will benefit from even greater time saving as the summary will be populated automatically from the Teams transcript.

The benefits of enhanced reviews



Benefits to learners

Delivers accurate records to learners, faster

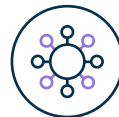
Raises the quality of review documentation with clear action points



Benefits to tutors

Comprehensive support to save time on review planning, preparation, summarisation and follow-up on action points

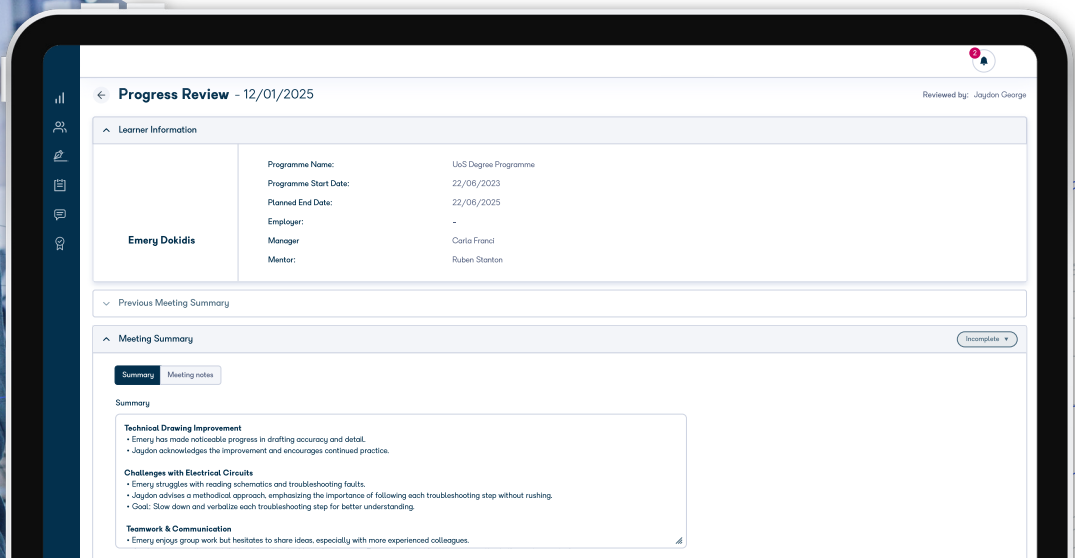
Saves time on admin and reduces the need for note taking so that tutors can focus on the learner



Benefits to providers

Raises the quality of review documentation with consistent standards and formats

Accelerates existing workflows and saves tutors time for more learner support



Features overview:



50% decrease in tutor marking time



Marking aid and feedback assistant

Marking aid and feedback assistant use classification AI to raise the quality of feedback and marking across your organisation. It allows tutors to mark exercises and add inline feedback within the system. This saves tutors time and improves learner engagement through faster responses with constructive, actionable feedback.

How does it work?

These features use the marking and feedback of your tutors to create a high-quality bank of feedback for marking exercises. All the feedback is ranked using classification AI, which ranks tutor feedback to present relevant responses, accelerating the marking process.

Classification AI is the high-quality solution for accelerated marking

Classification AI leverages the speed and accuracy of AI while preserving tutor oversight and accountability, protecting your organisation's bespoke marking requirements and standards. The tool coaches tutors to deliver feedback that is consistent with best practice, raising your organisation's quality standards. Because the responses are created by your tutors during their marking activities, the marking is fully explainable and maintains the required Human-In-The-Loop (HITL) aspect for full compliance with Ofsted and Ofqual regulatory requirements.

Learn more about the regulatory requirements for AI use in education.

[Learn more](#)



The benefits of marking aid and feedback assistant



Benefits to learners

Faster responses to submitted exercises

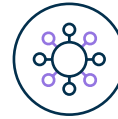
High quality, actionable feedback for learner progression



Benefits to tutors

Accelerated marking workflows with reduced administration

Accurate, relevant prompts to deliver clear feedback with options to personalise for each learner



Benefits to providers

Ensures full compliance with regulatory requirements to deliver explainable marking and feedback with HITL processes

Raises the quality of marking across your organisation, coaching tutors to consistently deliver high quality feedback



Value multiplying features that work together

We're measuring the impact these tools are having on our customers and their learners.

Here's what you can expect if you are a training provider with 1,000 learners:



Checkpoint

33% improvement in planned end date accuracy resulting in annual funding gains of

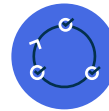
£59,400



Marking aid

50% of your tutors' weekly marking time saved resulting in annual funding gains of

£130,680



Enhanced reviews

50% of your tutors' weekly time spent writing up reviews saved resulting in annual funding gains of

£253,440

Just three of the Aptem Enhance features will result in additional total funding of

£443,520

with no changes to the cost base.

* Calculations are based on accepted industry averages.



Use Aptem's Enhance impact calculator to see the savings you could make:

Calculate

Customer stories

Hear from our customers who are benefiting from the suite of AI tools from Aptem Enhance.

BMS Progress™

Case study: virtual assistant beta trial

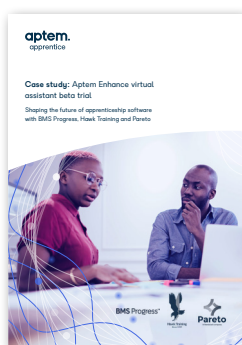
In July 2024, we launched a beta trial of the Aptem Enhance virtual assistant, partnering with BMS Progress, Hawk Training, and Pareto. The virtual assistant provided instant responses to common queries, reducing tutor workload and improving learner engagement.



I think it's been a really good trial. For the coaches to have so much enthusiasm and the ability to ignite that across the organisation is quite special – it really ensures the likelihood of successful adoption once it's rolled out to everyone.

Emily Bowler, Head of MIS, Funding and Compliance,
BMS Progress

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Case study: Checkpoint – Lifetime Training

Learn how Lifetime Training approached the pilot programme and find out how Lifetime's learners and learning coaches benefit from Checkpoint.



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.

Dom Wilkinson, Operational Partnership Manager, Lifetime Training

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Case study: Checkpoint – Pareto

Pareto – Checkpoint early adopter. Discover how Pareto benefits from the early adopter pilot for Checkpoint.



Checkpoint serves as a valuable tool in supporting coaching efforts. It enables tutors to seamlessly transition between coaching sessions and progress reviews, with Checkpoint data readily available to inform and guide discussions on focus areas. This integration enhances the purposefulness of these interactions, ultimately benefiting both tutors and learners.

Madeleine Robinson, Head of Apprenticeship Operations and Transformation, Pareto

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Next steps

Aptem customers should contact their Customer Success Manager for information about Aptem Enhance.

If you are not an Aptem customer, please request an Aptem Apprentice system demonstration which will include Aptem Enhance features within the platform.

[Book a demo](#)



Intelligent technology®

If you are an organisation that helps deliver further education and employment programmes and would like to transform the way you deliver in a cost-effective, efficient and compliant way, get in touch:

enquiries@aptem.co.uk

020 3758 8540

www.aptem.co.uk/enhance

Aptem is one of the fastest-growing SaaS companies to manage vocational training, skills and employability programmes. In addition to Aptem Apprentice, we offer a range of other solutions to support the development of vocational skills and re-employment.

- ✓ **Aptem Enrol**, remote onboarding of apprenticeship students, for colleges and universities.
- ✓ **Aptem Employ**, a unique, flexible, award-winning employability system that helps to get people back into the workplace quickly and for the long term.
- ✓ **Aptem Skills**, our award-winning end-to-end delivery platform that enables fully compliant ASF course delivery and accelerates re-employment.
- ✓ **Aptem Assess**, a cognitive assessment tool that enables you to seamlessly identify and respond to learning needs.

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