

**aptem.**  
apprentice

**Aptem Enhance:** Automate apprenticeship  
admin, elevate human impact





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New technology creates a step-change for the vocational training sector. By complementing internal expertise with AI-powered tools, providers will be able to unlock new levels of efficiency. They'll be able to make time for more meaningful relationships with learners and increase the quality of teaching for all.

Richard Alberg, Chief Executive Officer, Aptem

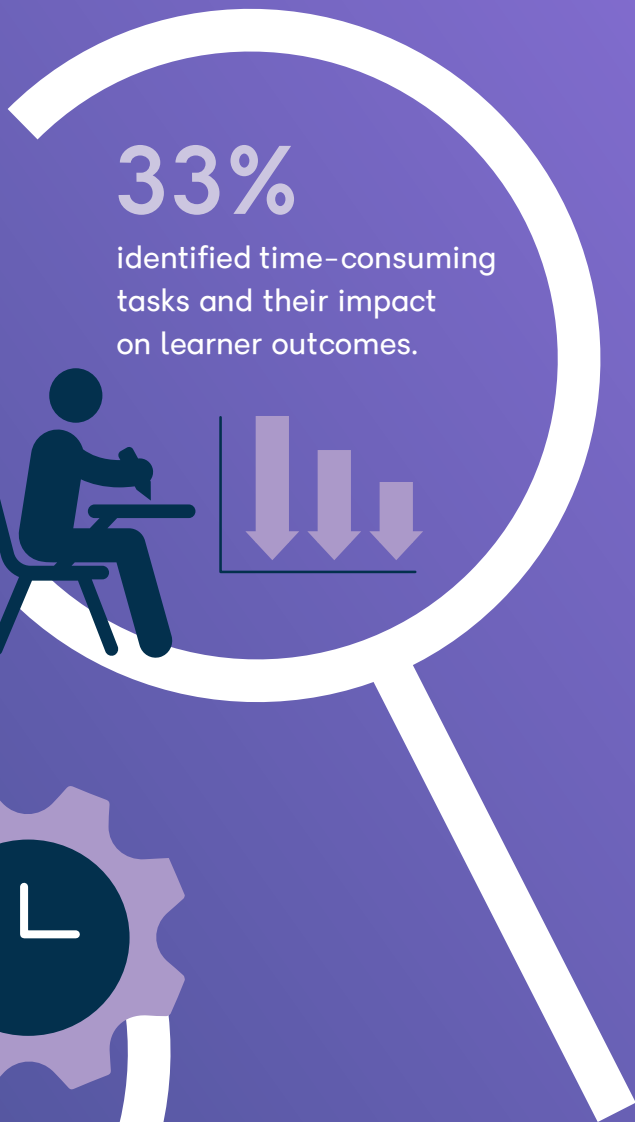
## Apprenticeship sector challenges

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:





44%

said 'time being spent on administration, rather than supporting learners'.



## The role of emerging technology and Aptem Enhance

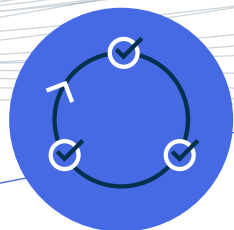
The timely emergence of new Large Language Models and AI technologies creates a step-change opportunity for apprenticeship providers.

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.

We're calling this transformative new feature set '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.

### Aptem Enhance roadmap

Phases >

#### Checkpoint

Uses large language models (LLMs) and built-in knowledge of the KSBs to check a learner's understanding throughout their apprenticeship.



#### Checkpoint: Applied KSB questioning

Introduces scenario-based questions about the application of KSBs in practical situations.



#### Virtual assistant

Provides learners with around-the-clock access to essential information.



#### Marking aid

Accelerates marking time and boosts consistency through intelligent grading suggestions.



#### Feedback assistant

Enables tutors to deliver more timely, tailored, and actionable feedback.



#### Review summarisation

Summarises key discussion points and themes from a review.



Available

Coming soon

To see our real-time roadmap, visit [aptem.co.uk/aptem-roadmap](https://aptem.co.uk/aptem-roadmap)

## Features overview



### Checkpoint

**33%** increase in  
PED accuracy



Gain a better picture of progress by collecting instant snapshots of Knowledge, Skills and Behaviours (KSB) comprehension.

Monitor progress and support development, thanks to Aptem's new learning tool. Checkpoint presents a series of questions to learners at relevant points in their apprenticeship. This boosts learner confidence and provides an instant snapshot of their comprehension of KSBs.

The tool will also help learners foster a deeper understanding of on-the-job challenges, by allowing them to apply theoretical understanding of the skills and behaviours they're working towards, via realistic scenarios in the context of their employment and programme of study.

#### 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.



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







## Virtual assistant

**25%** decrease in requests for support

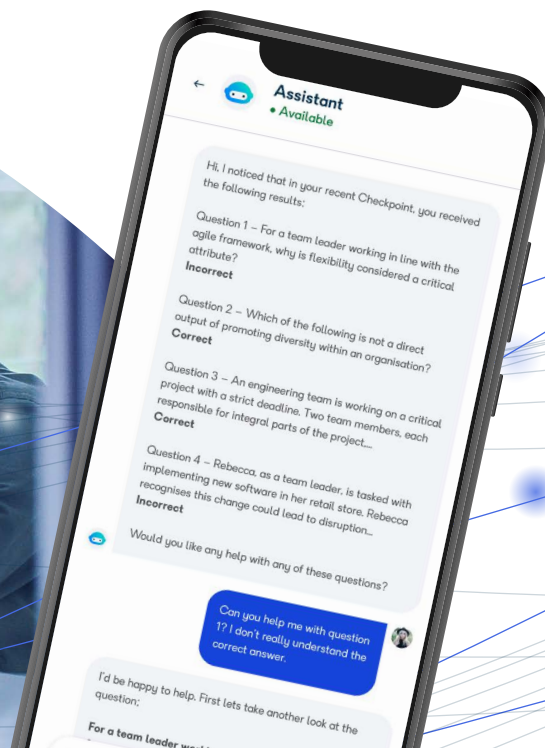


Offer 24/7 self-service for learners, fully integrated into their learning platform. Capitalise on momentum by providing answers whenever users need them, regardless of provider bandwidth or availability,

Unlike generic chatbots, our virtual assistant is purpose-built for each learner's apprenticeship programme, so its accuracy in relation to the apprenticeship standard is far higher than that of a standard large language model.

"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





**50%** decrease in tutor marking time



## Marking aid

Cut marking time by 50% with Aptem's new Graide-powered AI marking aid.

70% of the customers we spoke to said tutors spend between 20% and 40% of their time marking work and evidence – accounting for a significant portion of their working week. Aptem's AI-driven marking tool enables tutors to mark learner submissions up to 50% faster, without compromising quality. It also enhances the learner experience by simplifying the submission and evaluation process. With KSB criteria mapping and a human-in-the-loop approach, it helps to drive accuracy and efficiency, freeing up tutors' time and allowing them to focus on personalised guidance that supports learner progress.





**50%** decrease in tutor marking time

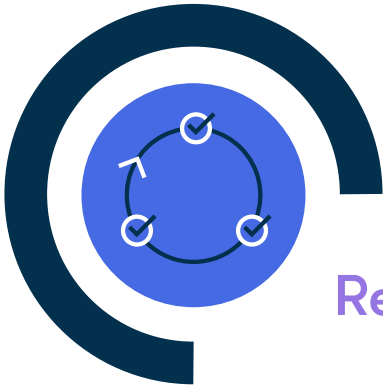


## Feedback assistant

Help your tutors to deliver more timely, tailored, and actionable feedback to learners.

The feedback assistant empowers tutors to deliver high-quality, contextualised feedback with in-line comments, predefined feedback, and AI-driven suggestions. By reducing the time taken to provide repetitive feedback, it allows for more personalised guidance that improves learner outcomes.





**50%** decrease in reviews administration



## Review summarisation

Shift the focus from note taking to valuable conversations.

Unlock valuable, learner focused reviews by shifting the focus from note taking to coaching and feedback. Aptem's review summarisation tool will eliminate the trade-off between valuable discussion and accurate record-keeping, by automatically documenting key discussion points, themes, feedback, and action points as each review conversation progresses.

Review preparation features will pre-populate forms with relevant information from across the Aptem system, saving time and ensuring all parties come to review sessions well informed and ready for meaningful discussions.



## 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:



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

**£59,400**

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

**£130,680**

**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 two leading training providers, who were part of the Checkpoint early adopter programme.





Pareto entered the Checkpoint early adopter pilot with a singular goal: elevating the calibre of learning delivery.

Initially, learners were manually selected to partake in Checkpoints. As confidence in the system grew, bulk uploads were utilised to extend the benefits of this enhancement to a broader audience.

Throughout the pilot phase, feedback from the administrative team, tutors, and learners was meticulously collected and analysed.



## The Tutor perspective

A Pareto tutor shared insights during an interview:

“The quiz-based approach of Checkpoint is a brilliant concept. It strikes a perfect balance, ensuring that learners are not overwhelmed, especially considering they’ve already submitted work/evidence. The flexibility to adjust the number of questions per Checkpoint is incredibly useful, and the use of multiple-choice answers proves highly effective for our learners.

Initially, I wondered whether learners might perceive Checkpoint as simply adding to their workload rather than aiding in retention. However, feedback from learners has been overwhelmingly positive, indicating that Checkpoint serves as a valuable tool and prompts meaningful discussions during our monthly reviews.”



## The Learner's perspective

"I was really pleased to have the opportunity to use Checkpoint. It's a great feature that has encouraged me to assess my knowledge independently. The option to retake a Checkpoint if I make a mistake transforms it from a mere assessment tool into a genuine learning aid. The utilisation of multiple choice questions instead of free text removes the pressure and feeling of going back to GCSEs. It's very easy to navigate.

Looking ahead, I hope to see some adjustments in the questions to assess my understanding rather than solely testing my memory. Additionally, incorporating questions that simulate real-world scenarios in employer settings will be invaluable, as it will test not only my knowledge but also my practical skills."



## The Admin Team's perspective

"The integration of AI, a current trend, into our core business platform to support both staff and learners has been an exciting opportunity. Providing feedback on areas for improvement and witnessing these suggestions being implemented has been a rewarding experience.

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."



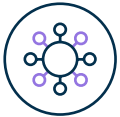


As early adopters, the team at Lifetime were involved in feature discussions with our product team and given early access to the feature within their own tenant.

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.





## Benefits to Lifetime

### Efficiency and scalability

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.”

### 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.”



## Benefits to Learners

### Learning experience

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.



## 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](#)





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020 3758 8540

[www.aptem.co.uk/enhance](http://www.aptem.co.uk/enhance)

Aptem is one of the fastest-growing SaaS software 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 AEB course delivery and accelerates re-employment.

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