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CHRYSOS
HR SOLUTIONS LIMITED

Case study: cHRysos HR Solutions



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Driving efficiency and achievement with Aptem Enhance

A strategic, values-led implementation of the Aptem Enhance suite of AI-powered features has helped cHRysos HR Solutions drive measurable efficiency gains while deepening learner success.

By embedding Aptem Enhance into their person-centred apprenticeship model, cHRysos transformed both efficiency and learner impact.

With Aptem Enhance, the team at cHRysos have saved an average of **50 hours of administrative time every month** while strengthening coaching quality, KSB alignment and end-point assessment readiness. Rather than replacing human interaction, AI has enabled the team to spend more time where it matters most: in meaningful conversations, personalised support and professional development.



50 hrs

With Aptem Enhance, the team at cHRysos have saved an average of 50 hours of administrative time every month.



A person-centred approach to HR development

cHRysos is a specialist HR and learning and development training provider with a strong, values-led mission.

Their programmes are built around people; supporting learners not just to achieve qualifications, but to grow into confident, capable HR professionals who can make a meaningful impact in their organisations.

With learners typically progressing from administrative roles into advisory and senior HR positions, cHRysos focuses on long-term development, progression and professional confidence.

When exploring the AI-powered functionality from Aptem Enhance, the cHRysos team were keen to take a strategic approach to its implementation, and to ensure that any innovation had to strengthen their human-centred approach – not replace it.

We want to embrace AI, but in a way that enhances what we do, not taking away from the relationships and conversations that are at the heart of our programmes.

Sheila Moore, Managing Director at cHRysos

Deepening alignment to KSBs and end-point assessment

Learner feedback consistently showed that apprentices valued opportunities to revisit and strengthen their understanding of Knowledge, Skills and Behaviours (KSBs) in preparation for end-point assessment.

While KSBs were embedded across workshops, coaching sessions and formative assessment, cHRysos identified an opportunity to create more targeted, personalised touchpoints aligned directly to real workplace events.

The team wanted:

- More precise alignment between learning activities and specific KSBs.
- Greater personalisation based on individual learner gaps.
- A way to stretch high-performing learners.
- Stronger evidence of progress for Ofsted and employers.
- Additional support pathways for learners with barriers or additional needs.



A strategic approach to implementing AI-powered features



Checkpoint is an objective progress monitoring tool within Aptem Enhance that boosts learner confidence and delivers instant insight into their KSBs.

Through timely questions and realistic, work-based scenarios, it helps apprentices apply theory to practice, deepen understanding, and track progress with ease. The results allow tutors to receive an instant snapshot of each learner's comprehension of KSBs and are an effective tool for monitoring progress and supporting learner development.

Rather than using checkpoint as a fixed, automated milestone, cHRysos built the feature into their coaching model. Approximately two weeks before a scheduled skills coaching session, the allocated skills coach reviews the learner's recent progress and selects specific KSBs to target. The checkpoint is then issued in advance of the session.

This enables:

- Personalised focus on identified knowledge gaps.
- Stretch and challenge for stronger learners.
- Targeted discussion aligned to recent learning activity.
- Clear preparation for end-point assessment.

Checkpoint is not treated as a standalone activity: it becomes a conversation starter. If a learner answers a question incorrectly, the subsequent discussion explores why. In HR, where judgement and context often matter more than black-and-white answers, this creates deeper professional reflection.

We don't just use it as a pre-set checkpoint. We align it to workshops and learning initiatives, and we choose the KSBs based on the individual.

Sheila Moore, Managing Director at cHRysos

Demonstrating impact during Ofsted

The updated Ofsted framework puts an emphasis on data and evidence showing best practice. For cHRysos, checkpoint reports formed part of the evidence trail, demonstrating:

1. **Clear alignment to KSBs.**
2. **Intentional preparation for end-point assessment.**
3. **Integration with portfolio development.**
4. **Additional support pathways for learners with identified needs.**

Checkpoint, portfolios and coaching conversations are closely linked, forming part of a coherent, integrated learner journey that aligns with Ofsted expectations and supports positive learner outcomes.



Adoption through strategy and employer engagement

For cHRysos, successful adoption has been rooted in intentional implementation. Checkpoint is introduced during tripartite reviews with learners and managers, with clear explanation of:

1. **Why it is being used.**
2. **How it aligns to KSBs.**
3. **How it benefits the learner.**
4. **How it supports employer outcomes.**

By demonstrating clear value, particularly in a sector where learner and employer time is under pressure, cHRysos has avoided resistance and ensured consistent usage across programmes.



Supporting diverse learners with AI tools

While cHRysos maintains strict controls around academic integrity and the use of AI in formal assessment, they recognise the value of AI-powered support tools in formative development.

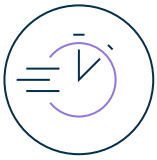
As well as checkpoint, cHRysos also encourage learners to make use of the Aptem virtual assistant, which provides support and information aligned to the learner's apprenticeship standard. A full audit trail of learner conversations with the virtual assistant is available to tutors, maintaining academic integrity whilst empowering learners to explore topics and develop their understanding.

Checkpoint and the virtual assistant provide:

- Alternative ways of engaging with content.
- Additional reinforcement for learners with cognitive or learning needs.
- A safe space to test understanding before formal submission.

Aptem Enhance features are integrated into a broader support ecosystem that includes cognitive assessment from Aptem Assess and specialist support where required.

Reducing admin and increasing personalised support with enhanced reviews



The enhanced reviews feature uses AI to eliminate much of the time-consuming administration associated with progress reviews and it has quickly become a widely used feature within cHRysos.

For example, the review summarisation tool creates a review summary based on the meeting transcript, saving an estimated 30 minutes of admin time per review for writing up the meeting summary. In addition, by automatically summarising review discussions, skills coaches can remain fully present during conversations rather than dividing attention between listening and note-taking.



30 mins

The review summarisation tool creates a review summary based on the meeting transcript, saving an estimated 30 minutes of admin time per review.

Enhanced reviews saves cHRysos an average of 50 hours of admin every month.

Since cHRysos recently chose to integrate Microsoft Teams within Aptem, transcripts are automatically added to the review, and the process has become even more efficient.

It's a simple thing, but very powerful. It removes admin and gives us back time with learners.

Sheila Moore, Managing Director at cHRysos

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Looking ahead: Focused growth in a changing landscape

As the apprenticeship landscape shifts toward growth and skills priorities, CHRysos is focused on:

- Strengthening integrated delivery models.
- Expanding non-apprenticeship professional programmes.
- Continuing to embed AI tools strategically and ethically.

For cHRysos, AI is not about automation replacing people. It is about freeing up time for deeper conversations, sharper coaching and more personalised learner journeys.

It's all part of a bigger, integrated picture – everything working together to get that positive result.

Sheila Moore, Managing Director at cHRysos

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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

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03/26
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