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Lancaster &
Morecambe
College

A smarter way to enrol apprentices:
Lancaster & Morecambe College's Aptem story



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Lancaster & Morecambe College enrols around 200 apprentices each year, with approximately 500 learners on programme across a wide range of sectors – from construction and engineering to hospitality, early years, and business administration.

By adopting Aptem, they have transformed how they onboard apprentices.

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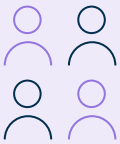
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Introduction

Lancaster & Morecambe College has successfully modernised its apprenticeship enrolment and onboarding processes by moving from paper-based systems to a streamlined digital approach with Aptem.

By working collaboratively with peers, embracing innovation, and empowering staff to lead change, the college has created a more efficient, professional, and engaging experience for apprentices, employers, and internal teams.

Working predominantly with SMEs in the local area, the college is focused on delivering high-quality, responsive training aligned to regional needs. As their provision grew, so too did the need for a more efficient and scalable way to manage apprenticeship enrolment.



500

Lancaster & Morecambe College enrols around 200 apprentices each year, with approximately 500 learners on programme across a wide range of sectors.

The challenge

The apprenticeship team recognised that their existing paper-based processes were becoming increasingly time-consuming and difficult to manage.

Prior to Aptem, enrolment involved:

Large volumes of physical paperwork.

Multiple handoffs between teams, employers, and learners.

Time spent travelling to collect signatures.

Increased risk of delays or missing documentation.

At the same time, compliance requirements were tightening, and there was a clear need to reduce administrative burden while improving accuracy and professionalism.

There was also a growing sense that apprenticeship processes were lagging behind the wider college experience.

Within the college, full-time learners were already benefiting from digital systems, while apprenticeships remained paper based. This created a disparity, with the apprenticeship team feeling disadvantaged compared to full-time learners.

This need was further reinforced through a governor-led internal audit, where moving to a digital enrolment process was highlighted as a key recommendation to reduce risk and improve compliance.

A governor-led internal audit recommended digitising enrolment to reduce risk and improve compliance.

Aptem as the solution

The Lancaster & Morecambe team began exploring digital solutions, drawing on the experience of peers across the regional Lancashire provider network.

"We asked other colleges and providers who they use and how they do onboarding. The voice was louder about Aptem." explains Jayne Roper, Apprenticeship Manager.

This peer-led insight, combined with internal stakeholder engagement across curriculum, compliance, and delivery teams, helped build confidence in selecting Aptem as the right solution.

It was a simple choice, given the reasons we switched to Aptem and the benefits it delivers. We are so pleased the college supported the move.

Jayne Roper, Apprenticeship Manager



A collaborative and agile implementation

With a strong desire to improve processes quickly, the college took an agile approach to implementation – moving straight into live enrolments rather than delaying adoption.

This hands-on rollout enabled teams to:

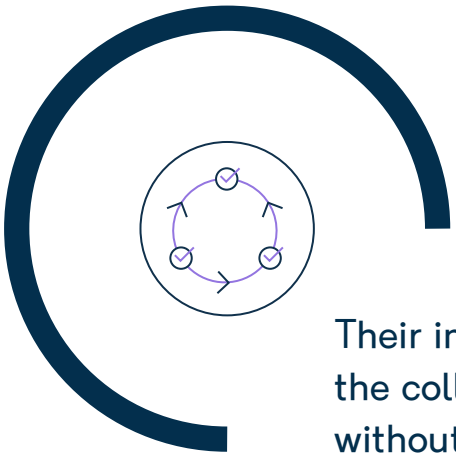
- Quickly familiarise themselves with the system.
- Embed digital processes into real workflows.
- Identify opportunities for improvement early.

Over time, confidence and efficiency grew significantly, with staff now fully comfortable using the platform.

An enrolment tool that aligns with existing systems

Aptem was implemented alongside the college's existing systems, including EBS, while also integrating with tools already in use such as BKSB for maths and English initial assessment.

- Learner and employer data is captured once and shared across systems.
- The colleges uses EBS as its MIS/ student records system, with learner and employer information transferred automatically from Aptem. It removes the need for duplicate data entry and ensures records are accurate and up to date from enrolment onwards.
- BKSB is used for initial assessment directly within the onboarding journey in Aptem.



Their implementation approach allowed the college to modernise enrolment without disrupting existing workflows.

Strengthening learner support with Aptem Assess

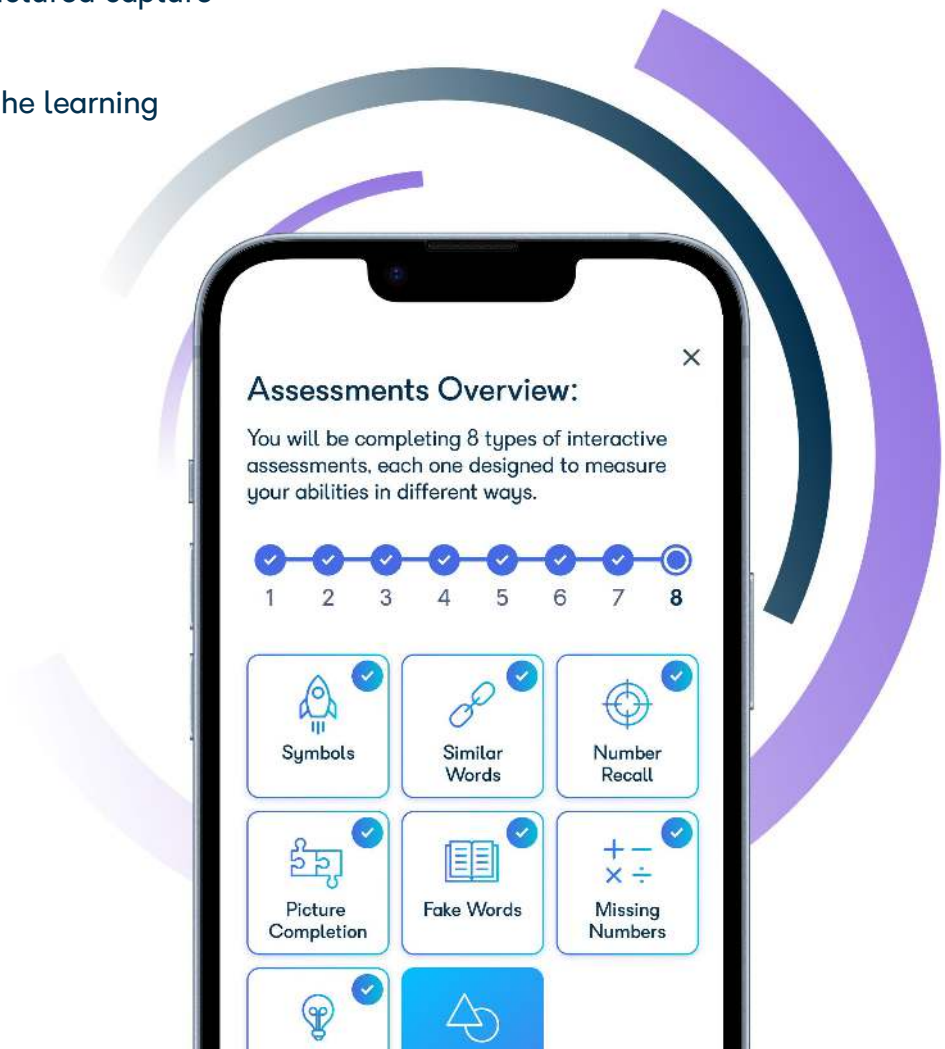
Alongside enrolment, Lancaster & Morecambe College has also enhanced how it identifies and supports learners with additional needs through Aptem Assess.

The built-in cognitive assessment tool has transformed how the learning support team captures and processes Additional Learning Support (ALS) requirements from the outset.

- Earlier identification of learner support needs.
- More consistent and structured capture of information.
- Improved processes for the learning support team.

The built-in cognitive assessment tool has dramatically changed how our team identifies and supports ALS learners. By embedding this into the onboarding journey, the college is ensuring learners receive the right support from day one.

Angie Evans-Hill,
Deputy Apprenticeship Manager



The impact of Aptem

Faster, more efficient enrolment

Digitising enrolment has significantly reduced the time required to complete key processes.

- Digital signatures replace manual paperwork.
- No need to transport or track physical documents.
- Faster completion of enrolment tasks.

"Employer paperwork can now be completed in just five minutes, compared to around 30 minutes previously." Amelia Jackson, Training Coordinator

A more professional employer experience

For SME employers – many of whom are mobile or site-based – Aptem has made engagement much simpler and more flexible.

- Documents can be signed on-site via tablet or laptop.
- No delays waiting for paperwork to be returned.
- Real-time support over the phone if needed.

"We have notably seen a more professional look by being digital." Jayne Roper, Apprenticeship Manager

Employers are seeing a difference with Aptem:

Thanks to the remote onboarding process through Aptem, enrolling our apprentices with Lancaster and Morecambe College was far more streamlined than in previous years.

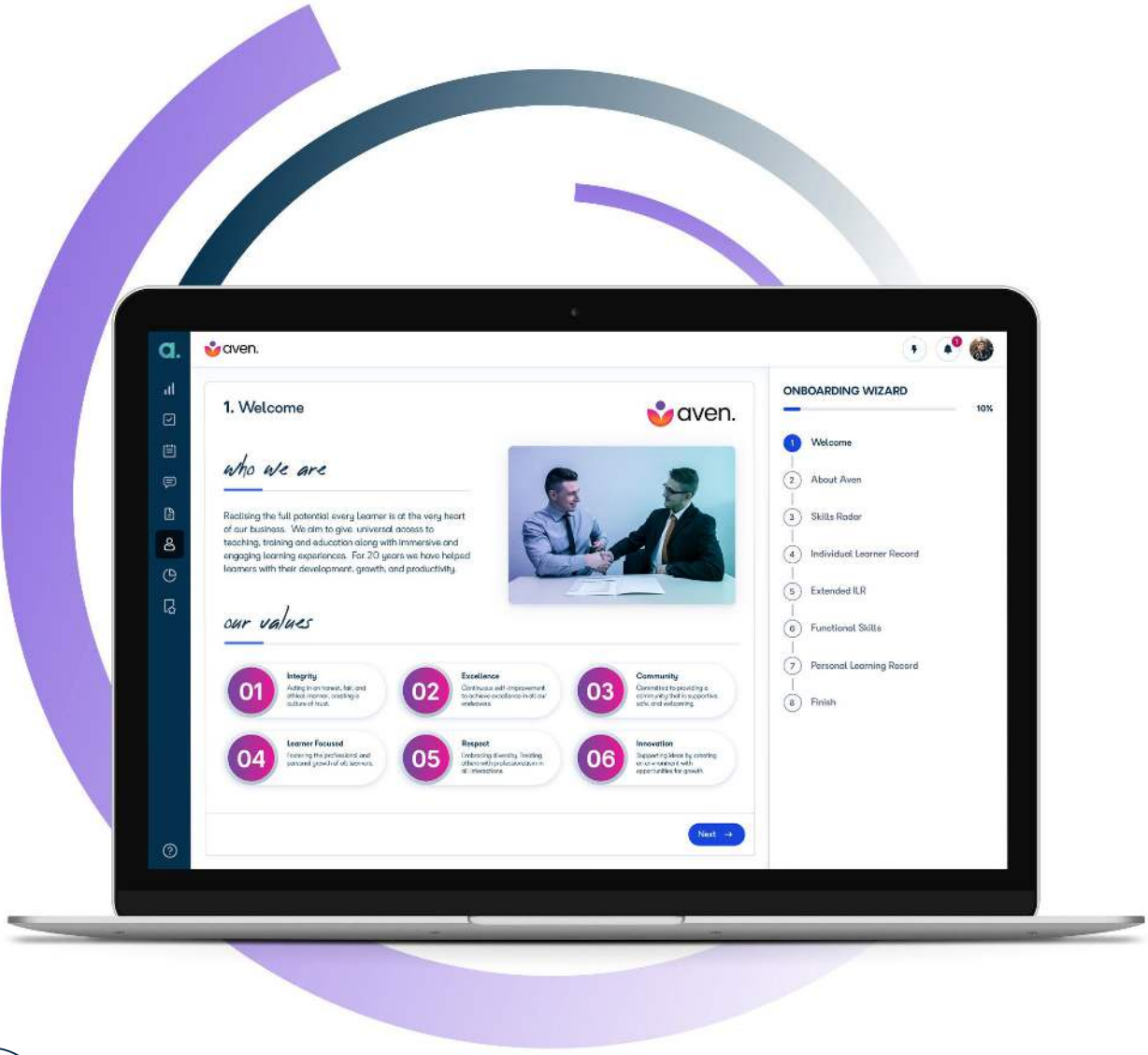
The platform guided both my apprentice and me through each stage clearly and efficiently.

Lee Watson, Baldwin Building Services Limited



5 mins

Employer paperwork can now be completed in just **five minutes**, compared to around 30 minutes previously.



Improved visibility and control for staff

The platform provides clear oversight of learner progress and outstanding actions.

- Easy tracking of enrolment status.
- Clear view of what each learner needs to complete.
- Reduced risk of missed steps or errors.

With Aptem we can see exactly where apprentices are up to and what they need to do.

Amelia Jackson, Training Coordinator



A more engaging learner onboarding experience

A key innovation came from Amelia, who works within the construction apprenticeship team. She introduced structured enrolment days where apprentices come into college and complete their onboarding together using Aptem.

This approach has delivered multiple benefits:

- Guided support for learners through the enrolment process.
- Opportunities to meet peers before starting their programme.
- Reduced anxiety ahead of day one.
- Greater consistency and completion rates.

"It was a good opportunity to meet other people first before going straight into the lesson" explains Amelia.

The model has been so successful that it is now being adopted across other curriculum areas.

Importantly, the flexibility of Aptem ensures that learners who cannot attend in person are not disadvantaged.



Bringing apprenticeships in line with the wider college experience

By moving to a fully digital approach, the apprenticeship provision is now aligned with the systems already used for full-time learners.

- Consistent digital experience across all learner types.
- Improved internal parity between teams.
- Stronger perception of professionalism across the college.

This shift has helped ensure apprentices receive the same high-quality, modern experience as other learners, while also supporting staff with more efficient processes.

Those who couldn't make the enrolment day and had to enrol at home found it really easy with Aptem. With a mobile-friendly interface and intuitive design, apprentices can complete onboarding on their own devices without difficulty.

Amelia Jackson, Training Coordinator

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A culture of continuous improvement

With one full year of experience in using Aptem, the team is now focused on refining and enhancing their processes even further – exploring new ways to tailor onboarding journeys and maximise the platform's capabilities.

What stands out most is the collaborative and proactive approach taken by the college:

- Learning from peer networks to inform decision-making.
- Empowering staff to innovate and share best practice.
- Continuously reviewing and improving processes.

By embracing digital transformation and fostering a culture of innovation, Lancaster & Morecambe College has created a more efficient, professional, and learner-centred apprenticeship experience – one that continues to evolve and deliver impact.

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

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- **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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