



# Smart Coach for Smart Assessor

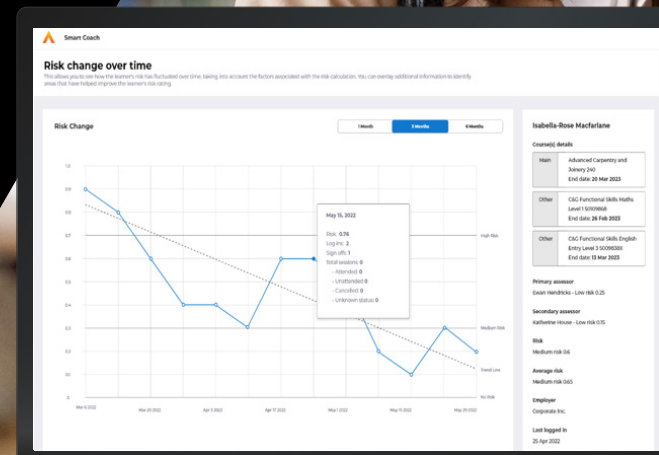
Leveraging data through machine learning to identify learner completion risks and optimise the learner journey

SMART COACH MODULE OVERVIEW



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## About Smart Coach

Smart Coach is designed to help organisations identify the progress of learners, including those learners who may be at risk of withdrawal before the end a course.

Smart Coach leverages data through machine learning, helping you and your learners to monitor progress, identify risks, and optimise the learner journey.

Tutors and assessors can see relevant information about their learners, quickly identifying those who are falling behind or require intervention. This crucial information helps ensure more learners receive early intervention and complete courses to a high standard, which has benefits for inspection, funding, and success statistics.

## Key Features

Smart Coach can ensure enhanced apprenticeship completions, more funding, and better engagement to address the changing education landscape.

By leveraging data through machine learning Smart Coach offers:



### Learner dashboards

New learner dashboards showing the risk ratings of learners



### Caseload risk overviews

A Smart Coach risk rating overview of your learner caseload within the Assessor dashboard



### A detailed learner risk analysis

A detailed risk analysis for learners and graphs showing risk over time



### Success strategies

Recommended 'strategies for success' to help staff get their learners back on track




Learners who engage with the LMS prior to their course start date are

**50%** more likely to pass

Early leavers miss **50%** more sessions prior to the course and more sessions during the course



The sustained lower levels of engagement indicate a wide window for corrective measures



If Smart Coach can reduce attrition in an organisation by just 1%, three more learners on average will complete. Using the assumptions above, this would mean **additional funding of almost £20,000.**

**Our current models are suggesting a high degree of accuracy in the forecasting of withdrawal**, meaning achievement rates and funding benefits could be a lot greater.

## KEY FEATURES EXPLAINED

### Learner risk rating dashboards showing staff the risk rating of their learners

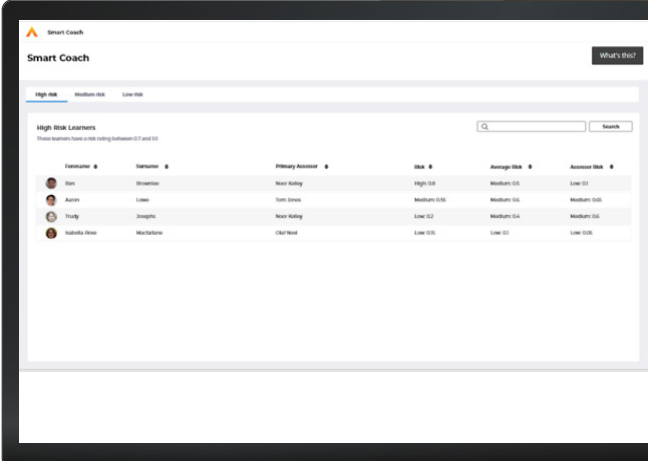
The learner risk rating dashboard shows a list of learners with their current and average risk rating.

From this page you can navigate between key courses while also filtering learners by;

- ✓ risk rating,
- ✓ average risk,
- ✓ assessor, and
- ✓ assessor risk.

Even when purchasing the module today, the historic risk data for your learners is still available to view.

To see a detailed risk analysis for a particular learner, simply select that learner's name.



The screenshot shows the 'Smart Coach' interface with a 'High Risk Learners' table. The table lists learners with their names, primary assessors, and various risk ratings.

Firstname	Surname	Primary Assessor	Risk	Average Risk	Assessor Risk
Tom	Stewart	Noor Khatib	High 0.8	Medium 0.5	Low 0.1
Aaron	Low	Tom Jones	Medium 0.6	Medium 0.5	Medium 0.5
Trudy	Jagjit	Noor Khatib	Low 0.2	Medium 0.4	Medium 0.5
Nabeela Ishaq	MacFarlane	Cliff Neal	Low 0.5	Low 0.1	Low 0.5

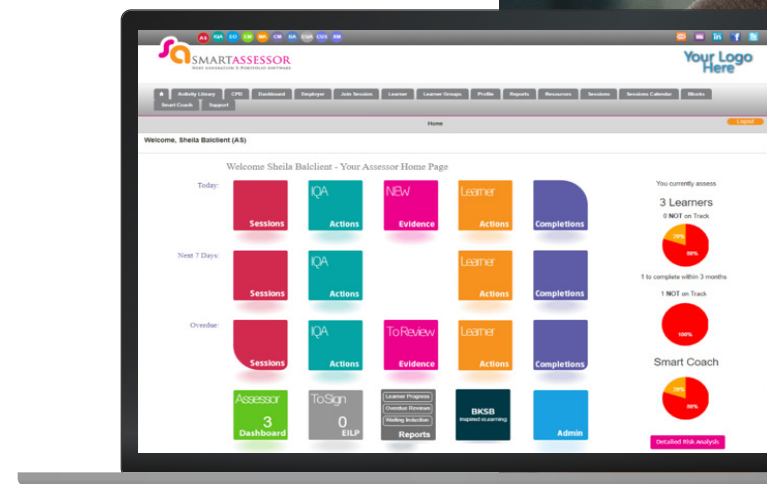


## KEY FEATURES EXPLAINED

### A Smart Coach risk rating overview of your learner caseload within the Assessor dashboard

An assessor can see a Smart Coach risk rating overview of their learner caseload within the Assessor dashboard. This includes the risk ratings for their entire caseload and the risk category for each learner.

Managers can also see the average risk factor for the primary assessor linked to each learner.





## KEY FEATURES EXPLAINED

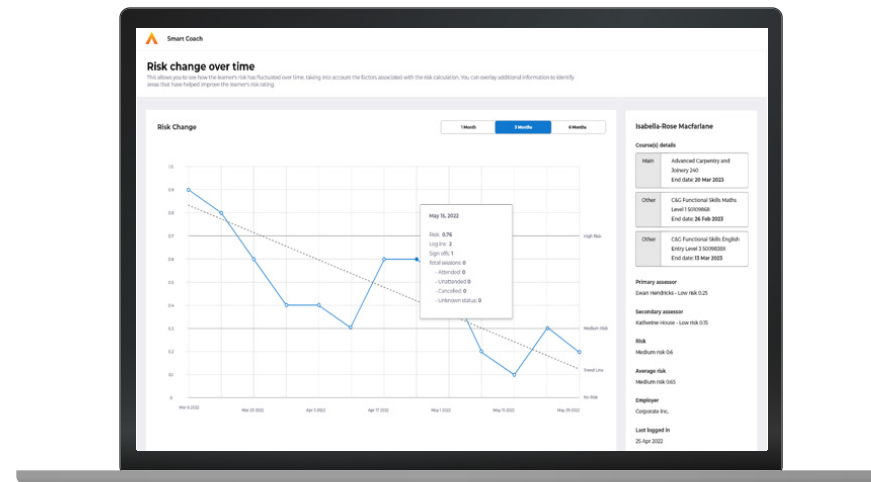
### A detailed risk analysis for a learner and risk over time graphs

A learner's detailed risk analysis shows what course the learner is studying and who their assessor is.

Data points on the chart show the contributing risk factors which include:

- ✓ Evidence sign-offs
- ✓ Hours worked per week
- ✓ Session attendance

This gives you an in-depth insight into the factors behind learner risk ratings. Factoring in these metrics enables you to drive bespoke corrective strategies tailored to each learner.





## KEY FEATURES EXPLAINED

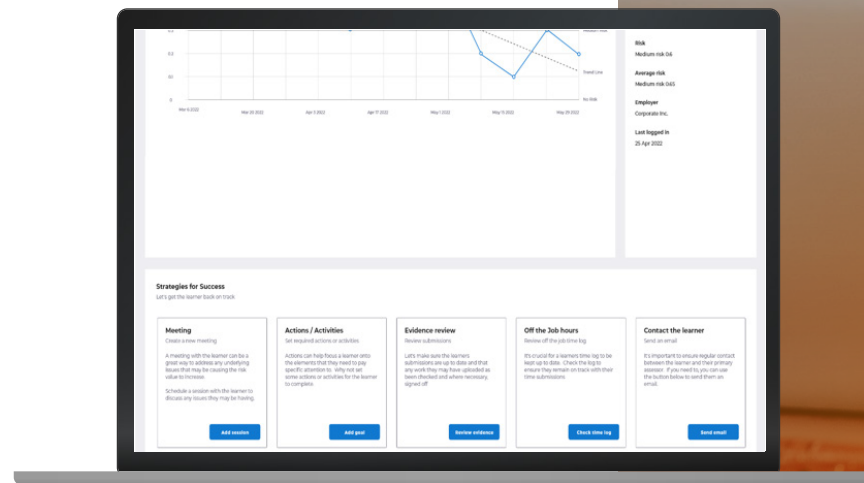
### Recommended 'strategies for success' to help staff get their learners back on track

The strategies for success section gives users guidance to get the learner back on track and links to:

- ✓ Create new sessions
- ✓ Details on learning plans
- ✓ Evidence libraries
- ✓ Time logs
- ✓ Learner email templates

Steps which we have found are effective in building engagement.

All these reports are downloadable in easy to access formats.



## Enhanced apprenticeship completions

Smart Coach can ensure enhanced apprenticeship completions, more funding, and better engagement to address the changing education landscape.

The achievement rate for apprenticeships in 2020-2021 was only 57.8%, with retention at 58.8%. This means for every 10 apprenticeship starts, about four will not complete. The DfE released new 2022 guidance, highlighting the fact that providers will face increased action (i.e., inspections) if their achievement rate drops below 50% (or if their retention rate drops below 52%).

In addition, increased monitoring will occur if achievement is between 50% and 60%, or if retention is between 52% and 62%. Smart Coach helps organisations to mitigate these risks by:

- **Flagging learners at risk of not completing.**
- **Giving evidence of provider commitment to improving achievement and retention, with the tangible steps they have taken to retain learners.**

As well as higher completion rates, the possible benefits to funding are also substantial. Using the same national statistics, an average Smart Assessor customer will have around 300 learners not complete. Assuming standard dropout rates (that learners complete 50% of the course before dropping out) and an average funding band across the standards in this calculation, we can assume that almost £2m is lost in funding for a typical Smart Assessor customer.

## Future developments

If Smart Coach can reduce attrition in an organisation by just 1%, three more learners on average will complete. Using the assumptions on the previous page, this would mean additional funding of almost £20,000. Our current models are suggesting a high degree of accuracy in the forecasting of withdrawal, meaning achievement rates and funding benefits could be a lot greater.

In the future, we hope to deliver more modules for the learners themselves. Learners will see a real time assessment of their progress, as well as hints and tips on how to ensure they are successful.

We also hope to introduce more intuitive UI and UX features to drive better engagement with these machine learning tools and systems. We hope that together these features will increase the chances of learners developing their skills to a high level.






**Ben Brownlee**  
Advanced Education  
Product Manager


## Find out more


If you'd like to discover more about how Smart Coach can deliver the advantage to your organisation and ensure you are ready to meet the future, get in touch with us today.

[Contact us](#)

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