

GTG Training

# "Everyone loves Smart Apprentices. It's a highly versatile platform from a trusted partner which is key to our business & growth"



## Key Results

- ✔ Personalised apprenticeship experience that helps us more easily stay Ofsted/ESFA compliant
- ✔ Complete picture of the learner journey
- ✔ Seamless integration with MIS & funding systems
- ✔ Upskills our apprenticeship capability
- ✔ Growth-proof platform to enhance apprenticeship delivery model & processes

GTG has experienced significant growth in recent years, as an apprenticeship provider to major banks, public utilities, emergency services, the NHS, the MOD and many local authorities across Scotland and England. The company used disparate systems to deliver its internal digital learning but felt the system was not meeting ever more demanding requirements.

GTG wanted a system that could truly revolutionise its delivery model, whilst putting the learner at the heart of its apprenticeships and ensuring Ofsted/ESFA audit readiness. GTG chose Smart Apprentices.

*"Our number one priority was to reduce the hundreds of spreadsheets being used internally to track progress, despite having access to an existing E-Portfolio. We needed a new more versatile system that could grow with our increasing needs and worked for all stakeholders."*

The biggest challenge for Rosie and her team was a lack of transparency across the learner journey, with no way to report on learner progress and no integration with GTG's MIS. The business wanted to do all of this at the touch of a button, with the objective of putting the learner at the heart of the apprenticeship. GTG also needed to find cost-efficiencies, with enormous time and duplication caused by staff updating multiple systems manually.

*"We investigated six software providers and what became clear early on was how good Smart Apprentices is at tailoring a solution to meet specific business needs. We could easily visualise using Smart Apprentices and we didn't get that feeling from any other supplier. Post-sale support was critical to GTG, as we wanted to invest in a strategic partnership, not just a product."*

Using Smart Apprentices' Smart Assessor and Smart VLE packages, one of the principal benefits to GTG has been a significant improvement in the relationship between the assessor, learner and mentor, with access to a shared dashboard enabling easy access to the full learning journey. By centralising the journey and making it clearly visible, the learner can see gaps in their progress and set clear targets. The result is an immediate improvement in the learning experience.

The transition from GTG's old working practices to using Smart Assessor and Smart VLE was seamless, with staff and learners finding adoption easy and receiving all necessary support directly from Smart Apprentices.

*"One staff member has been an assessor for 32 years and in the past had struggled with technology – but he loves Smart Apprentices, and it has completely transformed his role. We now have*

*oversight of every aspect of the learner journey, with speedy, easy to use reporting and management dashboards that can identify potential risks in the journey long before they become an issue.*

*"Smart Apprentices is extremely flexible and enhances the way we work. Unlike some other systems that apply a 'one size fits all', Smart Apprentices has been developed with learner and trainer in mind and is configurable to our business. This is a huge benefit to us. We have more control and autonomy over roles and caseloads, and anything we need is just one click away."*

Looking ahead, GTG has an ambition to remove all legacy systems from the apprenticeship provision. This will save more time and cost, with the investment in Smart Apprentices becoming cost neutral as GTG continues to create efficiencies in the apprenticeship process.

*"The roll out of Smart Apprentices across the GTG business has been a huge success as we continue to revolutionise the end-to-end digital learning journey, with visibility of learner progress at a glance, a full audit trail, and virtual learning built into the plan."*



## About the author

**Name:** Rosie Heron

**Position:** Group Head of Quality

**Organisation:** GTG Training

Rosie has more than 18 years' management experience in training and education. In her role, Rosie is responsible for revolutionising the apprenticeships delivery model, with a view to achieving transparency across the learner journey, ensuring the learner is always at the heart of GTG Training's apprenticeships and ensuring audit readiness.



**Smart Apprentices.** We promote personalised life-long learning through an integrated smart digital platform that's transforming the delivery of apprenticeships & traineeships for education & training providers across the UK



**Smart Assessor:** an e-portfolio that manages the full apprenticeship life-cycle



**Smart VLE:** enhances functional skills learning with customisable online assessments



**Smart Applicants:** enables apprentices & trainees showcase themselves to employers



**Smart EPA:** online management of end point assessments



@ [info@smartapprentices.com](mailto:info@smartapprentices.com)

🖱 [www.smartapprentices.com](http://www.smartapprentices.com)

☎ 0845 460 4440

📍 The Barn, Fosse Cottage Farm, Street Ashton, Warwickshire, CV23 0PL.

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