The Apprenticeship Service

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Emerging Apprenticeship Service Roadmap 2020 – 2021 (External)

Updated 18th November 2020
Latest version available on @ESFAdigital

In development
Final stages of development
Delivered into the service

Up to Nov 20

- **Employers** who **don't pay** the levy can start to **manage providers & funding** through the apprenticeship service.
- **Training providers** without a **contract** to work with **non-levy paying employers** can start to **access funds** through the apprenticeship service.
- The process of **pausing apprentices** is simplified to **support COVID-19 activity**.
- **New information** is available to support **apprentices** and **employers** affected by **COVID-19**.
- **Apprentices** who **change employer** can be **easily updated** in the service.
- **Employers** can apply for **incentive payments** when taking on a **new apprentice**.
- **Employers** can **register their interest** to take on an **apprentice** who has been made **redundant**.
- **Apprentices** who have been **made redundant** can **register their interest** in being **connected with a new employer.**

Nov 20 -Mar 21

- The first **incentive payments** will be made
- **Apprentices who change providers** can be easily updated in the service
- **Find Apprenticeship Training** is **streamlined and improved**, with **intelligent searching** and **new filtering**.
- **Employers and training providers** can search for **End-Point Assessment Organisations**.
- **Training providers** can give **different levels of access** on the service to their **staff members**.
- Data tracking will support our understanding of **BAME representation in apprenticeships**

Apr – Jun 21

- All **new apprenticeship starts** will be through the **apprenticeship service**.
- **New service for providers to apply to join the register online**
- **Employers and training providers** can move **apprentices** to **new versions of standards** through the service.
- **Employers who can't find provision** in their area will be aggregated and connected with training providers to increase their purchasing power
- Training providers **can add and approve apprentices to the service in bulk**, across multiple employers.
- Employers will be able to **save favourite providers and standards** to make adding reservations, vacancies and apprentices easier

Jul 21 onwards

- **Apprentices, employers and training providers** sign a single **e-commitment statement** online
- Training providers will be able to use the same sign in details for all apprenticeship services **(DFE sign on)**

Response to COVID

- Incentive payments for employers
- Improving the process of pausing apprentices
- A feature to connect apprentices who have been made redundant with employers who want to employ an experienced apprentice
- Design and delivery of content and campaigns that targeted COVID information for training providers, employers and apprentices
- Making it easier for apprentices to change employer and (coming soon) provider

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Find Apprenticeship Training

What changes are we making?

- Make it easier for employers to browse courses
- Remove duplicate providers
- Make searches by location easier
- Make searching more intelligent/responsive
- Help employers to compare standards and providers
- Make feedback easier to understand

Over
50
User research sessions

16
Prototypes designed and tested

Find apprenticeship training

DEMO

Find Apprenticeship Training

What's next?

- Displaying more information on the course and provider pages
- Improvements and tweaks to the user interface
- Adding a 'shortlist' feature
- Improving the way we gather feedback

Change of provider

Continuous Improvement

Background – improvements to make

- The Apprenticeship Service should cater for a change of provider for an existing learner

- Records need to be stopped and new starts created, this can be time consuming and does not reflect the actual scenario of continued learning.

- If a course is expired (e.g Frameworks post July 2020) there should be a facility to continue the learning

MVS and Incremental release

MVS

- Apprentice records must already be in stopped status
- Provider adds details of price, start date etc

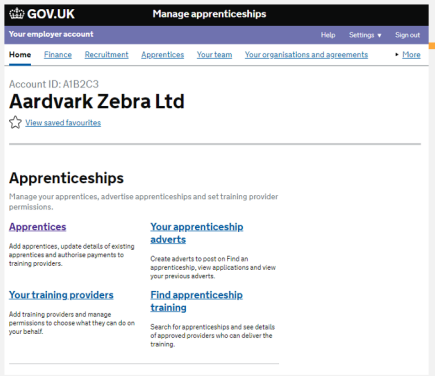
Incremental release

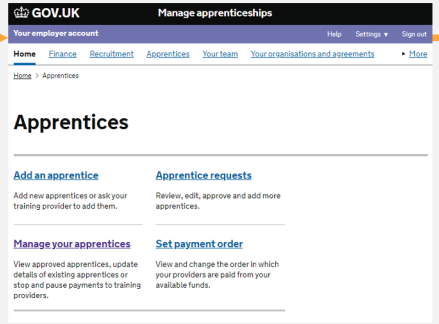
- Records can be stopped from ‘within’ the change of provider user journey
- Employers will choose to enter details of price, start date etc or ask provider to complete

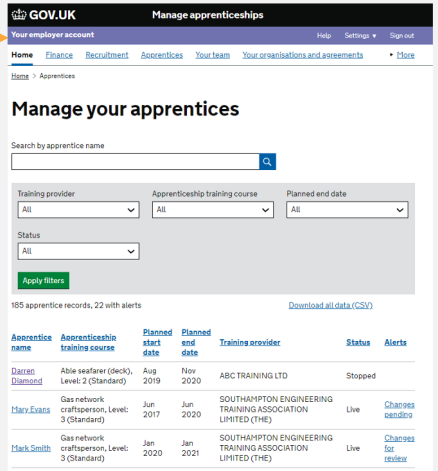
Change of provider

DEMO

Employer request #1 (existing)





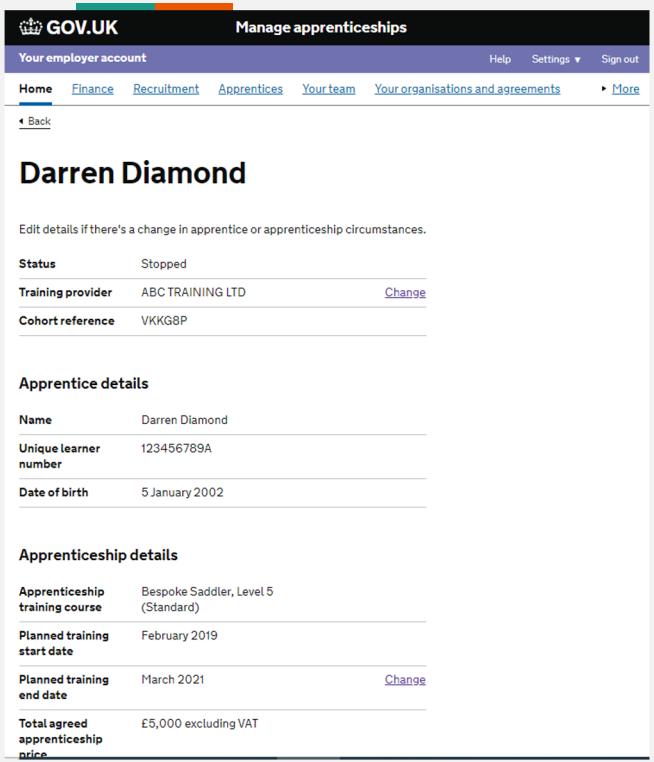


Homepage

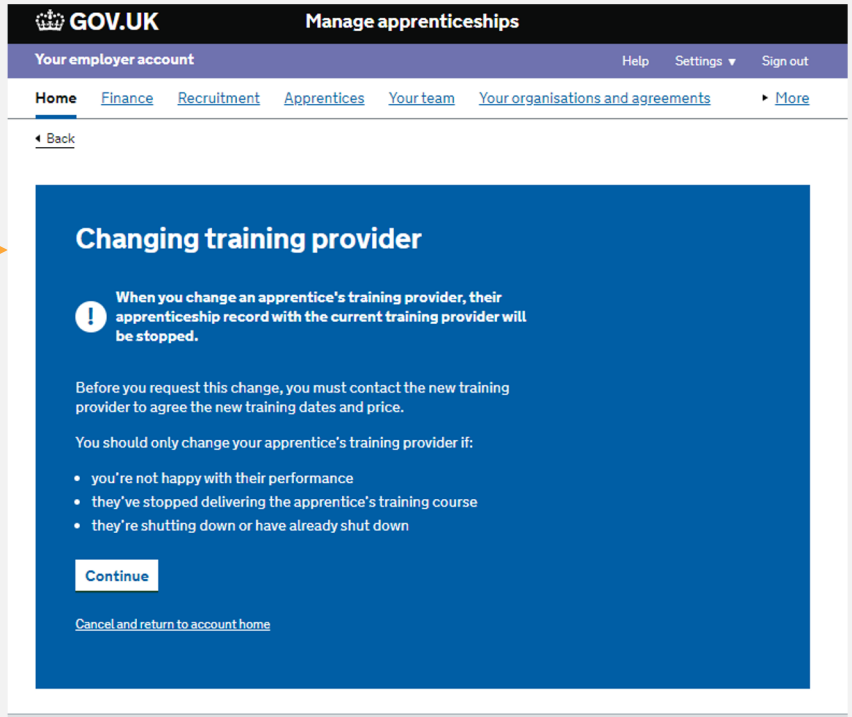
Apprentices

Manage apprentices

Employer request #2 (new)

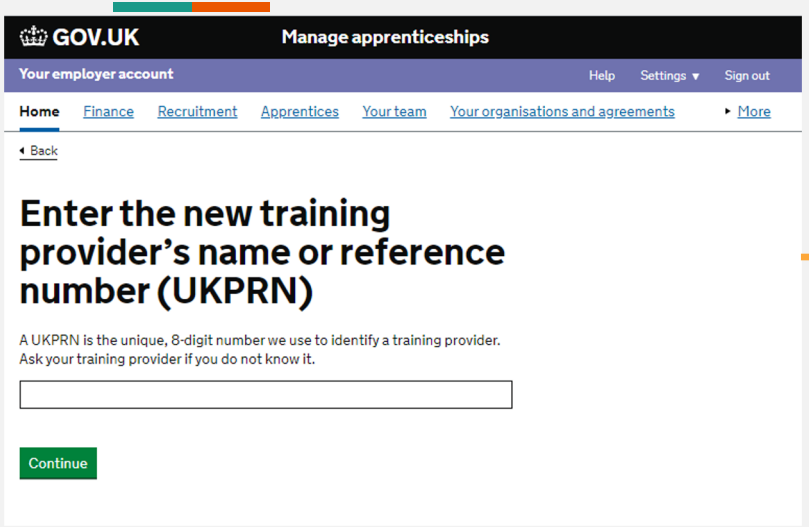


Change provider

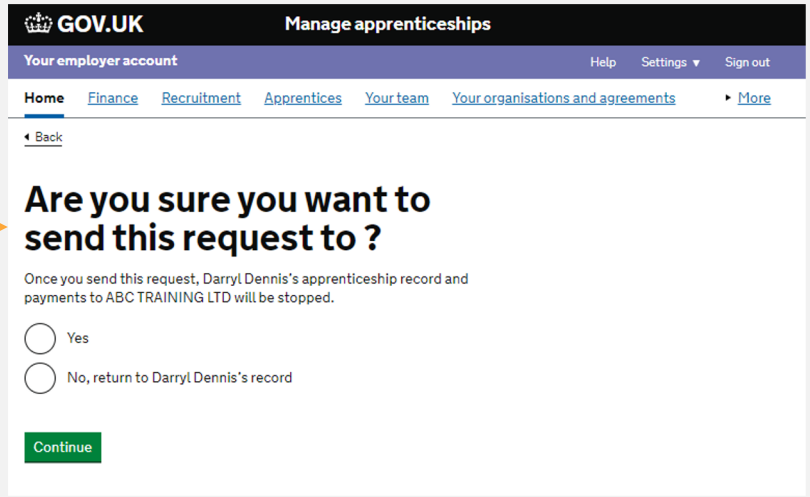


Change interruption

Employer request #3 (new)

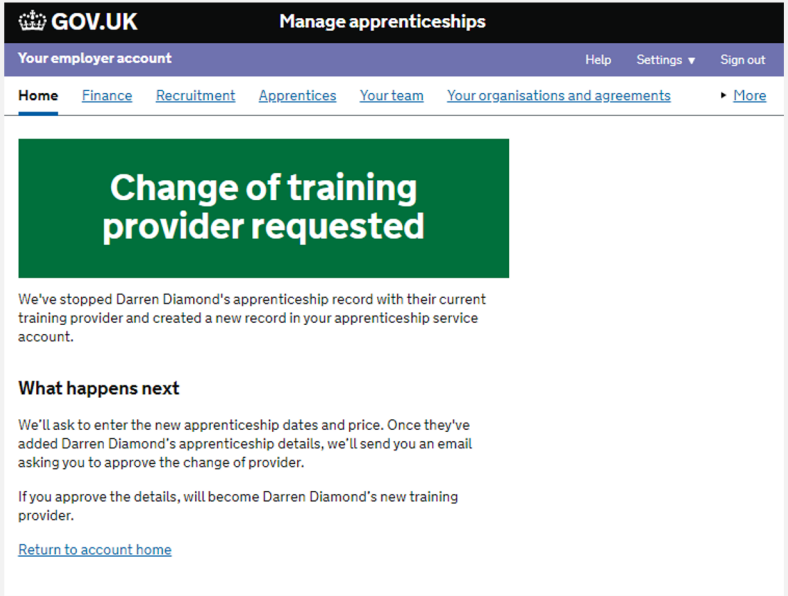


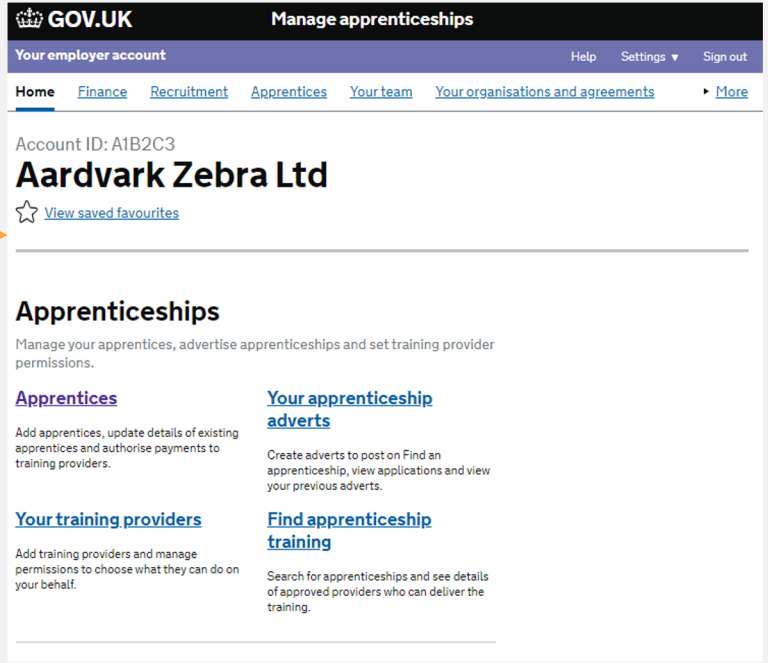
Enter new provider



Send request

Employer request #4 (new)

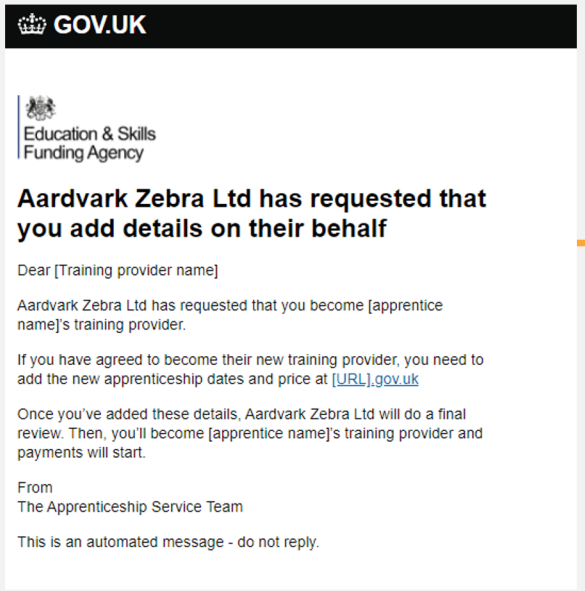


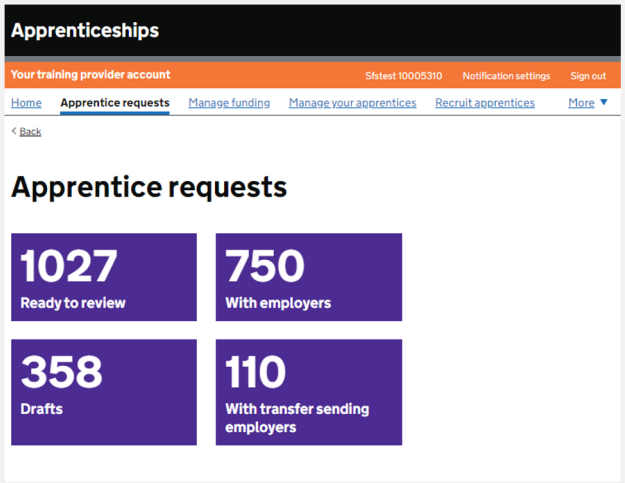


Confirmation

Back to Home

Provider receives (re-purpose of screens)

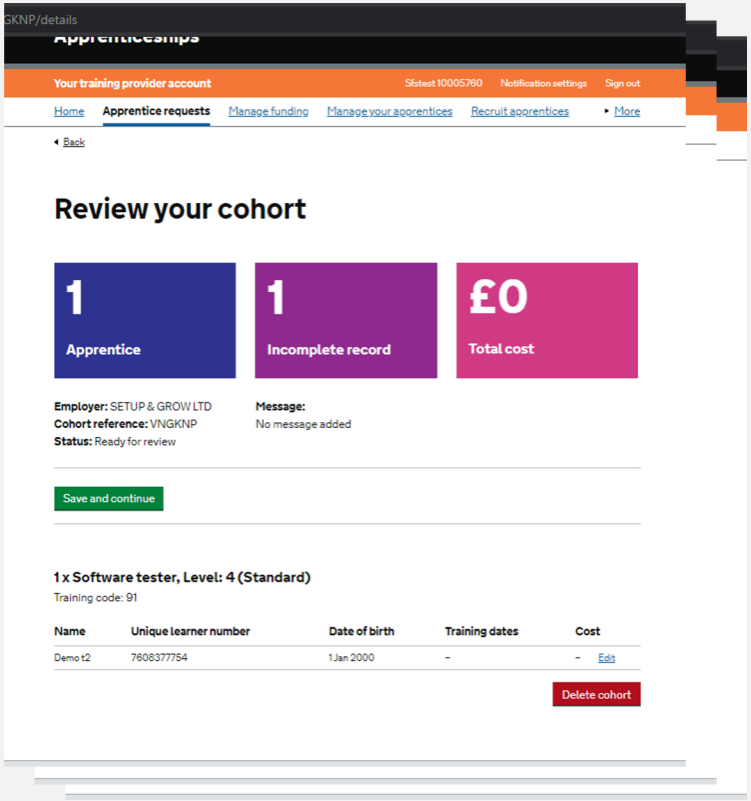




Request email

Apprentice requests

Provider review (re-purpose of screens)



The existing user journey for reviewing and approving the cohort will be familiar. Minor changes such as removal of bulk upload and removal of adding apprentices to cohort

The course cannot be changed as is a continuation of existing learning

Revised Provider user permissions

Continuous Improvement

Background

- Currently all Provider users access the Apprenticeship Service through a single set of permissions – Apprenticeships editor
- Feedback from providers suggested that this was becoming problematic as more transactional functionality was released
- We have conducted User Research to determine needs

User Needs

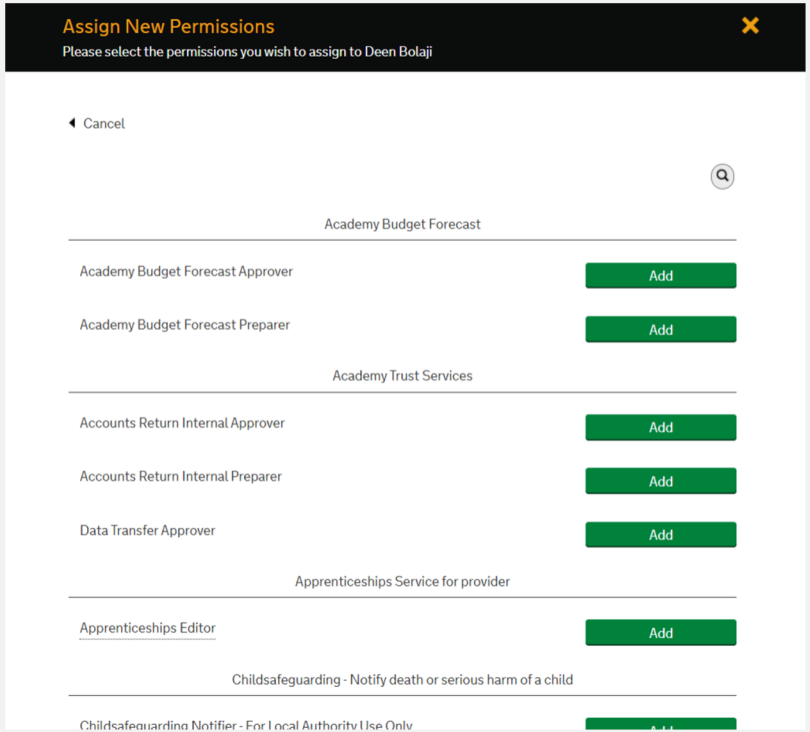
- As a training provider I need to be able to give members of my organisation **view only access to the Apprenticeship Service** so they can access information that is stored on the Apprenticeship Service without my intervention and without any risk of them making an error on our records.

- As a training provider I need to be able to give members of my organisation **'setup' access to the Apprenticeship Service** so they can access information that is stored on the Apprenticeship Service and get apprentices added to the system without my intervention and without any risk of them introducing errors to existing cohorts.

Roles

- Super User/Owner – The same as a current ‘Apprenticeships Editor’
- Setup with submission – The ability to add cohorts and submit/approve
- Setup without submission – The ability to add cohorts but not to submit/approve
- Viewer – The ability to view all screens in the Apprenticeship Service with no data entry or transactional access

Solution (tbc)



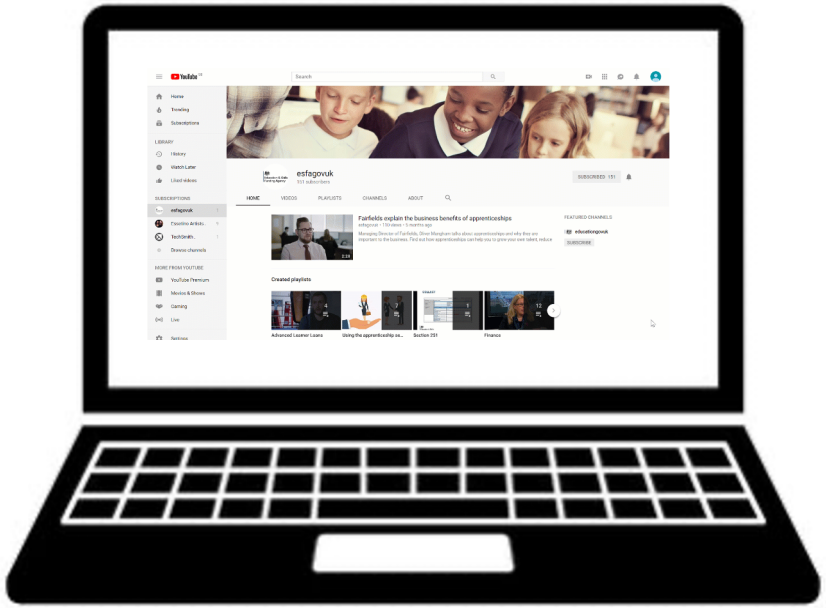
We expect the solution to be additional ‘permission sets’ under Apprenticeships Service for provider

Support videos

Subscribe to our **esfagovuk** YouTube Channel.

Watch our 3 playlists

- **Using the apprenticeship service**
- **Apprenticeship Service – webinar recordings**
- **Apprenticeship support videos**



YouTube

Subscribe

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Follow **@ESFAdigital** to stay up to date

- Service updates
- New developments
- Roadmap
- Webinars
- Hints and tips

Further support

Set up web alerts on GOV.UK for our **ESFA Digital Blog:**

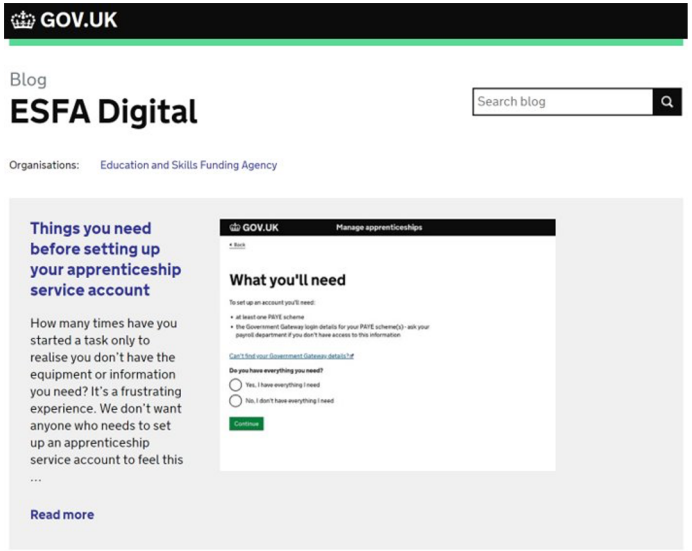
- https://sfadigital.blog.gov.uk

To register for our future webinar programme:

- www.gotostage.com/channel/apprenticeshipservicewebinars

Newsletters:

- Update (for providers weekly)
- Inform (for providers monthly)
- Business Update (for employers monthly)

Queries about the apprenticeship service:

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(8am – 8pm everyday)