



# The Apprenticeship Service

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# Emerging Apprenticeship Service Roadmap 2020 – 2021

(External)

-  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)

The screenshot shows the 'Manage apprenticeships' homepage for a user named Aardvark Zebra Ltd. The page has a dark blue header with the GOV.UK logo and navigation links. The main content area is white and features a sidebar on the left with links to 'Apprenticeships', 'Apprentices', and 'Your training providers'. The main content area has a heading 'Apprenticeships' and a sub-heading 'Manage your apprentices, advertise apprenticeships and set training provider permissions.' Below this, there are two columns of links: 'Apprentices' and 'Your apprenticeship adverts' on the left, and 'Apprenticeships' and 'Find apprenticeship training' on the right.

Homepage

The screenshot shows the 'Apprentices' page in the 'Manage apprenticeships' system. The page has a dark blue header with the GOV.UK logo and navigation links. The main content area is white and features a heading 'Apprentices' and a sub-heading 'Manage your apprentices, update details of existing apprentices or stop and pause payments to training providers.' Below this, there are two columns of links: 'Add an apprentice' and 'Apprentice requests' on the left, and 'Manage your apprentices' and 'Set payment order' on the right.

Apprentices

The screenshot shows the 'Manage your apprentices' page in the 'Manage apprenticeships' system. The page has a dark blue header with the GOV.UK logo and navigation links. The main content area is white and features a heading 'Manage your apprentices' and a sub-heading 'Search by apprentice name'. Below this, there are three dropdown menus: 'Training provider', 'Apprenticeship training course', and 'Planned end date'. There is also a 'Status' dropdown menu. Below these filters, there is a table of apprenticeship records. The table has columns for 'Apprentice name', 'Apprenticeship training course', 'Planned start date', 'Planned end date', 'Training provider', 'Status', and 'Alerts'. The table contains three rows of data.

Apprentice name	Apprenticeship training course	Planned start date	Planned end date	Training provider	Status	Alerts
Darren Diamond	Abie seafarer (deck), Level: 2 (Standard)	Aug 2019	Nov 2020	ABC TRAINING LTD	Stopped	
Mary Evans	Gas network craftsperson, Level: 3 (Standard)	Jun 2017	Jun 2020	SOUTHAMPTON ENGINEERING TRAINING ASSOCIATION LIMITED (THE)	Live	Changes pending
Mark Smith	Gas network craftsperson, Level: 3 (Standard)	Jan 2020	Jan 2021	SOUTHAMPTON ENGINEERING TRAINING ASSOCIATION LIMITED (THE)	Live	Changes for review

Manage apprentices

# Employer request #2 (new)

GOV.UK

Manage apprenticeships

Your employer account

Help

Settings

Sign out

[Home](#)[Finance](#)[Recruitment](#)[Apprentices](#)[Your team](#)[Your organisations and agreements](#)[More](#)

[Back](#)

## Darren Diamond

Edit details if there's a change in apprentice or apprenticeship circumstances.

Status	Stopped
Training provider	ABC TRAINING LTD <a href="#">Change</a>
Cohort reference	VKKG8P

### Apprentice details

Name	Darren Diamond
Unique learner number	123456789A
Date of birth	5 January 2002

### Apprenticeship details

Apprenticeship training course	Bespoke Saddler, Level 5 (Standard)
Planned training start date	February 2019
Planned training end date	March 2021 <a href="#">Change</a>
Total agreed apprenticeship price	£5,000 excluding VAT

Change provider

GOV.UK

Manage apprenticeships

Your employer account

Help

Settings

Sign out

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## Changing training provider

**When you change an apprentice's training provider, their apprenticeship record with the current training provider will be stopped.**

Before you request this change, you must contact the new training provider to agree the new training dates and price.

You should only change your apprentice's training provider if:

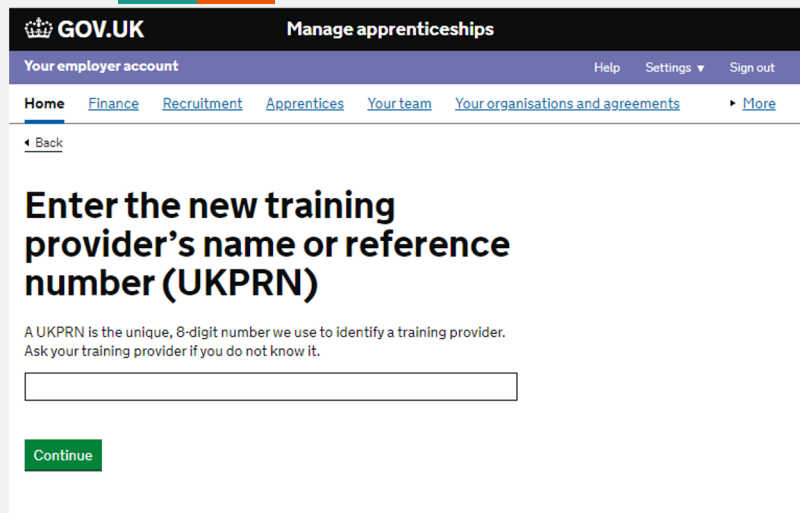
- you're not happy with their performance
- they've stopped delivering the apprentice's training course
- they're shutting down or have already shut down

[Continue](#)

[Cancel and return to account home](#)

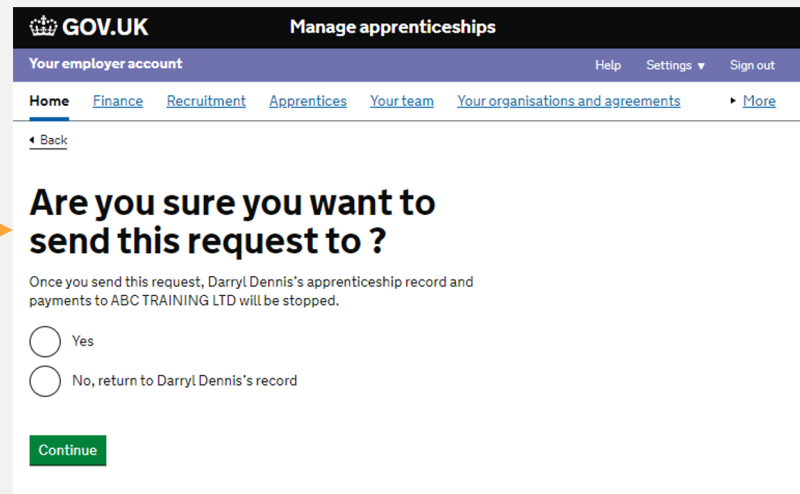
Change interruption

# Employer request #3 (new)



The screenshot shows the 'Manage apprenticeships' page on the GOV.UK website. The header includes the GOV.UK logo and the title 'Manage apprenticeships'. Below the header is a navigation bar with links for 'Home', 'Finance', 'Recruitment', 'Apprentices', 'Your team', and 'Your organisations and agreements'. A 'Back' link is visible on the left. The main content area has the heading 'Enter the new training provider's name or reference number (UKPRN)'. Below this is a subheading: 'A UKPRN is the unique, 8-digit number we use to identify a training provider. Ask your training provider if you do not know it.' There is a text input field for the UKPRN and a green 'Continue' button at the bottom.

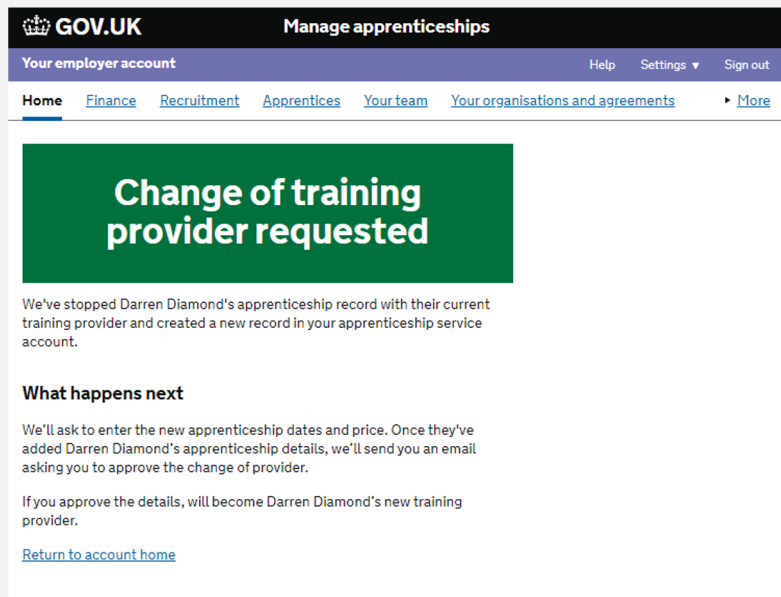
Enter new provider



The screenshot shows the 'Manage apprenticeships' page on the GOV.UK website. The header includes the GOV.UK logo and the title 'Manage apprenticeships'. Below the header is a navigation bar with links for 'Home', 'Finance', 'Recruitment', 'Apprentices', 'Your team', and 'Your organisations and agreements'. A 'Back' link is visible on the left. The main content area has the heading 'Are you sure you want to send this request to?'. Below this is a subheading: 'Once you send this request, Darryl Dennis's apprenticeship record and payments to ABC TRAINING LTD will be stopped.' There are two radio button options: 'Yes' and 'No, return to Darryl Dennis's record'. There is a green 'Continue' button at the bottom.

Send request

# Employer request #4 (new)



The screenshot shows a confirmation page on the GOV.UK 'Manage apprenticeships' portal. A green banner at the top reads 'Change of training provider requested'. Below it, a paragraph explains that the record for Darren Diamond has been stopped and a new one created. A section titled 'What happens next' states that the user will be asked for new dates and price, and an email will be sent for approval. At the bottom, there is a link to 'Return to account home'.

**GOV.UK** Manage apprenticeships

Your employer account Help Settings Sign out

[Home](#) [Finance](#) [Recruitment](#) [Apprentices](#) [Your team](#) [Your organisations and agreements](#) [More](#)

## Change of training provider requested

We've stopped Darren Diamond's apprenticeship record with their current training provider and created a new record in your apprenticeship service account.

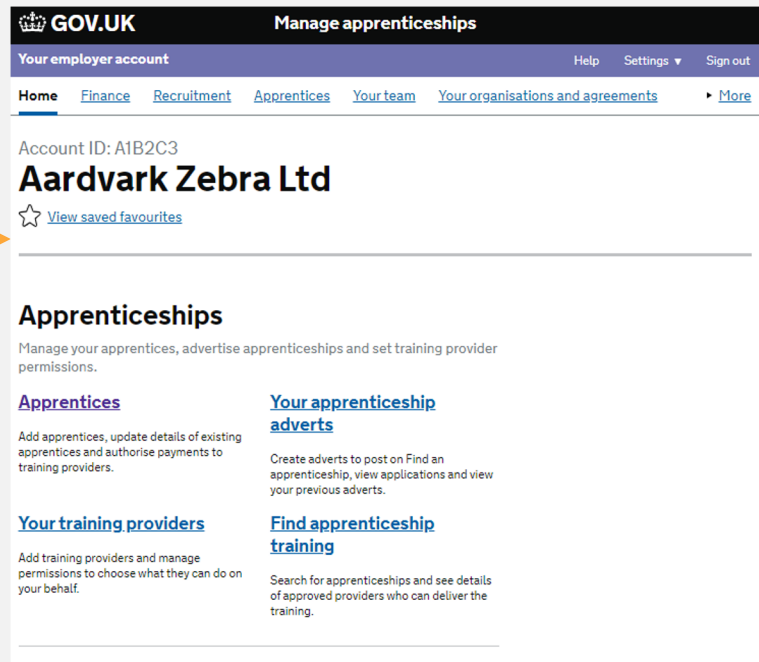
### What happens next

We'll ask to enter the new apprenticeship dates and price. Once they've added Darren Diamond's apprenticeship details, we'll send you an email asking you to approve the change of provider.

If you approve the details, will become Darren Diamond's new training provider.

[Return to account home](#)

Confirmation



The screenshot shows the 'Home' page of the GOV.UK 'Manage apprenticeships' portal. It displays the account ID 'A1B2C3' and the company name 'Aardvark Zebra Ltd'. There is a link to 'View saved favourites'. The main section is titled 'Apprenticeships' with a description of managing apprentices. Below this are four links: 'Apprentices', 'Your apprenticeship adverts', 'Your training providers', and 'Find apprenticeship training', each with a brief description of the function.

**GOV.UK** Manage apprenticeships

Your employer account Help Settings Sign out

[Home](#) [Finance](#) [Recruitment](#) [Apprentices](#) [Your team](#) [Your organisations and agreements](#) [More](#)

Account ID: A1B2C3

## Aardvark Zebra Ltd

☆ [View saved favourites](#)

### Apprenticeships

Manage your apprentices, advertise apprenticeships and set training provider permissions.

#### Apprentices

Add apprentices, update details of existing apprentices and authorise payments to training providers.

#### Your apprenticeship adverts

Create adverts to post on Find an apprenticeship, view applications and view your previous adverts.

#### Your training providers

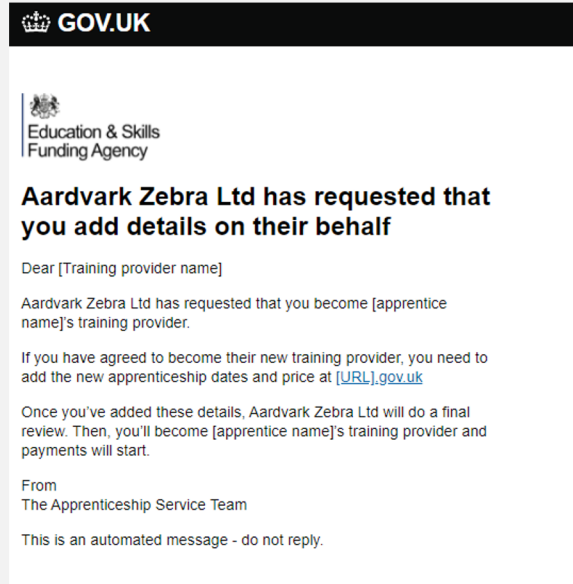
Add training providers and manage permissions to choose what they can do on your behalf.

#### Find apprenticeship training

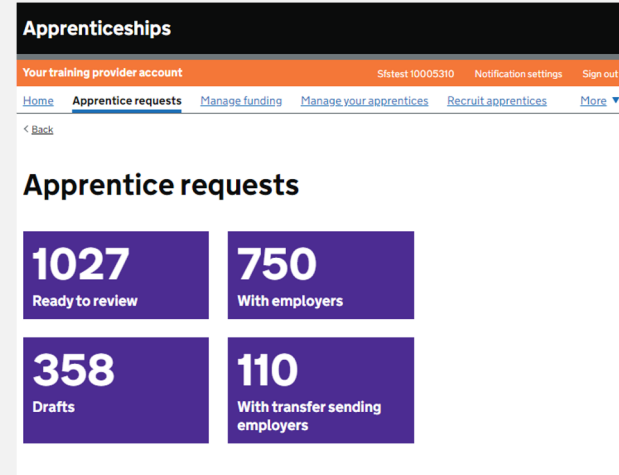
Search for apprenticeships and see details of approved providers who can deliver the training.

Back to Home

# Provider receives (re-purpose of screens)



Request email



Apprentice requests

# Provider review (re-purpose of screens)

gknp/details

Apprenticeships

Your training provider account    Statest 10005760    Notification settings    Sign out

[Home](#)   [Apprentice requests](#)   [Manage funding](#)   [Manage your apprentices](#)   [Recruit apprentices](#)   [More](#)

[Back](#)

## Review your cohort

1  
Apprentice

1  
Incomplete record

£0  
Total cost

**Employer:** SETUP & GROW LTD  
**Cohort reference:** VNGKNP  
**Status:** Ready for review

**Message:**  
No message added

[Save and continue](#)

**1x Software tester, Level: 4 (Standard)**  
Training code: 91

Name	Unique learner number	Date of birth	Training dates	Cost
Demo t2	7608377754	1 Jan 2000	-	- <a href="#">Edit</a>

[Delete cohort](#)

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)

Assign New Permissions

Please select the permissions you wish to assign to Deen Bolaji

X

Cancel

Q

Academy Budget Forecast

Academy Budget Forecast Approver

Add

Academy Budget Forecast Preparer

Add

Academy Trust Services

Accounts Return Internal Approver

Add

Accounts Return Internal Preparer

Add

Data Transfer Approver

Add

Apprenticeships Service for provider

Apprenticeships Editor

Add

Childsafeguarding - Notify death or serious harm of a child

Childsafeguarding Notifier - For Local Authority Use Only

Add

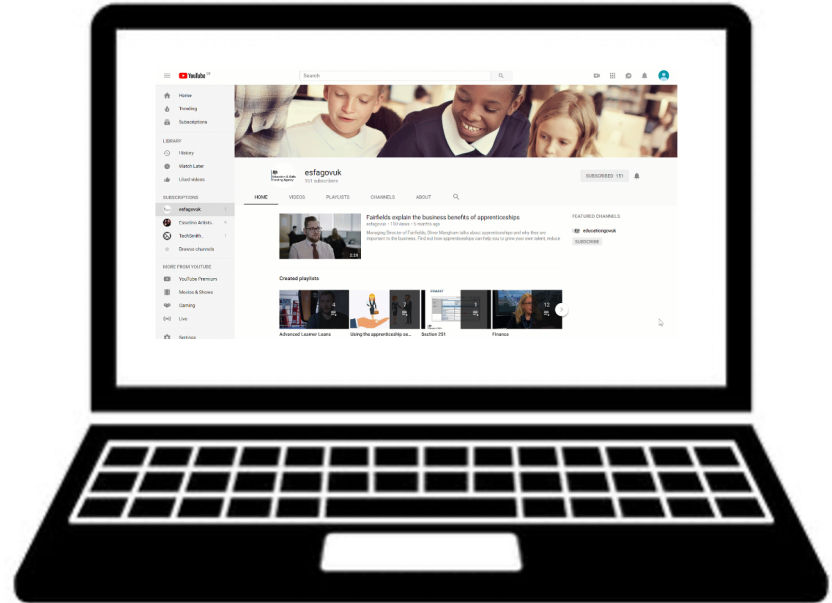
We expect the solution to be additional 'permission sets' under Apprenticeships Service for provider

# Support videos

Subscribe to our **esfagovuk** YouTube Channel.

Watch our 3 playlists

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



## Apprenticeship service @ESFAdigital

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](http://www.gotostage.com/channel/apprenticeshipservicewebinars)

## Newsletters:

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

## Queries about the apprenticeship service:

T: 08000 150 600

W: [help.apprenticeships.education.gov.uk](https://help.apprenticeships.education.gov.uk)

E: [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)  
(8am – 8pm everyday)

