Supporting delivery of Customer Service Practitioner & Business Administrator apprenticeships:

Get-to-Gateway

Kirsten Train Ward – Digital Product Manager

Emma Husthwaite – Digital Solutions Manager

Structure and content

Off-the-shelf learning and assessment content for selected apprenticeship standard knowledge, skills and behaviours.

Use our "out of the box" resources and activities which are mapped to standards to deliver skills and behaviours.

Roles

Administrator

- Create Team Members
- Create Learners
- Create employer access
- Run reports

Assessor, Tutors and IQAs

- Planning and Guidance
- Reviewing the completed tasks and giving feedback
- Supporting the learner through their on-progamme

Learners

- Access the learning content and complete their tasks
- Record any off the job training
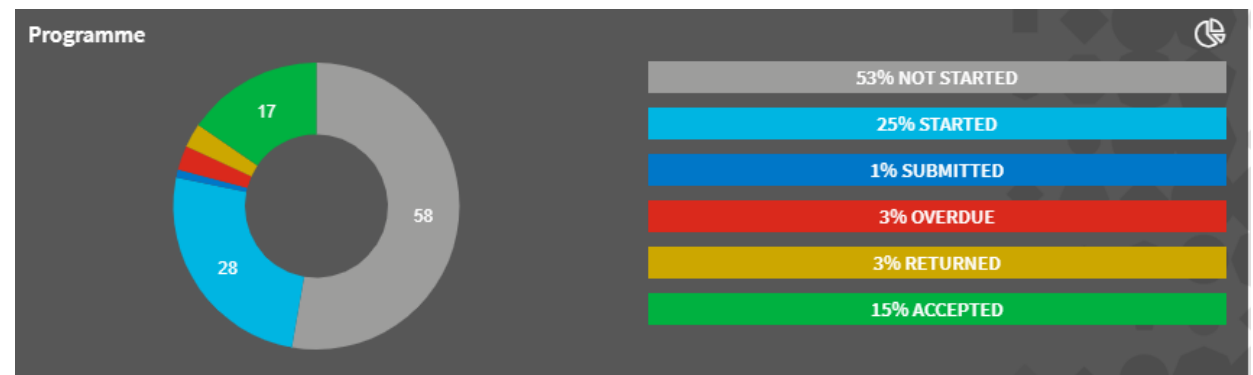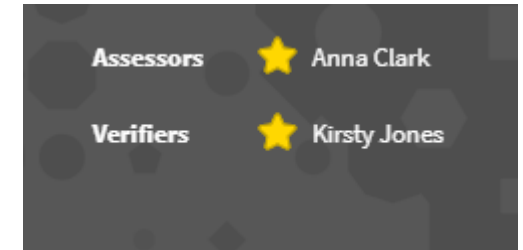
Customer Service Practitioner

	Course	Topic	Task Page

Customer Service Practitioner	Product and service knowledge	Products and services	Task 15 Knowing your products and services		
	Using digital media	Digital and social media	Task 16 Using digital media		
	Team working	Communicating effectively with colleagues	Task 17 Improving your customer service offer		
	Dealing with customer conflict and challenge	Customer conflict and complaints	Task 18 Dealing with conflict		
	End-point assessment *	Introduction	Apprentice showcase	Practical observation	Professional discussion

* NB End-point assessment task pages relate to C&G end-point assessment and are therefore only available to customers using C&G as their CSP EPO.

Reporting

Standard progress reporting will be available for assessors and administrators

Progress and activity reports can be scheduled and extracted out in various formats

Evidence Types

WT
2

Evidence Uploads (By Role)

Trainer
14

Evidence Uploads (By User)

Henry Smith
14

42 Total Units

6	31	4	1
Not Started	Started	Completed	Verified

| 14% | 74% | 10% | 2% |

Evidence

Total Evidence: 37 Files
Total Evidence Size: 116.62 MB

Logins

Total Logins: 365
Last Login: 15 Feb 2018 7:02 AM

Metrics

On the Job GLH: 57 Hours 45 Minutes
Off the Job GLH: 49 Hours 30 Minutes

Metrics

On the Job GLH: 57 Hours 45 Minutes
Off the Job GLH: 49 Hours 30 Minutes

Feedback from the Get-to-Gateway supported pilot

Walsall Healthcare **NHS**
NHS Trust

City & Guilds
A City & Guilds Group Business

The Trust needed a way to free up delivery staff to spend quality time teaching rather than planning

Walsall Healthcare NHS Trust runs a well-established apprenticeship scheme committed to recognising and nurturing future 'stars'. The Trust set City & Guilds two challenges: Free up delivery staff to devote more time to teaching rather than planning; and provide apprentices with a simple-to-use system that updates in real time. After just a few weeks, mentors got in touch to praise how 'Get to Gateway' gives structure to lesson plans, doing away with the time-consuming hunt for support materials. Apprentices called it simple and uncomplicated and appreciated how easy it is to capture both on and off the job learning activities. Originally, the Trust signed up to trial City & Guilds 'Get to Gateway' for Customer Service Practitioners, but positive feedback means they are eager to add new standards.

Requirements

Quality learning content

Records off-the-job learning

Works out of the box

Challenge

Easy to use without training

Free up assessors/mentors to better support learners

It was vital that the system makes it easy for apprentices to understand their progress through the learning journey and engage with assessors

Results

"Easy to follow – very visual"

"Everything is there ... No more searching for support materials"

"I like the fact you can see what has been submitted ... what is overdue ... the chart is easy to follow"

"a natural flow for users"

Solution

Get-to-Gateway simplifies the assessment and delivery of on-programme apprenticeships. It ships preloaded with the quality learning content you expect from City & Guilds.

Get to Gateway needs nothing more than a web browser to bring workplace learning to life.

"It's great and has reduced lesson planning, allowing me to dedicate time to learners who have additional requirements or need additional support ..."

Widening participation assessor at Walsall NHS Trust
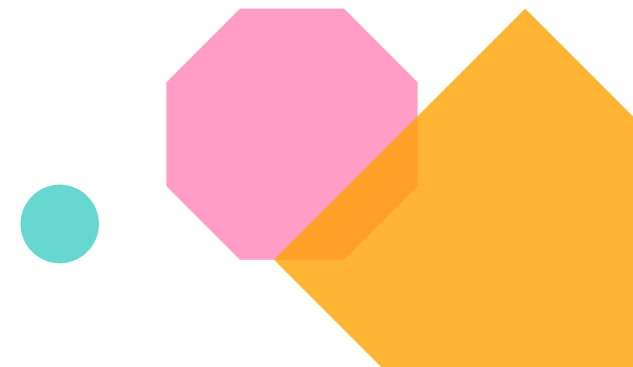
Introductory price of £90 per learner (+ VAT) until 31st December 2018

For more information please contact:

digitalsales@cityandguilds.com

or call 01924 206709