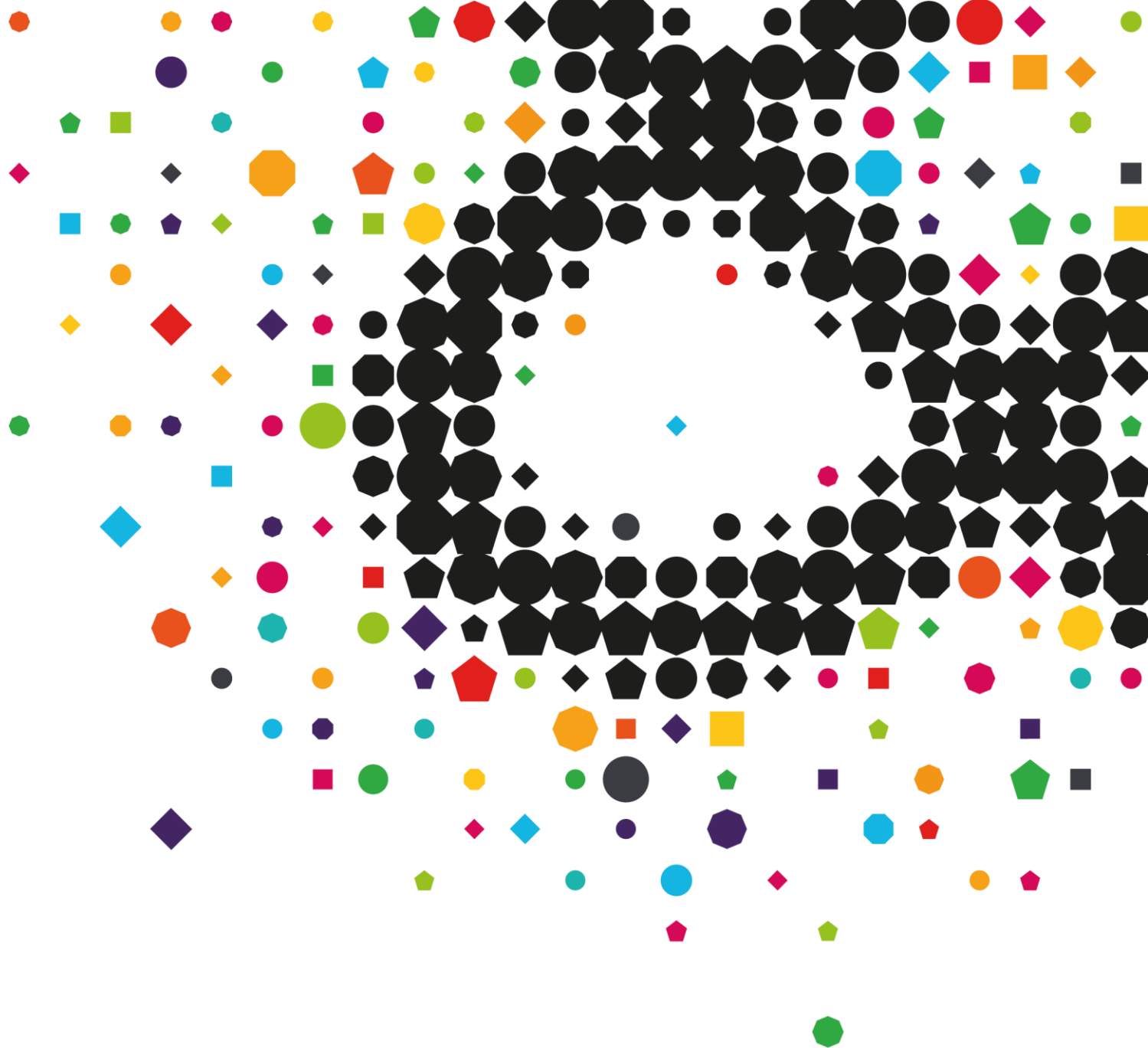


Adopting digital solutions

Customer stories





Cambrian training – Learning Assistant **lifeline**

The Covid-19 pandemic made Cambrian Training re-evaluate how they do business, engage with learners and colleagues and how to better utilise IT resources to reduce their environmental impact

With many apprentices across Wales locked down at home, Cambrian needed tools to support ongoing development of their apprenticeship portfolios.

Learner engagement needed to stay high. Transforming delivery shouldn't mean reinventing the wheel. Any solution needed to be economically viable.

Challenge

Embed knowledge questions for every course delivered

Learners expect to be able to add comments to progress achievement reports

Support use of new platforms and technology

Results

Learner engagement doubled in first three weeks

Created a well-received electronic version of the report

Supported by City & Guilds, online classrooms helped explain how to get the best from Learning Assistant



I am not very computer-literate, but Learning Assistant is absolutely brilliant and easy to follow. Because I am a frontline worker, I am not office based and normally I don't have that much time on my hands. Being in lockdown allows me to log on every morning to do coursework and my tutor assesses it



The right solution



For any organisation looking to manage and deliver a programme of vocational learning, **LEARNING ASSISTANT** by City & Guilds manages coursework and stores evidence of learning, while tracking both learner and assessor performance.





Seetec – a new approach to end-point assessment

We selected Seetec Outsource to support the development of an innovative approach to end-point assessment, to make sure the COVID-19 pandemic won't impact years of hard work for apprentices.

Assessment tests are usually carried out online in a classroom setting with a coach present, this new multi choice online test had to be robust enough to enable learners

to carry out the assessment alone in their own homes with the use of an online invigilator and secure technical adjustments guaranteeing the validity of the test.

Challenge

Accommodate 100% home learning and remote assessments in a matter of weeks

Work together to create a system that can be reproduced nationally

Results

Seetec Outsource worked with City & Guilds on a reliable and flexible assessment solution which allows learners to complete their qualifications during lockdown.

The teams behind the business quickly overhauled how they train and evaluate apprentice progress to enable them to move to an online system of assessment that City & Guilds plans to use more widely.



When the COVID-19 lockdown was announced we had to rebuild our curriculum from the ground up - quickly adapting it for fully online learning. The key challenge was to make it truly participative and support our delivery teams in learning how to use the new tools. We needed to equip our teams with the skills to deliver training remotely - some for the first time.



The right solution



For any employer/provider delivering apprenticeship standards, we offer **end-point assessment** in a wide range of standards, supported by extensive resources to improve the chance of first-time success and avoid expensive resits.

It was a pleasure to work with City & Guilds to trial this new way of delivering end-point assessments

Kay Hedges
Director of quality and excellence





Site Energy Services – recognising digital

Site Energy Services reaches around 1000 learners through City & Guilds accreditation services. During the COVID-19 pandemic, they switched around a third of delivery to digital thanks to flexible recognition services and our direct support in helping them find successful alternative approaches.

The switch to digital has transformed their business, earning great feedback from both staff and clients. They have reduced their carbon footprint and travel costs.

Customers can offer training to more of their staff now they no longer need budget for travel and hotel costs, investing in a motivated workforce. It adds up to extra business all round.



Our clients are sold on the online courses. We have all saved travel, air miles, accommodation costs, reduced CO2 and flexibility with flexible study and direct access to trainers for 121 when required. We wish all programmes could be online.



Challenge

Maintain quality of learning despite the removal of some face-to-face time

Reduce carbon footprint and associated delivery costs for customers

Provide a cost-effective way to continue learning in lockdown

Results

Feedback from clients has been hugely positive across the board with demands for more of the same

Less travel needed – also less time on the road - so less chance of accidents

One customer has increased commitment from 40 to 72 learners purely based on digital delivery savings

The right solution



ASSURED

For established employers, professional bodies and associations, colleges and training providers, **Assured** offers a way to demonstrate the training they offer meets City & Guilds/ILM benchmark standards of best practice in training design, delivery and quality assurance.

Our clients love our new digital products, asking for more ... and why wasn't it done before now

Carl Thompson
Electrical Engineer

