

# PS EdTech

## Case Study:

### University End-to-End Apprenticeship Management Strategy & Procurement Support



## ARU - Streamlining End-to-End Apprenticeship Management

### Challenge:

- Anglia Ruskin University, one of the largest providers of apprenticeships was seeking to procure an ePortfolio system to replace a range of existing systems and manual processes used to manage, employer engagement, enrolment, training delivery, assessment and funding returns.
- Reviewing vendor responses following an initial Request for Information, they recognised they needed an end-to-end apprenticeship management system to streamline processes and provide a platform to underpin forecast growth in provision and improve the employer and learner experience.
- Provide oversight of systems and process review work to inform approach to procurement and decision making, accelerate the process and ensure university procures a system with an implementation plan aligned to need.

### PS EdTech Associate Delivery Team of Subject Matter Expert practitioners:

- Advancement Group apprenticeship operational delivery and management & AMS system implementation SME.
- Ofsted inspector / DQB EQA auditor / curriculum delivery quality lead.
- Service design based HE professional services process review and re-modelling expert.

### 1. Initial End-to-End Apprenticeship Management strategy & operating model review:

- Discovery and service design-based stakeholder co-creation workshop to streamline apprenticeship operating model looking through the lens of the learner to align stakeholders, support growth plans & student success.
- Stakeholder and learner workshop to co-create learner journey mapping to define target TO BE operating model.
- Use target TO BE operating model to derive contextualised user requirements, onboarding and roll out plan to underpin procurement of an end-to-end Apprenticeship Management System.

### 2. Apprenticeship Management System procurement support:

- Detailed evaluation and comparative scoring of pre-qualification questionnaire.
- Creation of detailed role-based user and non-functional requirements specification, university specific implementation and roll-out timeline aligned to apprentice programme timelines, including detailed pre-contract evaluation phase.
- SME supported evaluation of system, advice on wider business / operational needs and third-party system integrations.
- Support in negotiating robust commercial agreement to secure best value lifetime cost of ownership.

*"We have been working with Phil and his expert team for the last several months. We have developed a great partnership with Phil and his colleagues. Their attention to detail and expert knowledge has proved invaluable in the development of our Apprenticeship Management System specification. They have really helped to support and drive forward a complex project and their contributions have significantly increased stakeholder confidence in the project and directly lead to us hitting project milestones."*

**Tom Taylor: Head of Degrees at Work, Anglia Ruskin University**