

# The Digital apprenticeship service including Q & A

## **Val Chiesa**

Head of Sector Engagement  
Skills Funding Agency

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# Digital Apprenticeship Service

**Val Chiesa**  
Head of Sector Engagement







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## What is the Digital Apprenticeship Service?

### **An online service for employers of all sizes**

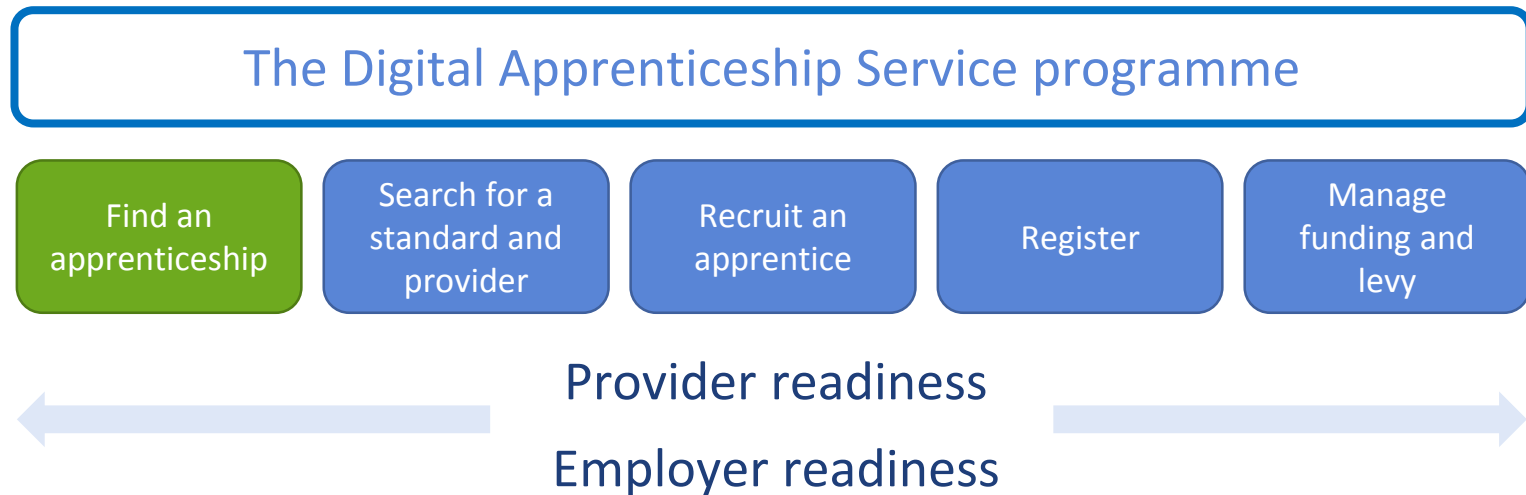
To facilitate the management of apprenticeships, including

-  Information
  -  Finding a standard, framework and training provider
  -  Recruiting apprentices
  -  Managing levy and funding
-

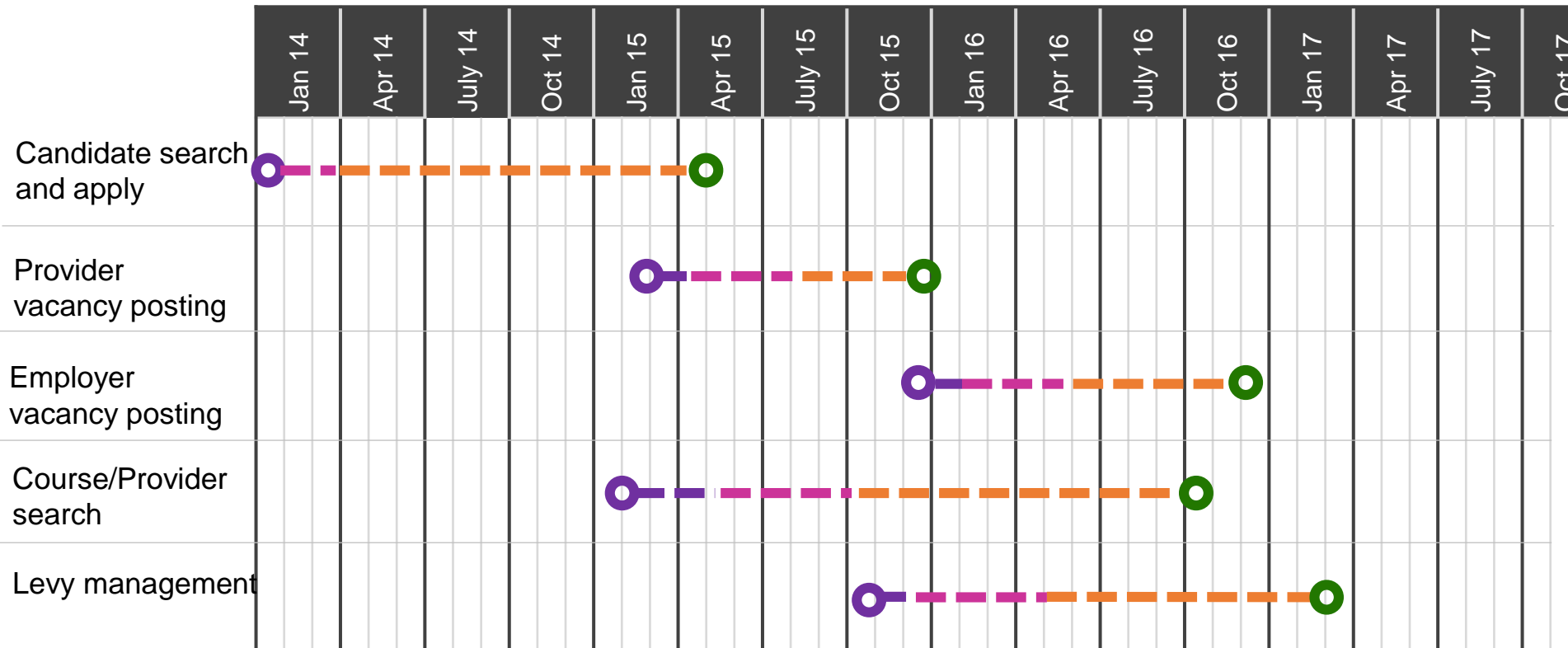
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# What is the Digital Apprenticeship Service?

The Digital Apprenticeship Service is made up of several projects:



# Digital Apprenticeship Service timeline



Discovery, alpha, beta, live

# Building on success: Find An Apprenticeship

## Putting users first

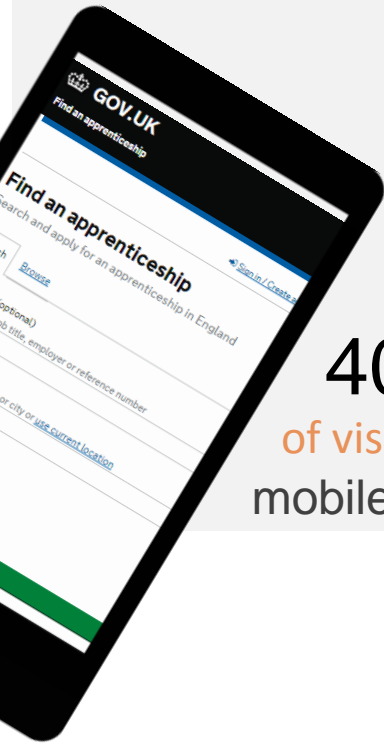
**95%** peak customer satisfaction  
58% on previous system

Extensive user research

Policymakers embedded in digital team - user need informing policy

**40%** of visits on mobile

1 million Apprenticeship applications



## Building digital & agile capability

**60** improvements to service delivered by in-house team  
1-2 a year on previous system, delivered by suppliers

## Making our services Digital by Default

**£2.4m** net cost savings forecast per annum

Channel shift  
**98%** digital take-up

**64%** of users who start a transaction, complete it  
10% on previous system

# Working with users to design the service



**Employer**

**267** Interviews  
2,000+ survey responses

“I don’t want to do everything myself, I don’t have time. But it’s my business. I want to feel more in control.”

Small / Medium Employer

“We’ll look for more opportunities to take on apprentices, but only where it meets a business need”

Large (levied) Employer



**Provider**

**150** Interviews  
353 survey responses

“We need a much more streamlined system. There’s just too much bureaucracy”.

Provider



**Apprentice**

**335** Interviews  
2.5k survey responses

“I can’t stand just sitting in a classroom all day. I want to get going and do something with my life.”

Potential Apprentice

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# Designing the system to support the levy

We have finished initial research for discovery.

75  
In depth  
interviews

over  
1675  
Survey  
responses

15 provider  
interviews





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## Call to action

We would ask employers to:

- try out early versions of our employer systems
- tell us how we can improve them
- help us get key messages out to other employers

Get involved by emailing: [DASEmployerpilot@sfa.bis.gov.uk](mailto:DASEmployerpilot@sfa.bis.gov.uk)

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# DAS screenshots

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## Digital Apprenticeship Service

If you are considering employing an apprentice, you can use this service to find:

- an apprenticeship standard that sets out the skills, knowledge and behaviour they need to acquire in their role
- an organisation to provide training for your apprentice

Find out more about [employing an apprentice](#).

Start by searching for an apprenticeship standard. When you've found a standard, you can search for a training provider.

**Start** >

### Employers

[Employ an apprentice](#)

### Apprentices

[Become an apprentice](#)

# DAS screenshots

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## Find an apprenticeship standard or framework

You can:

- browse by category (sector or industry)
- search using a keyword ('engineer'; or 'hairdressing')

If there are no apprenticeship standards for your search, you will be able to see related apprenticeship frameworks.

[Browse categories](#)

[Keyword search](#)

### Employers

[Employ an apprentice](#)

### Apprentices

[Become an apprentice](#)

# DAS screenshots

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[Start a new search](#)

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## Search

Enter the job role or keyword (eg 'engineer' or 'hairdressing').

Search

If you can't find what you're looking for, [browse by category](#).

## Employers

[Employ an apprentice](#)

[Contact us](#) [Give feedback](#)

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# DAS screenshots

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## Search results

There are 5 training providers for the apprenticeship standard: construction assembly technician, level 2

Results are ordered by distance from CV1 2TW to training location.

### Ability Professional Training Limited

**Distance:** Training takes place at employer's location

**Website:** <http://www.training.ac> 

**Employer satisfaction:** 72%

**Learner satisfaction:** 67%

[See more about this provider](#)

### 5 E Ltd.

**Distance:** Training takes place at employer's location

**Website:** <http://www.fivee.co.uk> 

**Employer satisfaction:** 91%

**Learner satisfaction:** 89%

[See more about this provider](#)

## Help

[What is an apprenticeship framework](#)

[What is an apprenticeship standard](#)

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[Apprenticeship Account >](#)

Acme Ltd: DF90832778

## Apprenticeship Account

On 21st August 2018 your current balance is

# £555,000

### Summary of planned spending

The following funds will be paid out of your account to fund your apprenticeships.

Period	Total
Next 12 months	£20,792
Next 24 months	£200,740
Until final contract ends (40 months)	£675,028

### What you can spend on apprenticeships

The amount of money you currently have to spend on apprentices is made up

### Account activity

[View account statement](#)

[View funds at risk of expiring](#)

[View planned spending summary](#)

[Review payment schedule](#)

[Pay a provider \(2\)](#)

### Provider management

[Review provider offers \(2\)](#)

[Find a provider](#)

[View saved standards & providers](#)

**ALPHA** This is a new service – your [feedback](#) will help us to improve it.

[Apprenticeship Account](#) > [Account statement](#)

Acme Ltd: DF90832778

## Apprenticeship Account

On this page you can view every transaction in and out of your account.

Date	Description	Transaction In/Out	Total	Details
20th July 2018	Skills Funding Agency July 2018 Payment	£55,000.00	£555,000.87	<a href="#">View</a>
18th July 2018	SFA Top Up Funding July 2018	£5,500.00	£500,000.87	<a href="#">View</a>
17th July 2018	Funds expiry - July 2017	-£55,000.00	£494,500.87	<a href="#">View</a>
20th June 2018	Skills Funding Agency July 2018 Payment	£55,000.00	£549,500.87	<a href="#">View</a>



# Questions

[DAEnquiries@sfa.bis.gov.uk](mailto:DAEnquiries@sfa.bis.gov.uk)





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