

## **“Born Digital” at ACT**

### ***Digital Sign Up***

In line with the Welsh Governments “Born Digital” agenda, in December 2018, ACT began full roll out of a completely digital sign up process for our Apprenticeship provision, this process removes the need for reams of sign up paperwork and is a much leaner, efficient process for staff and a more engaging process for the learners.

The process utilises an efficient, sleek web based system that fully complies with Welsh Government requirements, saving staff members and learners around 60mins mandatory bureaucracy per sign up, enabling the initial experience to be more purposeful for Apprenticeship learners and employers.

The digital sign up system, integrates fully with our Maytas MIS and OneFile e-portfolio, with automated creation of learner accounts for OneFile and WEST. Feedback from learners so far has been extremely positive, particularly from individuals who has been through a paper-based sign up previously.

3 subcontractors have already started piloting the system and will be rolling this out across their provision in Spring 2019, ACT plans to fully roll out the system across its whole provision before the end of 18/19. Staff training on the system is being provided to partners by ACT and full support being provided throughout roll out

ACT has also far showcased the system to 3 other Work Based Learning lead providers and has been approached by two more, these providers are looking at suitable solutions for their own organisations and we have shared our lessons learnt with them.

### ***Digital Reviews and IALP’s***

As part of our “Born Digital” implementation, there were two main strands, one being digital sign up and the other was further digitising our delivery, we’ve been using OneFile e-portfolio for a number of years, but wanted to take our reviews and IALP’s digital.

We trialled this process in Oct 2018 with our Apprenticeship delivery teams, and went fully digital (other than certain exceptions) in late Oct 2018.

The IALP’s and Reviews are linked into our MIS, removing time lag in respect of processing paper based information and also enabling learners, assessors and support staff a comprehensive overview of the learner journey at the click of a button.

As well as efficiency improvements, the digitisation of reviews has a positive impact on the learner journey and feedback from learners, employers and assessor so far has been extremely positive.

The implementation of the system, aligns with ACT’s strategic aim to continually improve efficiencies across ACT, progress towards this aim is reviewed by ACT’s board and SMT on a regular basis.

ACT is working with partners who use OneFile and other e-portfolio software to digitise reviews and IALP's across our partner network. We showcased the systems to Welsh Government colleagues before implementation, to ensure compliance with requirements and are assisting audit colleagues in WG to trial the auditing the "Born Digital" processes.