



SMARTAPPRENTICES
Innovative Technology for Apprentices

USER ENGAGEMENT ACADEMY



What is the User Engagement Academy?

The accreditation programme has been designed to support the user experience of Smart Assessor.

We have designed 3 levels that require you to gather information within the evidence library of Smart Assessor, to show you have the ability to navigate and effectively use Smart Assessor.

- Intermediate
- Advanced
- Elite

For each level, once you have uploaded and mapped your evidence to the relevant criteria, you are then required to complete the SVLE self-marking assessment to test your knowledge and understanding based on the criteria covered at each level.

You need to obtain 100% to pass each level, once successfully achieved this, each level will be marked off by your Client Account Manager or your workplace Champion.



“I don't know, what I don't know?”

We've created the User Engagement Academy to take you on a journey through the four stages of competence, from not knowing what you don't know, to fully using the technology platform without having to think about it.

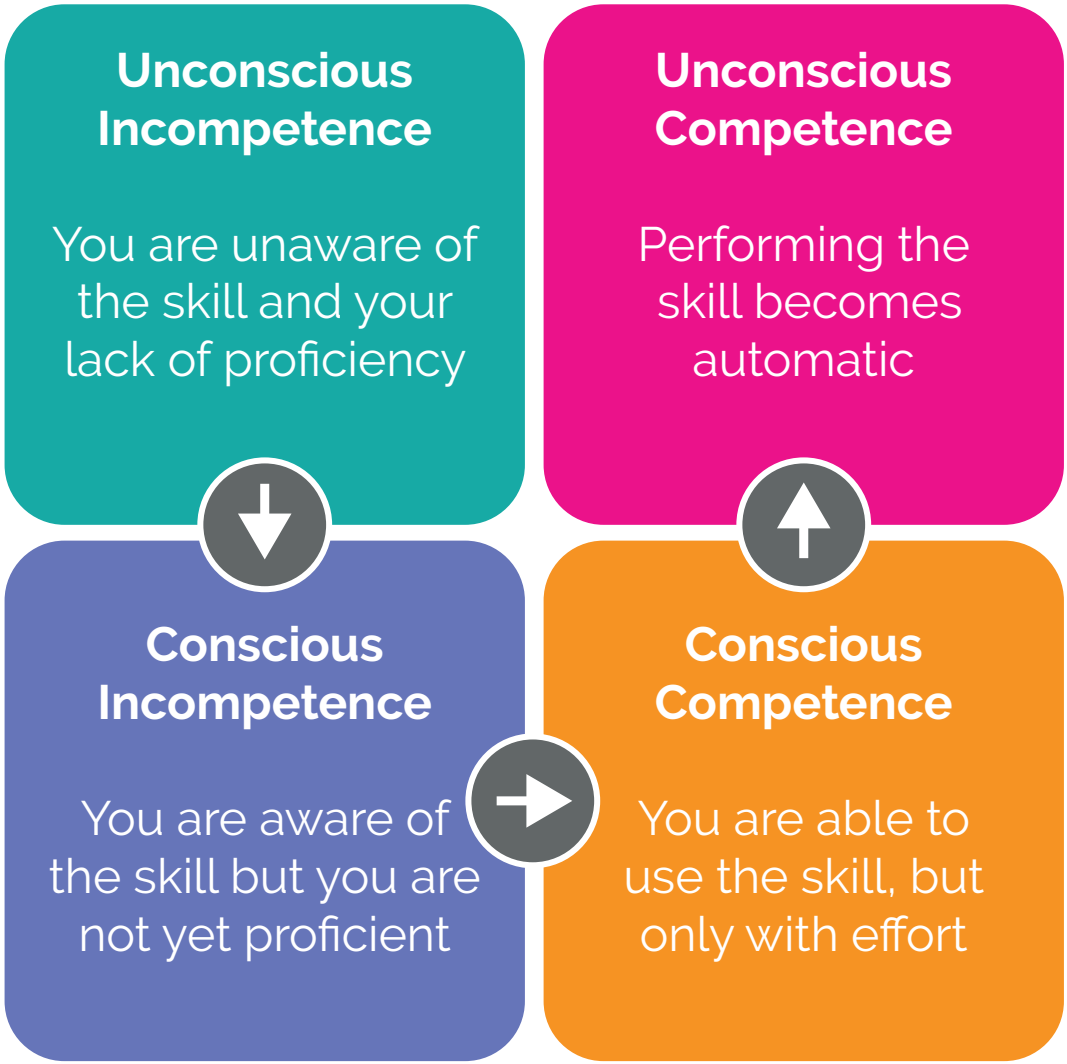
Management trainer Martin M. Broadwell described the model as “the four levels of teaching”. The four stages suggest that individuals are initially unaware of how little they know, or are unconscious of their incompetence.

As they recognise their incompetence, they consciously acquire a skill, then consciously use it. Eventually, the skill can be utilised without it being consciously thought through: the individual is then said to be unconsciously competent.

The best analogy for Broadwell's model of four stages of competence is driving a car.

We all remember first getting behind the wheel and not realising how difficult it's going to be to learn how to get the bite for the clutch, know when to change gears and remember to check your mirrors before setting off.

Then you start to drive and become conscious of how to change the gears but still can't always remember when to do it, suddenly you can remember to check your mirrors, indicate, get the clutch bite etc. but it's exhausting and takes a huge amount of effort. Then suddenly driving becomes something we do comfortably without having to think about when to change gears, *we just know*.



How does it work?

After you have registered your interest with your Client Account Manager, you will be created as a learner in Smart Assessor and issued with your log in details.

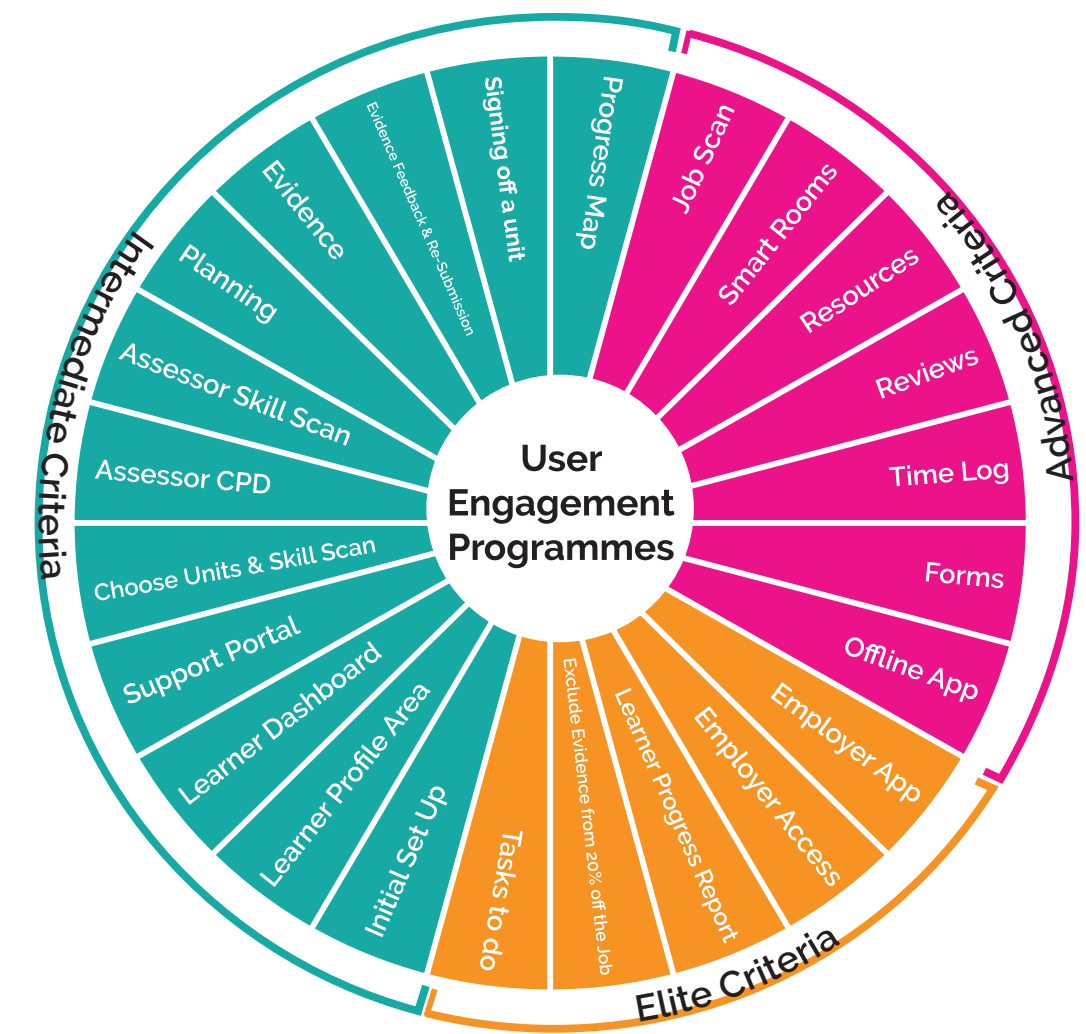
1st task is to complete the skill scan to test your starting point and identify the areas of Smart Assessor you need to develop.

2nd access the progress map to follow criteria and upload the required evidence to demonstrate your knowledge and understanding of how to use Smart Assessor effectively. Support will be offered throughout your programme by the Client Account team, there are a series of online support sessions that can be accessed from our Client Zone on our website www.smartassessor.com

3rd once all evidence has been successfully uploaded and mapped, you are then required to access SVLE self-marking assessment which will test your knowledge and skills based on the criteria covered at each level of the accreditation programmes.

You need to achieve 100% pass mark to fully achieve each level.

100% achievement will result in your Account Manager or your workplace Champion signing off your portfolio and they will provide you with a certificate of achievement for each level achieved.



Progression

When you have achieved all 3 levels of the accreditation programme you can progress onto the Champion problem solving programme.

1st you need to register your interest with your Client Account Manager, who will activate your user account details for the SVLE.

2nd complete the Champion problem solving assessment, which is based on Smart Apprentices "Digital Learning Journey" and provides scenario-based questions for you to work through and identify the correct solution.

3rd once you have achieved 100% your Account Manager will issue you with a certificate of achievement.

You need to achieve 100% pass mark



What are the benefits of being a Champion?

- Helping to get rid of paperwork making your organisation more efficient
- Status of accreditation
- Access to free training webinars
- Personal coaching– by appointment
- Ask the expert webinars with the Support team
- Be the first to know about new features before they are released
- Influence our technology development road map
- Exclusive champion events
- Champions can accredit other users up to advanced level



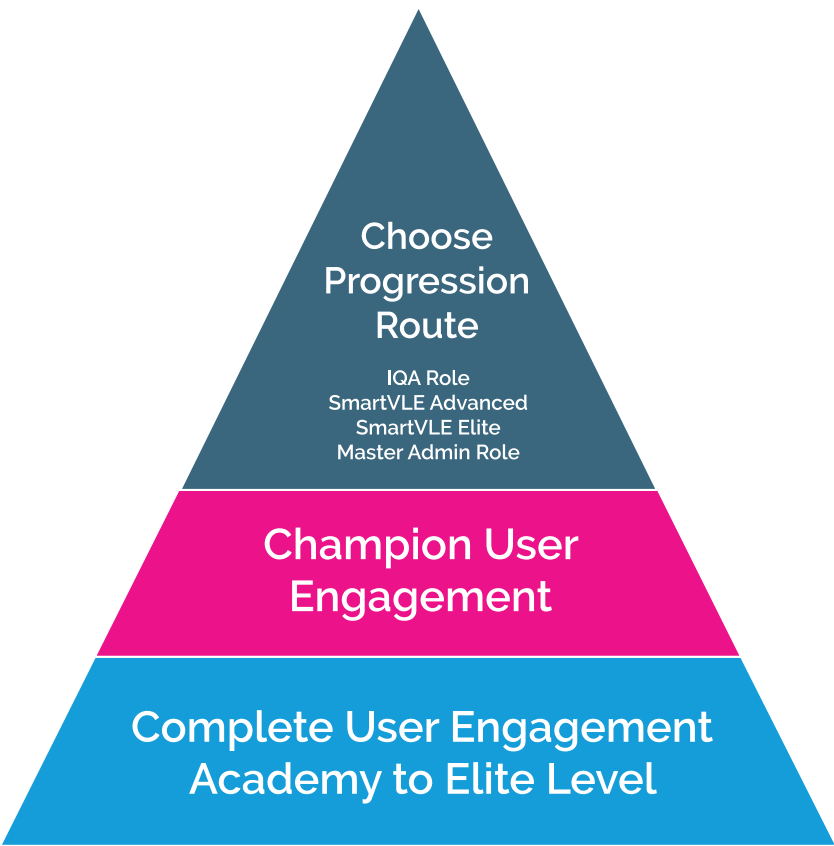
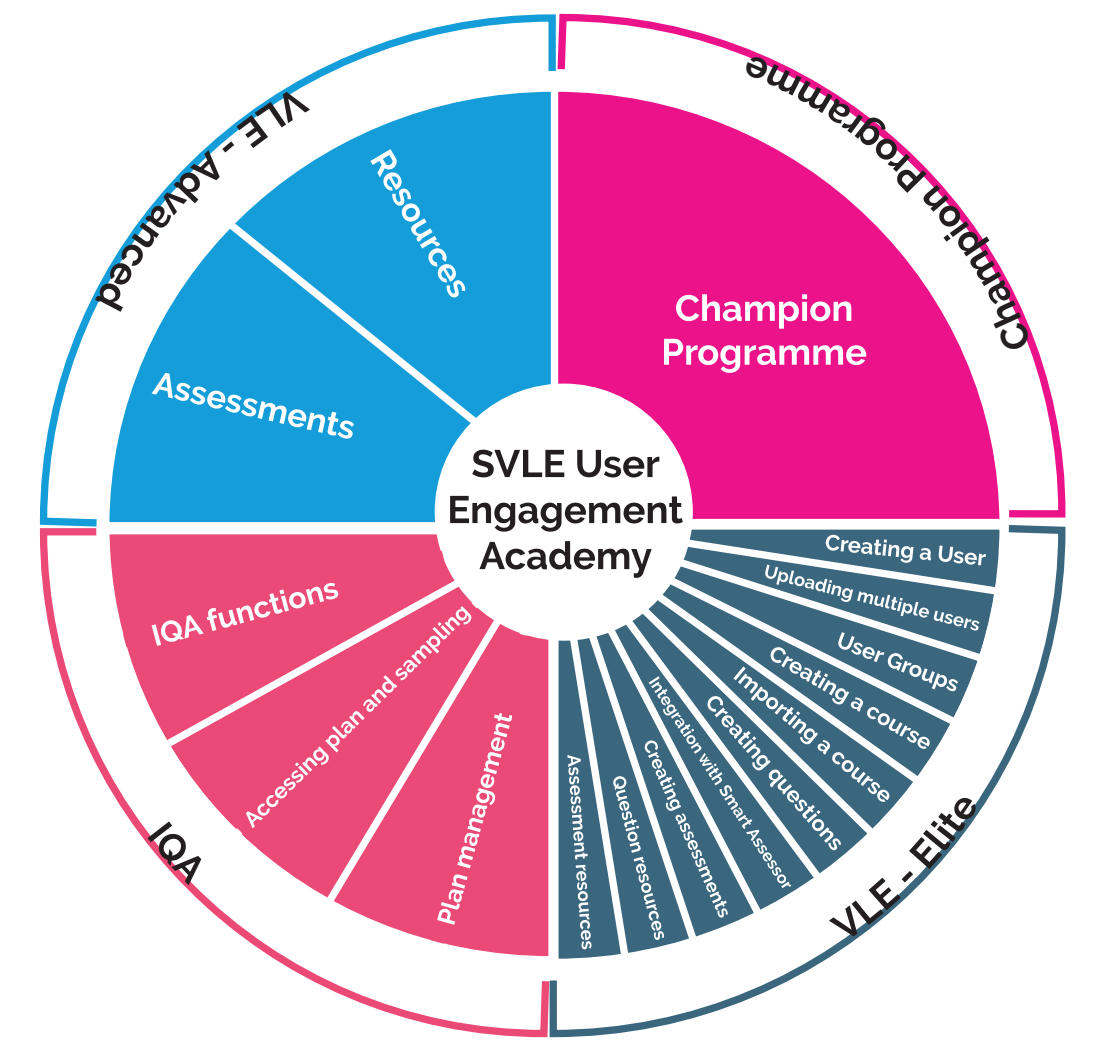
Smart VLE

Smart Virtual Learning Environment (SmartVLE) is an online self-marking question and answer technology which can be used for any topic you design questions for.

Once your employer chooses an apprentice, use SmartVLE to build assessments to personalise their learning journey by discovering their knowledge gaps.

By uploading learning resources to your assessment topics, learners are taken to the resources, relevant to their knowledge gap, which means that online learning is personalised and can be consumed when and where it's convenient for your apprentice.

Maths and English remain a considerable challenge for training providers to deliver dynamically to their learners without a grade C or 4. To help you meet this challenge SmartVLE is pre-loaded with Functional Skills Maths and English questions and resources.



Progression

Smart VLE users have 2 levels to achieve, this will enable you to enhance the learner's digital learning journey by using bespoke assessments to support their development throughout the programme.

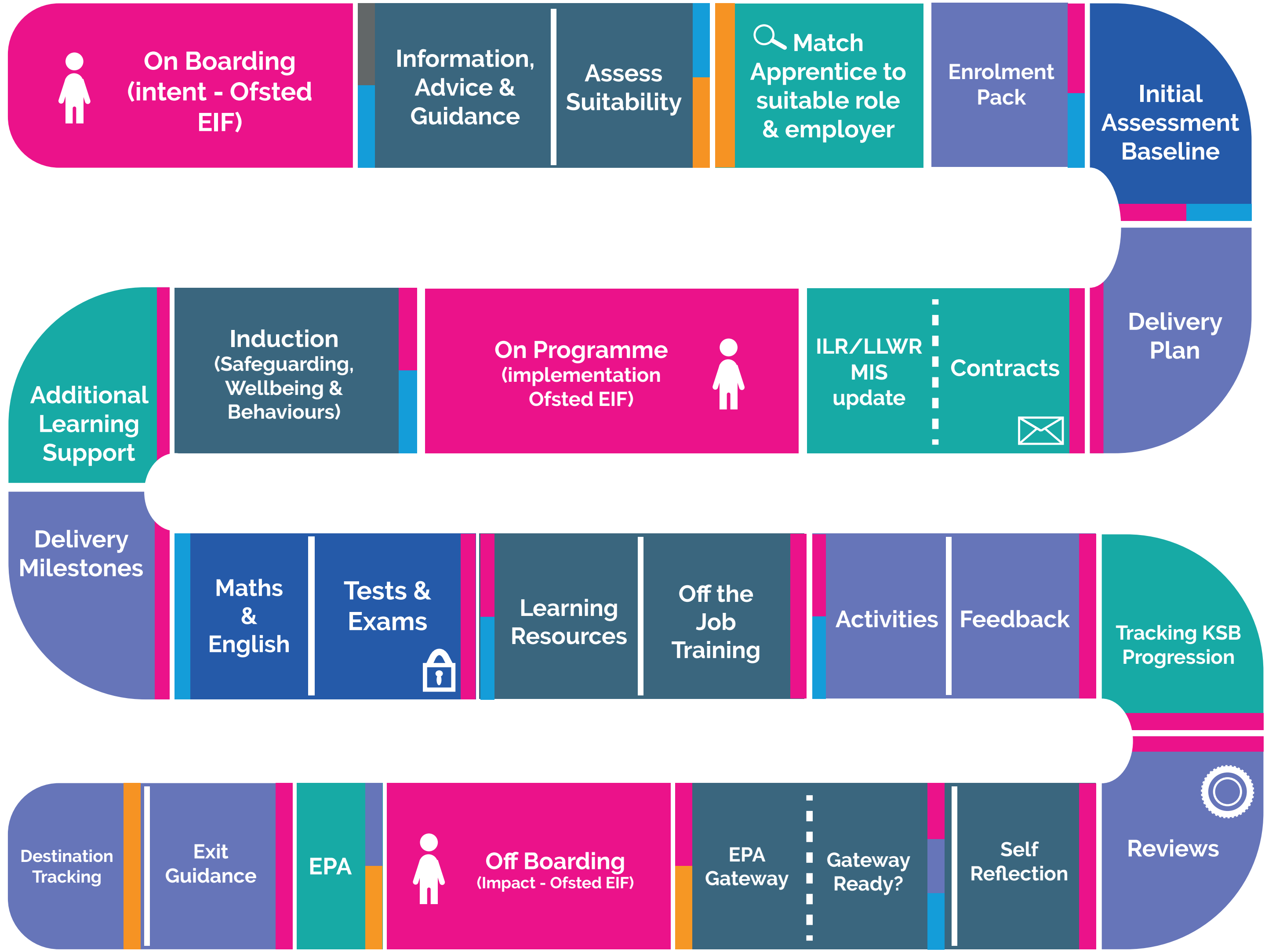
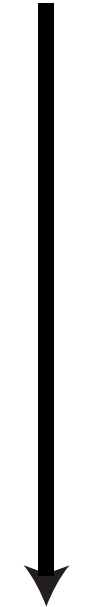
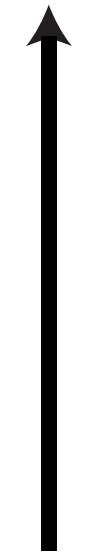
Intermediate provides the user with the opportunity to link Smart VLE assessments to sessions and use resources in Smart Assessor that are linked to Smart VLE.

Advanced provides the user with the opportunity to create their own bespoke courses and assessments on Smart VLE and add their own resources into the system.

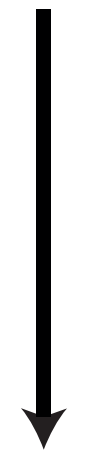
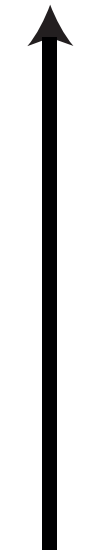
IQA Role have 1 level of user ability to achieve. This programme has been created to support the transfer from manual to automation of the IQA sampling dashboard.

The assessment has been devised on SVLE, which is self-marking. To achieve in full the pass mark of 100% is required.

Quality Assurance



Employer Engagement



Meet the Client Team



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The Client Team are in your hands to ensure you are kept happy and have no issues using the system. Any questions you may have will be answered by the team.

Ann works as Head of User Engagement to ensure happy, supported clients. Ann is involved in future development of Smart Assessor and works closely with the Client Team.

Marcus heads up the Client Team, ensuring your Client Account Manager is keeping you happy.

The Client Account Managers are responsible for training you on the system, developing a relationship with you as a client and helping to resolve issues before they become problems.

They will hold regular meetings with your organisation and conduct quarterly reviews to ensure you are happy.

The Customer Service Representative team is responsible for anything you may want to discuss if your CAM is unavailable.

They can help you with booking onto events, chasing support tickets and any queries you might have.