

Case Study 2 – Learning and Skills Council (LSC)

The Apprenticeship Vacancy Matching Service

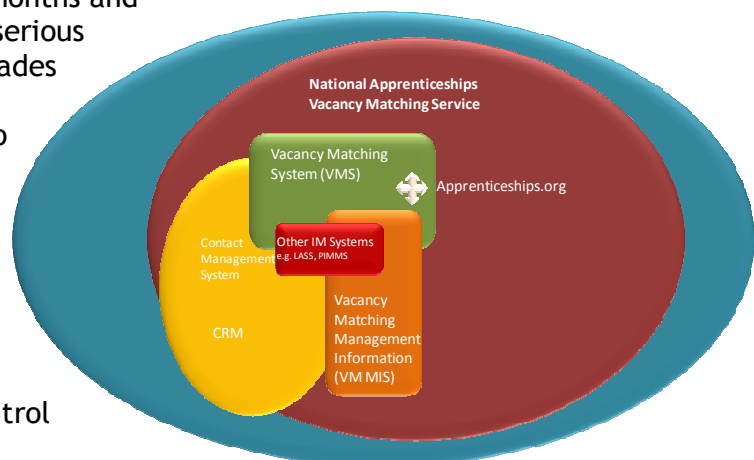
In November 2007, The Prime Minister announced that a country wide apprenticeship vacancy matching service would be rolled out across England by the end of 2008. On the 28 January 2008, the government published their strategy for the future of Apprenticeships in England - World-Class Apprenticeships: Unlocking talent, building skills for all:

http://www.dius.gov.uk/publications/world_class_apprenticeships.pdf

The implementation of an online matching service was identified as a key driver to increase participation rates in Apprenticeships (1 in 5 undertaking an Apprenticeship each year by 2020). This service would match employer's apprentice vacancies with standardise the services provided across nine English regions.

When Magic Milestones were first approached, the LSC was ill-prepared for the largest citizen facing online service they had ever launched. Stephanie Chamberlain was deployed as Senior Project Manager to deliver the online service as well as to provide support to the business service delivery team.

The project time-scale was 12 months and the budget was sizeable. With serious infrastructure and security upgrades to the LSC thrown into the bargain, the project was risky to the point of being almost impossible. The service was to be set up from scratch with only a skeleton staff framework to work with and the auditors were with us at every turn to ensure that the appropriate governance and control was in place.



To respond to the challenge, the LSC launched The Apprenticeship Vacancy Matching Service (AVMS) in January this year. This service is integral for the LSC to meet its objectives, increase uptake and improve quality in Apprenticeships. A major component of AVMS was the Solution Delivery project which Magic Milestones Project Managed to completion in partnership with the main development partner, Cap Gemini. Only time will tell if 1 in 5 apprenticeships can be achieved but there is no doubt that the service got off to a flying start.