

**oneAdvanced**

CASE STUDY

# ePortfolio and Apprenticeship Management Case Study with GTG Training

Powering the World of Education





# About GTG Training

GTG Training is an independent training provider with roots in logistics training dating back to 1971. Now operating as the training wing of Arnold Clark, GTG delivers commercial and apprenticeship training from four locations: two sites in Glasgow, one in Edinburgh, and one in Wolverhampton. Programmes span automotive, logistics, and business apprenticeships, with the organisation also expanding into construction.

GTG serves learners across Scotland and England, offering funded apprenticeships at Level 2 and 3 in England and Level 7 and 9 in Scotland. The Scottish provision is the most established and diverse, while the English provision continues to grow.

Ursula Christie, who we interviewed for this case study, is the MI (Data) Manager at GTG. Her role is hybrid: she is the primary system administrator for ePortfolio (Smart Assessor), leads on reporting for both internal and external purposes, and builds and maintains data tools and trackers used throughout the business.

GTG has been using ePortfolio (Smart Assessor) since 2018/19 and uses LMS (PICS) for its MIS functions in England, with a migration of MIS data from Maytas currently underway in Scotland. The organisation also uses Assessment and Learning (bksb) for functional skills.





## The Challenge

Before fully embedding ePortfolio (Smart Assessor), GTG faced several operational challenges in managing its apprenticeship provision:

- **Lack of central visibility:** There was no reliable way to gain an organisation-wide view of learner progress. Data from awarding bodies was difficult to extract and interpret, meaning staff were regularly caught off guard by gaps or compliance issues at the end of an apprenticeship.
- **Manual and fragmented tracking:** Learner progress was being tracked in ad hoc and manual ways, with registers held in physical files, attendance managed through separate timetables, and no single system consolidating the picture.
- **Multiple delivery models and frameworks:** With Scottish framework learners, English standards learners, and Welsh learners all on different funding models and qualification structures, maintaining consistency was a significant challenge.
- **Multi-site complexity:** Operating across Glasgow, Edinburgh, and Wolverhampton meant different teams needed consistent access to the same data, but without a unified platform this was very difficult to achieve.
- **Risk of late intervention:** Without reliable progress visibility, issues often only surfaced late in the apprenticeship, making it difficult to intervene effectively and support learners before gaps became critical.

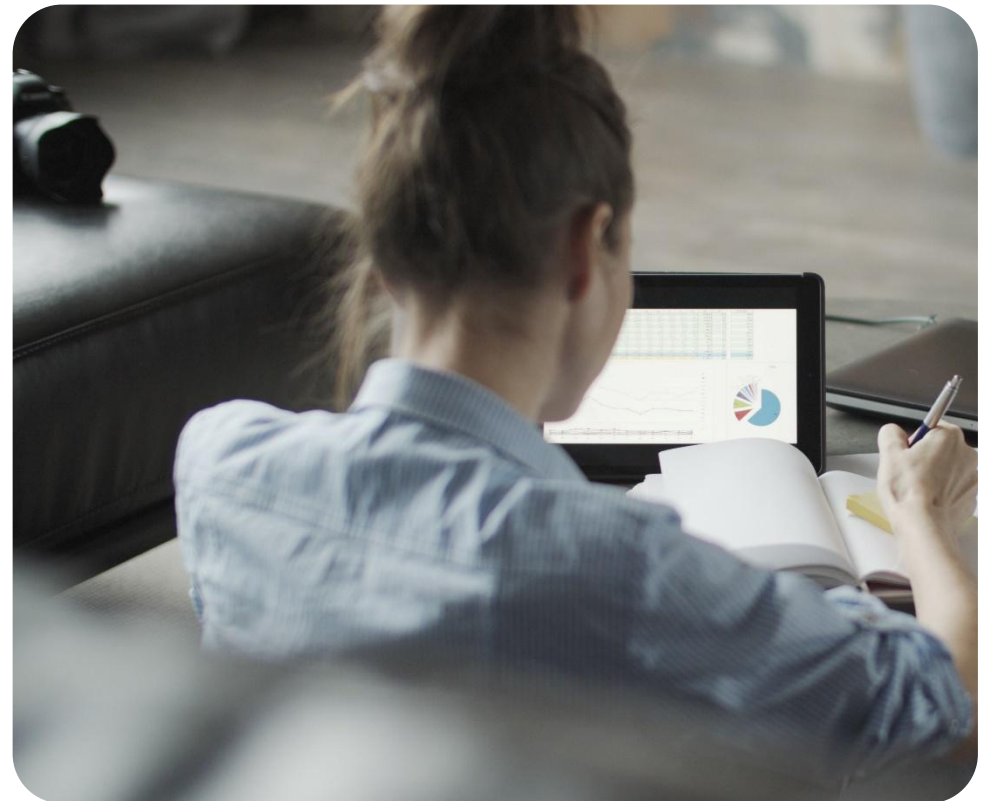
As Ursula Christie explains:

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"We were just constantly being blindsided; we were trying to track learners more manually, but it became clear that actually we needed an e-portfolio where everything could sit together."

## The Solution: ePortfolio (Smart Assessor)

GTG selected ePortfolio (Smart Assessor) after evaluating a range of competing platforms. The decision was driven by the system's flexibility, its ability to support the unique requirements of their mixed provision, and the data visibility it could provide.





# Key Capabilities That Made the Difference (1/2)

## 1. DATA VISIBILITY ACROSS THE FULL PROVISION

A fundamental driver in GTG's decision to adopt ePortfolio (Smart Assessor) was the need to move from manual, fragmented tracking to a system that provided real oversight. The platform transformed how GTG could monitor learner progress and act on what they saw.

As Ursula explains:

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"Data, the simplicity of getting data, is still miles better from what we had before."

Using SSRS reporting to pull directly from the ePortfolio (Smart Assessor) database, GTG now runs a comprehensive programme risk report that draws together progress, off-the-job data, functional and core skills, and session attendance. Every learner is assigned a risk level based on how they are tracking against these criteria, giving GTG the early warning system they previously lacked.

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"That was the sort of point of ePortfolio (Smart Assessor) and it took us 7 years to get there. But really it was so that we could see who's at high risk and what can we do about them? Where are the actual gaps? So that's been a game changer."

## 2. EMPLOYER ENGAGEMENT AND ACCESS

Giving employers meaningful access to learner portfolios has been a significant operational benefit for GTG, particularly given the diverse range of employers they work with, from large corporate clients like Arnold Clark and Stagecoach to smaller independent garages.

The clarity and consistency of the learner view meant that GTG's team could support employer contacts more effectively, helping them navigate the system regardless of their level of technical confidence. This has strengthened employer relationships and reduced the friction that often comes with multi-stakeholder management.

## 3. QUALITY ASSURANCE AND STANDARDISATION

One of the less visible but significant benefits has been the standardisation of learning materials and assessment content. With a single activity library per aim, every instructor and assessor, across all sites and all programmes, uses the same resources.

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"If there's one activity library for an aim, then they're only all using those activities. Whereas before ePortfolio (Smart Assessor), it was like, oh, which photocopied version did you get from which forgotten drawer... if there's a problem, you fix it in one place and it's fixed for everybody."

GTG also uses SVLE (the Smart Virtual Learning Environment) to manage multiple-choice assessments integrated directly into ePortfolio (Smart Assessor). Analysis of SVLE results data across learner populations has enabled the curriculum team to identify weak tests, strong or weak delivery, and areas requiring content revision; an entirely new level of quality insight compared to the paper-based approach they used before.



## Key Capabilities That Made the Difference (2/2)

### 4. INTEGRATION WITH LMS (PICS)

The integration between ePortfolio (Smart Assessor) and LMS (PICS) has significantly reduced the administrative burden on GTG's teams. Previously, Ursula had to build an Excel-based extraction and reformatting process to move data from their MIS into ePortfolio (Smart Assessor), with manual uploads and frequent errors. With the LMS (PICS) integration, learners appear in ePortfolio (Smart Assessor) automatically once their enrolment paperwork is complete.

The success of this integration is a key reason why GTG is now in the process of migrating its Scottish MIS data from Maytas into LMS (PICS) — consolidating everything into a single integrated platform and moving toward a true single source of truth.

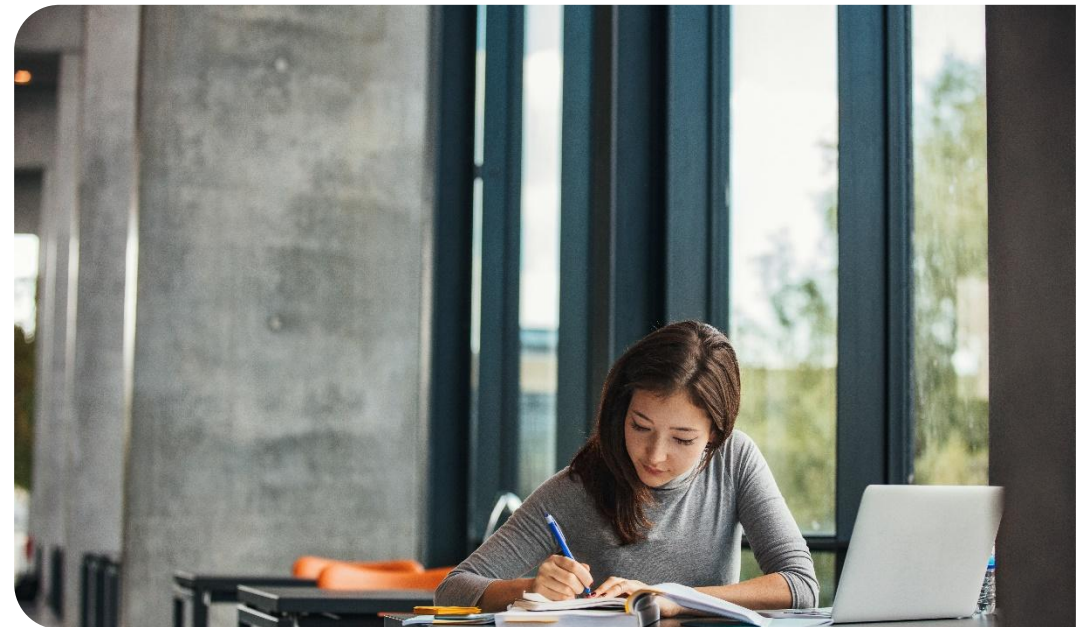
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“I think once we move our Scottish provision into LMS (PICS), that will really be a sort of big moment in terms of really bringing all that together. A lot of that is going to get much, much clearer.”

### 5. FLEXIBILITY FOR MIXED PROVISION

GTG's apprenticeship provision spans Scottish frameworks, English standards, and Welsh learners, each with different qualification structures, funding rules, and awarding body requirements. Despite this complexity, GTG has worked to configure ePortfolio (Smart Assessor) so that the core processes are as consistent as possible regardless of what learners are doing.

This was not straightforward and required the development of a dedicated curriculum team to structure delivery properly. However, the flexibility of the platform to support this approach, and the ability to customise aims and activity libraries to each context, has been central to GTG being able to run all its provision from one system.





## The Results

### OPERATIONAL EXCELLENCE

- **Programme risk reporting:** GTG now has a live risk report drawing on progress, off-the-job data, functional/core skills and session attendance. This enables timely, targeted intervention for learners who need support.
- **Quality assurance at scale:** Standardised activity libraries and SVLE assessment data have given the curriculum team genuine insight into delivery quality and learner performance across all sites and programmes.
- **Employer access and engagement:** Clear, consistent employer-facing views have improved collaboration with a wide range of employer partners, from large corporates to smaller independent businesses.

### STRATEGIC FLEXIBILITY

- **Cross-framework consistency:** GTG has successfully aligned the way it uses ePortfolio (Smart Assessor) across Scottish framework, English standards, and Welsh learners, reducing duplication and confusion.
- **Scalable MIS integration:** The LMS (PICS) integration has streamlined enrolment and data flows for English provision, with the Scottish migration underway to complete the picture.
- **Single source of truth:** GTG is moving towards a fully consolidated data environment where ePortfolio (Smart Assessor), LMS (PICS) and external awarding body data all connect. It will eliminate the manual reconciliation that previously consumed significant staff time.

### EFFICIENCY GAINS

- **Automated data imports:** Integration with LMS (PICS) means learner data populates ePortfolio (Smart Assessor) automatically, removing the need for manual upload processes.
- **Centralised visibility:** Management can view progress, attendance, and risk data for any learner across any location from a single system, something that was simply not possible before.
- **Ofsted readiness:** The programme risk reporting and data infrastructure built on top of ePortfolio (Smart Assessor) has directly supported GTG's preparation for Ofsted inspection.



# Customer Perspective

## ON THE SYSTEM'S CRITICAL IMPORTANCE:

"The last year or so has been a real turning point. Things have crystallised in a way with our visibility and the way that we're able to use that to sort of drive improvement and board data preparation for Ofsted, who are imminent."

## ON WHY GTG CHOSE ePORTFOLIO (SMART ASSESSOR):

"We needed a platform with a degree of flexibility and ePortfolio (Smart Assessor) sort of fitted that bill, like we could build our own aims, and we had some flexibility there. And the data visibility, it was still miles better from what we had before."

## ON DATA AND QUALITY ASSURANCE:

"We can see if there are gaps for a particular unit, where clearly learners missed delivery or maybe it was a weak delivery. And SVLE result data has been very helpful for pinpointing where our tests weren't robust enough. That sort of thing's been absolutely invaluable."

## ON THE INTEGRATION WITH LMS (PICS):

"It has made our lives a lot, lot easier, that integration piece. A big part of my job has been trying to reconcile LMS (PICS) and ePortfolio (Smart Assessor) but broadly, that integration does make life a lot easier. The integration with Assessment and learning (bksb) is helpful too."





# Why ePortfolio (Smart Assessor) Stands Out

## VERSUS COMPETITORS:

During the selection process, GTG evaluated a range of alternative systems. While some platforms offered similar core functionality, ePortfolio (Smart Assessor) was selected for its flexibility to accommodate GTG's unique multi-framework, multi-site requirements. This includes the ability to build custom aims and structure provision in a way that matched their delivery model.

Other solutions evaluated either lacked the necessary configurability or were not well suited to the complexity of running Scottish framework and English standards learners on the same platform.

## LONG-TERM VALUE:

- **Continued development:** GTG is actively engaged with OneAdvanced Education, attending sprint reviews and working with the product team to ensure the new Apprenticeship Management experience meets their core operational needs.
- **Partnership approach:** The relationship with OneAdvanced Education has been collaborative and responsive, with GTG's feedback influencing product direction.
- **Embedded into daily operations:** As Ursula notes, ePortfolio (Smart Assessor) is central to how GTG manages its provision — from enrolment through to Apprenticeship Assessment readiness — and its data infrastructure now underpins the organisation's quality and compliance reporting.

## Moving Forward

GTG continues to expand and consolidate their use of OneAdvanced Education's platform:

- **Scottish MIS migration:** Moving the Scottish provision into LMS (PICS) to achieve a fully integrated, single source of truth across all regions and frameworks.
- **New Apprenticeship Management experience rollout:** GTG is considering transitioning to the new UX, with a focus on ensuring delivery staff, particularly instructors managing large in-centre cohorts, have the improved functionality they need before going live.
- **Co-creation and ongoing optimisation:** Ursula continues to engage closely with the product team through sprint reviews and direct feedback, actively shaping how the system evolves to meet the needs of complex, multi-site training providers.



## Powering the World of Education

Ready to see how ePortfolio (Smart Assessor) and Apprenticeship Management can provide the flexibility, data visibility, and central oversight your organisation needs?

Get in touch



+44(0) 330 343 4000



[www.oneadvanced.com](http://www.oneadvanced.com)



[hello@oneadvanced.com](mailto:hello@oneadvanced.com)