

## Admin User Guide for AAN Portal

|  |    |
|--|----|
| Admin User Guide for AAN Portal .....                            | 1  |
| What access do admin users have and why? .....                   | 2  |
| Different types of admin users .....                             | 2  |
| Pure admin.....  | 2  |
| Hybrid admin/Regional chair .....                                | 2  |
| Super admin .....  | 2  |
| How does someone gain admin access? .....                        | 2  |
| How can an admin access the admin portal? .....                  | 3  |
| Admin view .....   | 3  |
| Regional Chair view.....   | 3  |
| How can an admin manage events? .....                            | 4  |
| Creating an event.....   | 5  |
| Location detail page for hybrid events .....                     | 8  |
| Location detail page for online events .....                     | 9  |
| Making changes to an event.....                                  | 16 |
| Cancelling an event.....   | 20 |
| How can an admin manage ambassadors within the AAN portal? ..... | 23 |
| Admin view .....   | 23 |
| Regional chair view .....  | 23 |
| Engaging with ambassadors .....                                  | 24 |
| Removing ambassadors .....                                       | 25 |
| How can I access data reporting? .....                           | 27 |

This user guide is designed to help all admin users navigate the AAN portal. Some admin users have a slightly different interface than other users, based on their level of access. As a result, there are some screens that are relevant for only some users, not all. Where this is the case, this is highlighted.

### What access do admin users have and why?

Depending on their privilege rights, admin users can create and manage network events and onboard, manage and remove ambassadors. You can find out how to do all of this further on in this guide.

Admin users also have an admin view of users' profiles. This means they can see users' email addresses and network activity, as part of their role of managing ambassadors. This feature will become available shortly after launch. In the interim, hybrid admin users (regional chairs) will need to go through Network Directory to look at member profiles.

The emphasis for the first month is that all members are onboarded successfully.

#### Different types of admin users

##### *Pure admin*

Pure admin users include coordinators as well as partners such as ASK and Amazing Apprenticeships. They have full event admin privileges meaning they can create, update and cancel events.

##### *Hybrid admin/Regional chair*

This user group includes the regional chairs that are part of the AAN network but also have some admin duties. As well as admin privileges, they also have AAN profiles like ambassadors do.

Hybrid admin have the same access as the pure admin users in managing events. They also have admin privileges for managing ambassadors. Managing ambassadors include viewing all ambassadors' profile information including when they joined the network, email address and recent activities.

##### *Super admin*

This user group is the AAN central team and they have all the same admin rights as hybrid admin users but they do not have an AAN profile. They can be contacted via the Contact us page.

### How does someone gain admin access?

Admin users will be given admin rights by the apprenticeships team during the setup process. Admin users who join the AAN portal after this time will need the central team to create an admin account for them. You can do this by emailing [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk).

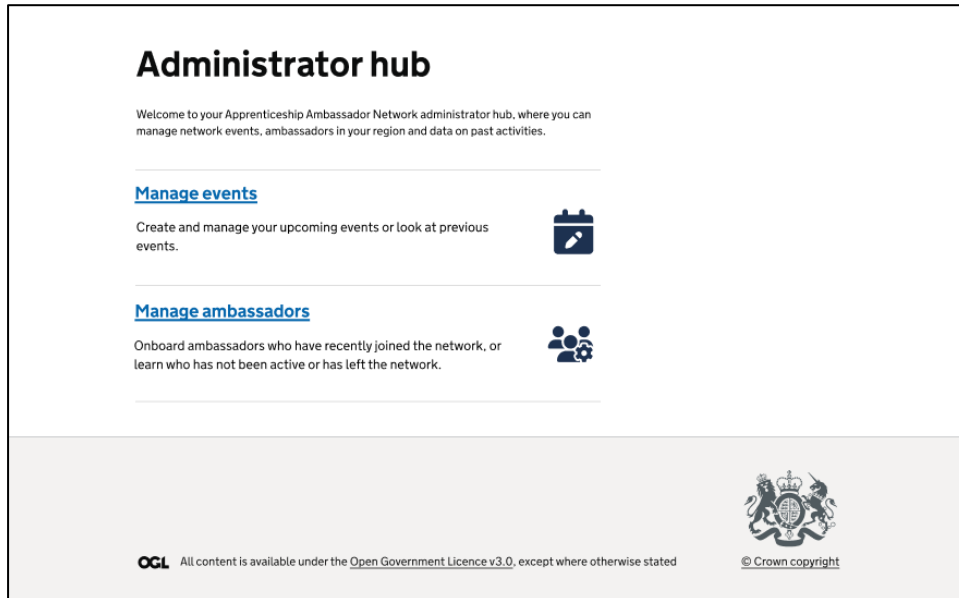
Based on the user's role and admin privilege, they will be given access to the required sections.

If you are stepping down from your engagement with AAN as a regional chair, you must notify [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk).

## How can an admin access the admin portal?

All admin users can [sign in to the admin hub](#). Pure admin users and super admin users will be taken directly to the admin hub. Regional chairs can click the link on the home page of the AAN portal to access the admin hub login page.

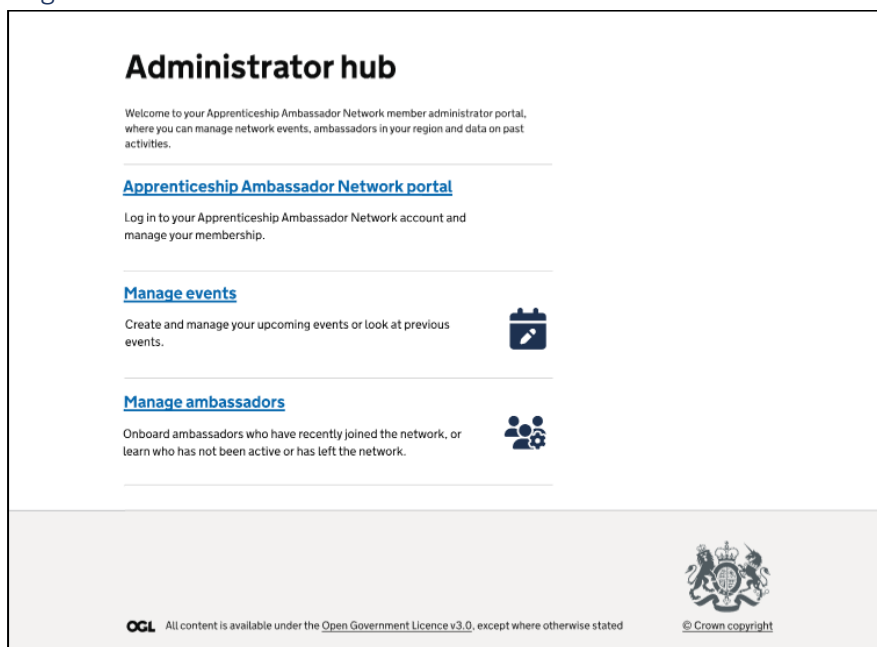
### Admin view



The screenshot shows the 'Administrator hub' interface. At the top, it says 'Administrator hub' and 'Welcome to your Apprenticeship Ambassador Network administrator hub, where you can manage network events, ambassadors in your region and data on past activities.' Below this, there are two main sections: 'Manage events' with a calendar icon and 'Manage ambassadors' with a group of people icon. The footer contains the OGL logo and the text 'All content is available under the Open Government Licence v3.0, except where otherwise stated' and '© Crown copyright'.

Once you have logged in as an admin, you will be presented with the 'Administrator hub'. From here you can 'Manage events' and 'Manage ambassadors' if you have both roles. Alternatively, you will only be able to manage events.

### Regional Chair view



The screenshot shows the 'Regional Chair view' interface. At the top, it says 'Administrator hub' and 'Welcome to your Apprenticeship Ambassador Network member administrator portal, where you can manage network events, ambassadors in your region and data on past activities.' Below this, there is a link to the 'Apprenticeship Ambassador Network portal' with the text 'Log in to your Apprenticeship Ambassador Network account and manage your membership.' Below this, there are two main sections: 'Manage events' with a calendar icon and 'Manage ambassadors' with a group of people icon. The footer contains the OGL logo and the text 'All content is available under the Open Government Licence v3.0, except where otherwise stated' and '© Crown copyright'.

Once in the Member administrator portal, regional chairs will be able to click back to the 'Apprenticeship Ambassador Network portal', 'Manage events', and 'Manage ambassadors' pages.

## How can an admin manage events?

**Manage events**

Create a new network event, or search to update, manage or publish existing network events you have created. You can archive or update network events that are no longer taking place.

Your session will time out if you are inactive for 30 minutes.

**122 results**

**Filter**

- My Events**
- Employer events

**Event date**

From date:

To date:

**Event status**

- Archived
- Cancelled

**Event type**

- Employer engagement event
- National/Regional meeting
- National/Regional event
- Social/Networking activity
- Training event

**Region**

- East of England
- East Midlands
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and the Humber
- National

**Event list:**

- 7 Feb** **Bristol regional meet-up**  
Event type: National/Regional meeting  
9 Signed up  
[View details](#) [Cancel event](#)
- 27 Jul** **North West regional network update**  
Event type: Employer engagement event  
9 Signed up  
[View details](#) [Cancel event](#)
- 5 Nov** **Birmingham employer workshop**  
Event type: National/Regional meeting  
4 Signed up  
[View details](#)
- 1 Jan** **National network meeting**  
Event type: Social/Networking activity  
95 Signed up  
[View details](#)
- 14 Jun** **Employer ambassador online training**  
Event type: Training event  
22 Signed up  
[View details](#) [Cancel event](#)
- 7 Feb** **Bristol regional meet-up**  
Event type: National/Regional meeting  
9 Signed up  
[View details](#) [Cancel event](#)
- 27 Jul** **North West regional network update**  
Event type: Employer engagement event  
9 Signed up  
[View details](#) [Cancel event](#)
- 5 Nov** **Birmingham employer workshop**  
Event type: National/Regional meeting  
4 Signed up  
[View details](#)
- 1 Jan** **National network meeting**  
Event type: Social/Networking activity  
95 Signed up  
[View details](#)
- 14 Jun** **Employer ambassador online training**  
Event type: Training event  
22 Signed up  
[View details](#) [Cancel event](#)

[1](#) [2](#) [Next](#)

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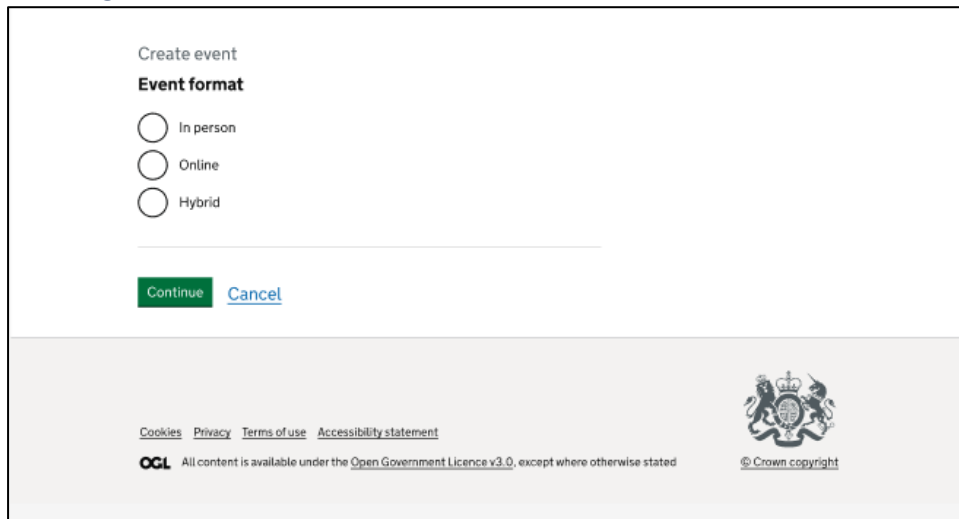
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From this page, you can create, update and publish network events. You can also cancel network events.

Using the checkmark in the left-hand panel, you can filter the list of events to only show those that you have created or edited. You can also filter the list of events by date, whether the event has been published or cancelled, the type of event, and the region where the event is located.

You can click on individual events to manage them.

## Creating an event



Create event

**Event format**

In person

Online


Hybrid

---

[Continue](#) [Cancel](#)

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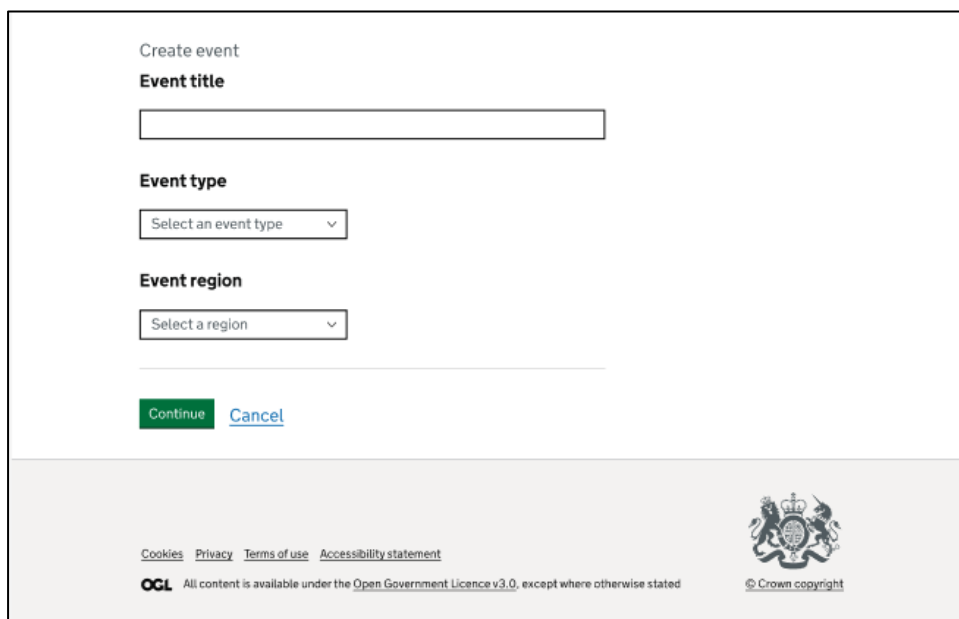
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When creating a new event, you will need to specify whether it will be held in person, online, or as a hybrid event. A hybrid event is one that guests can choose whether they want to attend physically or digitally.

Before you start creating an event, be sure you have all the required information. The only piece of information that doesn't have to be entered when creating the event is the online event link.



Create event

**Event title**

**Event type**

Select an event type

**Event region**


Select a region

---

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You will need to type an event title in the free text box and select the event type and region from the relevant drop-down boxes.




If an event is held online, open to everyone or not attached to a region, select 'National' from the 'Event region' dropdown.

Create event

**Event outline**  
A short description that outlines the event listing.

You can enter up to 200 characters

**Event summary**  
A summary of the event including an agenda and any pre-event preparation required. Include any practical information such as how to access the venue, parking and nearest bus/tram/tube/train stop to the venue.

**B I U**   

You can enter up to 2000 characters


**Does the event include guest speakers?**

Yes

No

---

[Continue](#) [Cancel](#)



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You will need to provide an outline of what potential attendees can expect from the event. This short text of 200 characters will appear under the event title on the search results page.

You will also need to provide a summary of the event. This text will appear on the event details page and can be up to 2,000 characters, allowing you to provide more information about the event to potential attendees. You can format your text to make it easier to read, and you can include hyperlinks to external websites, including external course material, for additional information.

As well as general information about the event, you can use this space to:

- highlight anything special or irregular about this evening, such as it taking place during the evening, or that the ambassadors are required to provide proof of a successful DBS check
- state whether you have a finite number of spaces – for example, if you only need two ambassadors to support you at an event
- remind ambassadors that they are expected to contact the event organiser once they have signed up and in the event of an ambassador cancelling their attendance at the event – this is for school or college events only
- let ambassadors know of the expected number or attendees at the event

## ASK DELIVERY PARTNERS – IMPORTANT INFORMATION

When creating any event, your event description must include:

- some information on what type of ambassador would be best suited to support the event – for example, an early careers apprentice, a STEM apprentice or an employer ambassador

- 'the event requires a maximum of XX volunteers, please do not sign up if this has been exceeded'
- 'if you sign up to the event, please contact the event contact directly to confirm attendance and requirements'

Create event

### Guest speaker

**Guest speaker name**


**Guest speaker job role and organisation**

[Continue](#) [Cancel](#)

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If there is a guest speaker at your event, this page allows you to enter their name, job role and organisation.

If your event has multiple guest speakers, you will be able to add additional speakers by submitting the first speaker's details, selecting 'Continue' and then 'Add speaker'.

Create event

### Guest speaker

**Guest speaker 1**

**Guest speaker name** Marcus Montogue

**Guest speaker job role and organisation** Head of Apprenticeship at Bristol Rovers FC

[Delete](#)


[Add speaker](#)

[Continue](#) [Cancel](#)

---

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This page allows you to delete the details of existing guest speakers and add additional guest speakers. Once you are happy with the details of all your guest speakers, click 'Continue'.

Create event

**Event date**



**Start time**  
For example 14:30

Hour Minutes

:

**End time**  
For example 14:30

Hour Minutes

:


---

[Continue](#) [Cancel](#)

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This page requires you to set the date, start time and end time of your event. To set the date, you can either type it into the box in a DD/MM/YYYY format or click the calendar button and select the correct date. Please enter the start and end times in the relevant boxes using the 24-hour format.

If you are unsure of an end time, please enter 17:00, or an alternative time that you think is most appropriate.

### *Location detail page for hybrid events*

Create event

**Provide event location details**

**In person event location**

**Online event link (optional)**  
You can add this later, but you must add an online event link before the event starts.


---

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Hybrid events require details of the physical location, for example, a conference hall or hotel, as well as an online link. The online link can be provided later, but it must be provided before the event starts.

*Location detail page for in person events*

Create event

## Provide event location details

**In person event location**

**Online event link (optional)**  
You can add this later, but you must add an online event link before the event starts.


---

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The details of a physical location, for example, a conference hall or hotel, must be provided for an in person event.

*Location detail page for online events*

Create event

## Online event link (optional)

You can add this later, but you must add an online event link before the event starts.


---

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When hosting an online event, you can provide the link to the event later, but it must be provided before the event starts.

Create event


**Name of the school**

---

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If you are running an event at a school, you will need to specify the name of the school.

As you type the name of the school, suggestions will appear. You can click these to autofill the full name of the school.

The automatic suggestions also include a Unique Reference Number (URN). If there are multiple schools with the same name, you can make sure you are selecting the correct one by [checking against this resource](#).

Create event

**Event organiser name**


**Event organiser email address**

---

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You will need to enter the name and email address of the event organiser, so attendees know who is organising the event. This also allows attendees to contact the event organiser in case they need to ask questions or want to introduce themselves before the event.

Create event

**How many attendees do you expect at this event?**


This is an estimated number of attendees, guest speakers, volunteers and staff at the event.

---

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You will need to indicate an estimated number of attendees for your event. This number will be used for reporting purposes and won't be shared with the ambassadors.

You can use the event description to let ambassadors know of the anticipated amount of attendees.

Create event

## Check your event before publishing

You can [preview the event here](#).

### Details

|                          |  |                        |
|--------------------------|--|------------------------|
| Format                   | Hybrid   | <a href="#">Change</a> |
| Type                     | National/Regional meeting                          | <a href="#">Change</a> |
| Name                     | Bristol regional meet-up                           | <a href="#">Change</a> |
| Region                   | East of England                                    | <a href="#">Change</a> |
| Date and time            | 27 July 2023, 10am to 4pm                          | <a href="#">Change</a> |
| In person event location | Bristol City Hall, College Green, Bristol, BS1 5TR | <a href="#">Change</a> |
| Online link              | Provided   | <a href="#">Change</a> |

### Description

**Event outline** Join regional colleagues at Bristol City Hall to share your recent activity within the network. [Change](#)

**Event summary** Several employer ambassadors from across the region will share highlights from their recent network activity. Marcus Montague from Bristol Rovers FC will be our guest speaker, chatting about the club's apprenticeship delivery and achievements across the last twelve months. There will also be a chance to network with fellow ambassadors. The event will be split into four sessions and a lunch hour. [Change](#)

10am to 10:30am - Welcome from Regional Chair and refreshments

10:30am to midday - Regional employer ambassador updates

Midday to 1pm - Lunch

1pm to 2:30pm - Guest speaker session

2:30pm - 4pm - Networking session \*

4pm - Close

\*ambassadors joining the session online will be allocated breakout groups ahead of the networking session.

There is no pre-event preparation required from ambassadors.

You can access Bristol City Hall by the main entrance on College Street. The nearest available parking is on Trenchard Street and Bristol Temple Meads train station is a twenty minute walk to the venue.

**Does the event include guest speakers?** No [Change](#)

**Guest speakers** 1. Marcus Montague, Head of marketing at Bristol Rovers FC  
2. Ullian Williams, HR at Bristol Rovers FC [Change](#)

**Organiser name** John Smith [Change](#)

**Organiser email address** John.Smith@jason.com [Change](#)

### Stats

**Is this a school event?** No [Change](#)

**Name of the school** [School name] [Change](#)

**Number of attendees expected** 50 [Change](#)

[Publish](#) [Cancel](#)

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You will be able to review and change your event details before publishing. To make a change, click the blue 'Change' button to the right of the section you want to amend.



## You have successfully published a network event

### What happens next?

You have successfully published a network event and it has been added to the events hub. Ambassadors can now search for this event and sign up to attend. You are the main point of contact for ambassadors who have any questions, concerns or requests prior to the event itself.

### [Manage events](#)

Discover suitable events, manage your upcoming events and give feedback about events you have attended.



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Once you have published an event, you will be shown this confirmation page.

From here, you can return to the events page.

When an ambassador signs up for an event, they will receive an email confirmation which includes all details of the event. The email will also include a reminder that if they cancel within 48 hours of the event, they must notify the event organiser.

## Making changes to an event

Events that have been created can be updated. This can be done right up until the event has started. For instance, if an event starts at 9:00, it can be updated at 8:55 but it can't be updated at 9:05.

While the portal allows changes to be made up until the start of an event, this should be avoided where possible. Make every effort to avoid making significant changes to events within 48 hours of the event.

The screenshot shows the 'Manage events' interface. At the top, there is a 'Manage events' header and a sub-header: 'Create a new network event, or search for existing, manage or publish existing network events you have created. You can also cancel network events that are no longer taking place.' Below this, a green button says 'Create event'. A note states: 'Your session will time out if you are inactive for 30 minutes.' On the left, there is a 'Filter' section with various options: 'Event date' (From date, To date), 'Event status' (Published, Cancelled), 'Event type' (Cross-sector, Employer engagement event, National/Regional meeting, School and College event, Social/Networking activity, Training event), and 'Region' (East of England, East Midlands, London, North East, North West, South East, South West, West Midlands, Yorkshire and The Humber, National). A green 'Apply filters' button is at the bottom of the filter section. The main area shows '122 results' and a list of events. Each event entry includes a date, status (e.g., 'PUBLISHED'), title, event type, number of signed-up participants, and action links like 'Make changes' and 'Cancel event'. The events listed include 'Bristol regional meet-up', 'North West regional network update', 'Birmingham employer workshop', and 'National network meeting'. At the bottom of the page, there is a footer with the text: 'Cookies: Storage | Performance | Accessibility | Settings' and '© Crown Copyright 2018. All rights reserved. Under the Open Government Licence v3.0, see www.ck12.org/uk/department-for-work-and-pensions'. The UK Government logo is also present.

To start with making changes to an event, first you will need to navigate to the 'Manage events' page. Find the event you'd like to update either through the filter options on the left or by browsing through the list using the pagination buttons. Once you have found the event you'd like to update, simply click 'Make changes' next to the event.

GOV.UK IDAMS  
John Smith Sign out

**Important**  
You have made changes to this event. Do not forget to publish your changes.

**PUBLISHED**  
**Bristol regional meet-up**  
Last updated on 7 October 2021 at 2:28pm  
You can [preview the event here](#)

[Publish changes](#) [Cancel changes](#)

**Details**

|                          |  |                        |
|--------------------------|--|------------------------|
| Format                   | Hybrid   | <a href="#">Change</a> |
| Type                     | National/Regional meeting                          | <a href="#">Change</a> |
| Name                     | Bristol regional meet-up                           | <a href="#">Change</a> |
| Region                   | East of England                                    | <a href="#">Change</a> |
| Date and time            | 27 July 2023, 10am to 4pm                          | <a href="#">Change</a> |
| In person event location | Bristol City Hall, College Green, Bristol, BS1 5TR | <a href="#">Change</a> |
| Online link              | Provided   | <a href="#">Change</a> |

**Description**

**Event outline** [Change](#)  
Join regional colleagues at Bristol City Hall to share your recent activity within the network.

**Event summary** [Change](#)  
Several employer ambassadors from across the region will share highlights from their recent network activity. Marcus Montague from Bristol Rovers FC will be our guest speaker, chatting about the club's apprenticeship delivery and achievements across the last twelve months. There will also be a chance to network with fellow ambassadors. The event will be split into four sessions and a lunch hour:

- 10am to 10:30am - Welcome from Regional Chair and refreshments
- 10:30am to midday - Regional employer ambassador updates
- Midday to 1pm - Lunch
- 1pm to 2:30pm - Guest speaker session
- 2:30pm - 4pm - Networking session \*
- 4pm - Close

\*ambassadors joining the session online will be allocated breakout groups ahead of the networking session.

There is no pre-event preparation required from ambassadors.

You can access Bristol City Hall by the main entrance on College Street. The nearest available parking is on Trenchard Street and Bristol Temple Meads train station is a twenty minute walk to the venue.

**Does the event include guest speakers?** [Change](#)  
Yes

**Organiser name** [Change](#)  
John Smith

**Organiser email address** [Change](#)  
John.Smith@aan.com

**Guest speakers**

|   |  |
|---|--|
| <b>Guest speaker 1</b> <a href="#">Change</a> |  |
| Name  | Marcus Montague                        |
| Role and organisation                         | Head of marketing at Bristol Rovers FC |
| <b>Guest speaker 2</b> <a href="#">Change</a> |  |
| Name  | Lillian Williams                       |
| Role and organisation                         | HR at Bristol Rovers FC                |

**Stats**

**Is this a school event?** [Change](#)  
Yes

**Name of the school** [Change](#)  
[School name]

**Number of attendees expected** [Change](#)  
50

[Publish changes](#) [Cancel changes](#)

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This page allows you to make changes to published events. Use the tabs below the 'Publish changes' and 'Cancel changes' buttons to view or edit the event's basic details, description, stats or attendees. Click 'Change' for the detail(s) you'd like to change. Changes cannot be made to an event's page after the event has started.



**Important**  
 You have made changes to this event. Do not forget to publish your changes.

PUBLISHED

## Bristol regional meet-up


Last updated on 7 October 2021 at 2:28pm  
 You can [preview the event here](#).

Publish changes
[Cancel changes](#)

[Basic details](#)   [Description](#)   [Stats](#)   [Attendees](#)

---

|                                 |  |                        |
|---------------------------------|--|------------------------|
| <b>Event format</b>             | Hybrid   | <a href="#">Change</a> |
| <b>Event type</b>               | National/Regional meeting                          | <a href="#">Change</a> |
| <b>Event name</b>               | Bristol regional meet-up                           | <a href="#">Change</a> |
| <b>Region</b>                   | East of England                                    | <a href="#">Change</a> |
| <b>Event date</b>               | 27 July 2023                                       | <a href="#">Change</a> |
| <b>Start time</b>               | 10am   | <a href="#">Change</a> |
| <b>End time</b>                 | 4pm  | <a href="#">Change</a> |
| <b>In person event location</b> | Bristol City Hall, College Green, Bristol, BS1 5TR | <a href="#">Change</a> |



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When you have made changes to your event, a box will appear reminding you to publish your changes. The updates will not appear to other users until you publish your changes.

## Notify attendees

**Do you want to notify attendees of the changes you have made?**

Yes  
 No

Continue



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You have the option to notify your attendees of the changes to the event. Please avoid making significant changes to an event within 48 hours of the event.

You can also cancel all changes by clicking 'Cancel' update at the bottom of the page.

# You have successfully updated a network event

## What happens next?

You have successfully updated a network event and it has been changed accordingly in the events hub. If you requested attendees be notified of the updates, they will be notified by email of the changes to the event.

### [Administrator hub](#)

Create network events as part of your role as a chair or coordinator.



### [Manage events](#)

Discover suitable events, manage your upcoming events and give feedback about events you have attended.



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Once you have updated an event, you will be taken to this confirmation page. Attendees will receive an email confirming that you have updated the event.

From here, you can return to the 'Administrator hub' or 'Manage events' page.

## Cancelling an event

**Manage events**  
Create a new network event, or search to edit, manage or publish existing network events you have created. You can also cancel network events that are no longer taking place.  
Your search will time out if you are inactive for 30 minutes.

**Filter**

- Apply filter**
- Only show my events
- Event date**  
From:  To:
- Event status**  
 Published  
 Cancelled
- Event type**  
 Other event  
 Employer engagement event  
 National / Regional meeting  
 School and College event  
 Social / Networking activity  
 Training event
- Region**  
 East of England  
 East Midlands  
 London  
 North East  
 North West  
 South East  
 South West  
 West Midlands  
 Yorkshire and the Humber  
 Wales
- Apply filter**

**122 results**

- 7 Feb** **PUBLISHED**  
**Bristol regional meet-up**  
Event type: National/Regional meetings  
5 Signed up  
[Report](#) [Make changes](#) [Cancel event](#)
- 27 Jul** **PUBLISHED**  
**North West regional network update**  
Event type: Employer engagement event  
0 Signed up  
[Cancel](#) [Make changes](#) [Cancel event](#)
- 5 Nov** **CANCELLED**  
**Birmingham employer workshop**  
Event type: National/Regional meetings  
4 Signed up  
[In Progress](#) [View details](#)
- 1 Jan** **PUBLISHED**  
**National network meeting**  
Event type: Social / Networking activity  
66 Signed up  
[In Progress](#) [View details](#)
- 14 Jan** **PUBLISHED**  
**Employer ambassador online training**  
Event type: Training event  
22 Signed up  
[Cancel](#) [Make changes](#) [Cancel event](#)
- 7 Feb** **PUBLISHED**  
**Bristol regional meet-up**  
Event type: National/Regional meetings  
8 Signed up  
[Report](#) [Make changes](#) [Cancel event](#)
- 27 Jul** **PUBLISHED**  
**North West regional network update**  
Event type: Employer engagement event  
0 Signed up  
[Cancel](#) [Make changes](#) [Cancel event](#)
- 5 Nov** **CANCELLED**  
**Birmingham employer workshop**  
Event type: National/Regional meetings  
4 Signed up  
[In Progress](#) [View details](#)
- 1 Jan** **PUBLISHED**  
**National network meeting**  
Event type: Social / Networking activity  
66 Signed up  
[In Progress](#) [View details](#)
- 14 Jan** **PUBLISHED**  
**Employer ambassador online training**  
Event type: Training event  
22 Signed up  
[Cancel](#) [Make changes](#) [Cancel event](#)

1 2 3 Next

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To cancel an event, navigate to the event listings page. Search for the event you'd like to cancel either by using the filter options in the left-hand panel or by clicking through the pages at the bottom of the listings.

When you have found the event you'd like to cancel, click 'Cancel event'.

Cancel event

**You are about to cancel the Bristol regional meet-up**

Upon cancelling this event, all attendees will be notified by email.

**Are you sure you want to cancel this event?**


Yes

---

[Cancel event](#) [Back to manage events](#)

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To cancel an event, you need to tick the 'Yes' box and click the 'Cancel event' button. This two-step process minimises the chance of events being cancelled accidentally.

Whenever possible, please provide 48 hours' notice to attendees before cancelling an event. If cancelling an event with less than 48 hours' notice, you will need to contact the ambassador(s) directly to let them know.

**You have successfully cancelled a network event**


**What happens next?**

You have successfully cancelled a network event and it has been removed from the events hub. Ambassadors who were planning to attend will be notified by email that the event has been cancelled.

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[Manage events](#)


Discover suitable events, manage your upcoming events and give feedback about events you have attended.



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Once you have cancelled an event, you will be taken to this confirmation page. Attendees will receive an email notifying them that you have cancelled the event.

From this page, you can return to the 'Manage events' page.

**CANCELLED**

## Bristol regional meet-up

Last updated on 7 October 2023 at 2:08pm  
View or update this event

[Back to manage events](#)

**Details**

**Format** Hybrid

**Type** National/regional meeting

**Name** Bristol regional meeting

**Region** East of England

**Date and time** 27 July 2023, 10am to 4pm

**In person event location** Bristol City Hall, College Green, Bristol, BS1 2TA

**Online link** Provided

**Description**

**Event outline** Join regional colleagues at Bristol City Hall to share your insight and to update the network.

**Event summary** Several employer ambassadors from across the region will share highlights from their recent activities as they discuss messages from Bristol Rugby FC and for our guest speaker, sharing about the club's recent and future plans and achievements across the last twelve months. There will also be a chance to network with the ambassador(s). The event will be held into four sessions and a lunch break.

10am to 10:30am - Welcome from Regional Chair and refreshments

10:30am to 11:30am - Regional employer ambassador updates

11:30am to 12:30pm - Lunch

12:30pm to 2:30pm - Guest speaker session

2:30pm - 4pm - Networking session \*

**Open to:** Open

\*Ambassadors joining the session online will be allocated to a breakout group ahead of the networking session.

There is no pre-event preparation required from participants.

You can access Bristol City Hall by the main entrance on College Street. The nearest car parks are to the Townsend Street and Bristol Temple Meads train station. A limited number apply to the venue.

**Does the event include guest speakers?** Yes

**Organiser name** John Smith

**Organiser email address** john.smith@nat.com

**Guest speakers**

**Guest speaker 1**

**Name** Marcus Pflippke

**Role and organisation** Head of marketing at Bristol Rugby FC

**Guest speaker 2**

**Name** Lillian Williams

**Role and organisation** HR at Bristol Rugby FC


**Stats**

**Is this a virtual event?** Yes

**Name of the website** [No host name]

**Number of affiliated members** 00

[Back to manage events](#)

London Bristol Manchester Birmingham  
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A cancelled event will have a grey box above the event name highlighting that it has been cancelled. Cancelled events can be accessed by an admin who has created or edited the event through their 'Manage events' page. They cannot be edited and viewing them is for reference purposes only.

## How can an admin manage ambassadors within the AAN portal?


### Admin view

## Administrator hub

Welcome to your Apprenticeship Ambassador Network administrator hub, where you can manage network events, ambassadors in your region and data on past activities.


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[Manage events](#)


Create and manage your upcoming events or look at previous events. 

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[Manage ambassadors](#)

Onboard ambassadors who have recently joined the network, or learn who has not been active or has left the network. 

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### Regional chair view

## Administrator hub

Welcome to your Apprenticeship Ambassador Network member administrator portal, where you can manage network events, ambassadors in your region and data on past activities.


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[Apprenticeship Ambassador Network portal](#)

Log in to your Apprenticeship Ambassador Network account and manage your membership.


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[Manage events](#)


Create and manage your upcoming events or look at previous events. 

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[Manage ambassadors](#)

Onboard ambassadors who have recently joined the network, or learn who has not been active or has left the network. 

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From the 'Administrator hub', you can click 'Manage ambassadors'. This will present you with a list of all ambassadors.



# Removing ambassadors

The screenshot shows the 'My apprenticeship' profile for Delilah Ingram. At the top, there's a navigation bar with 'GOV.UK' and 'My apprenticeship'. Below that, the user's name 'John Smith' and account settings are visible. The profile is for 'Delilah Ingram', a 'Technician Manager' at 'SE Jobs UK'. It lists 'My areas of interest', 'Why I wanted to join the network', and 'Employer information'. There are links to 'Connect with Delilah' via email and LinkedIn. A section titled 'Delilah's activities' shows a bar chart with 5 sign-ups to events and 2 sign-ups to research. Below this is a table of events she has signed up to. At the bottom, there is a 'Remove Delilah from the Network' section with a green button labeled 'Remove ambassador'.

**Remove Delilah from the Network**

You can remove Delilah as an ambassador from the Apprenticeship Ambassador Network.

[Remove ambassador](#)

To remove an ambassador from the network, you will need to navigate to their profile through the network directory.

From here you can review their activities over the last 12 months and their reasons for joining the network. If there has been a lengthy period of inactivity or a breach of the AAN code of conduct, you can click 'Remove ambassador' at the bottom of the screen.

The process of removal and period of inactivity are both determined at the discretion of the regional chair.



**GOV.UK** My apprenticeship

John Smith Account settings • Sign out

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

[Home](#) [My apprenticeship details](#) [Feedback on your training provider](#) [Help and support](#) [Apprenticeship Ambassador Network](#)

Manage ambassadors

## Remove ambassador

Use this form to remove **Delilah Ingram** from the Apprenticeship Ambassador Network.

If you are removing this person for breaching the network [code of conduct](#), please contact the central team.

**Reason for removing from the network?**

Inactivity

Breach of code of conduct

**Are you sure you want to remove this ambassador?**


Once you have removed an ambassador account, it cannot be restored. To apply to become a member again, the former ambassador must submit a new application using the portal.

Yes

[Remove ambassador](#) [Cancel](#)

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When removing an ambassador from the network, you will need to indicate whether this is through a prolonged period of inactivity or if they have breached the AAN code of conduct.

You will also need to tick the 'Yes' box before clicking 'Remove ambassador'. This two-step process minimises the chance of ambassadors being removed accidentally.

[Home](#) [My apprenticeship details](#) [Feedback on your training provider](#) [Help and support](#) [Apprenticeship Ambassador Network](#)


## You have successfully removed an ambassador from the network

**What happens next?**  
The ambassador will be notified that they've been removed from the network and their account is no longer active. If they want to re-join the network, they must sign up again to the portal.

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[Manage ambassadors](#)

See which ambassadors are new to the network, who hasn't been active or who has left the network.



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Once you have removed an ambassador from the network, you will be taken to this confirmation page. If an ambassador has been removed for inactivity, they will receive a notification advising them they have been removed. If the ambassador was removed for breaching the code of conduct, they will not receive a notification.

From this page, you can go directly to 'Manage ambassadors' to see who is new, who has been inactive and who has left the network.

How can I access data reporting?

Email [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk) if you want access to any reporting data related to AAN activities.