LearnWise

Case Study | June 2025

NPTC Group of Colleges Delivers Multi-Channel, Bilingual AI Support with LearnWise AI

Overview

NPTC Group of Colleges partnered with LearnWise AI to provide consistent, bilingual support across its digital platforms. By deploying an AI-powered assistant named Enfys, the college aimed to improve access to information for students, applicants, and staff while reducing the operational burden on internal teams.

Region: Europe
Student population: 27.000
LMS: Moodle
Other Platforms: Website; SharePoint
LearnWise product(s) implemented: AI Campus Support; AI Student Tutor

Context & Challenge

NPTC Group of Colleges serves a diverse learner population across multiple campuses and digital environments. Students, applicants, and staff accessed information through different platforms, including the public website, Moodle, and SharePoint. This created fragmentation, inconsistent information delivery, and increased pressure on support teams.

In addition, as a Welsh institution, NPTC required bilingual support in both English and Welsh to ensure accessibility and inclusivity across all services. The college required a solution that could:

- Provide consistent support across multiple digital channels.

- Deliver accurate bilingual responses in English and Welsh.

- Reduce repetitive enquiries handled by marketing, student services, and HR teams.

- Scale support without increasing staff workload.

Solution

NPTC Group of Colleges implemented LearnWise AI Campus Support, deploying a bilingual assistant named Enfys. The assistant was initially launched on the college website and later extended to Moodle and SharePoint, creating a unified support experience across platforms. Enfys was trained on institution approved content and configured to respond accurately in both English and Welsh, ensuring equal access to information for all users.

Key Components of the Implementation

- **Multi-Channel AI Support Assistant:** A single assistant delivered support across the website, Moodle, and SharePoint.

- **Bilingual Capability:** Enfys provided accurate responses in both English and Welsh.

- **Institution-Owned Knowledge Base:** The AI was trained using NPTC documentation and guidance to ensure accuracy and relevance.

- **24/7 Availability:** Support was accessible at any time, supporting learners and staff beyond office hours.

- **Insight and Analytics:** Interaction data provided visibility into common questions and areas for content improvement.

Outcomes

Following deployment, NPTC Group of Colleges observed clear benefits:
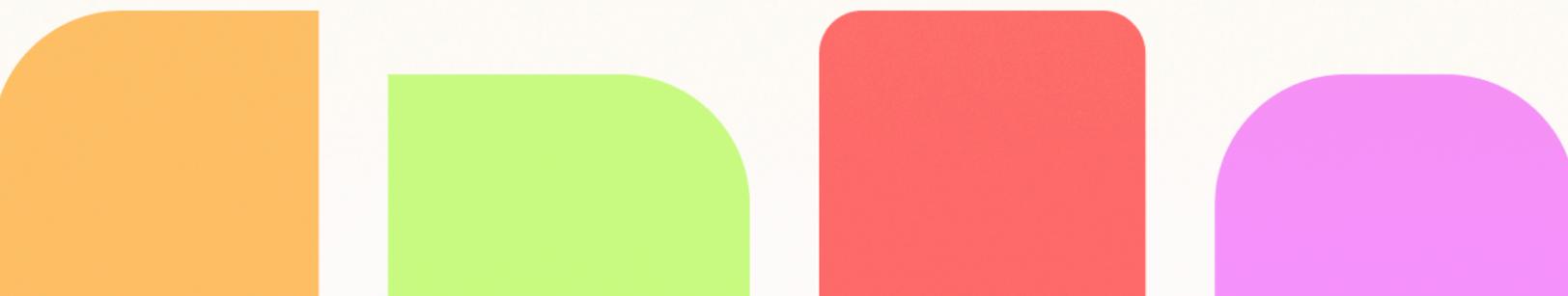
- **Improved Accessibility:** Students and staff accessed consistent support across platforms and in both Welsh and English.

- **Reduced Support Load:** 94.4% of all enquiries were resolved automatically, reducing pressure on marketing, HR, and student services teams.

- **Enhanced Insight:** Analytics highlighted common learner challenges and peak support periods, informing service improvements.

- **Positive Engagement:** High levels of interaction demonstrated trust and adoption across the college community.

Strategic Value

The NPTC case demonstrates how AI-powered support can:

- Enable inclusive, bilingual service delivery.

- Improve operational efficiency across further education institutions.

- Centralize fragmented support journeys into a single, trusted interface.

- Provide actionable insights into student and staff needs.

Building on the success of the initial deployment, NPTC Group of Colleges plans to expand its use of LearnWise by:

- Extending AI support into additional academic and library services.

- Developing personalised dashboards for staff to better understand student engagement.

- Using analytics to proactively identify areas where learners may require additional support.

- Further embedding AI into the digital learning environment to support student success across the learner journey.