

FRAMEWORK AGREEMENT SCHEDULE 2: PART A: GOODS AND SERVICES

1. INTRODUCTION

- 1.1 Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision of Apprenticeship Training and Related Services (RM3823). The Framework Agreement will comprise of twelve (12) Lots as detailed in paragraph 5 – Lot Descriptions. A Framework Agreement for the Lots will be awarded to multiple Suppliers as indicated in the Official Journal of the European Union (OJEU) Contract Notice.
- 1.2 The duration of the Framework is one (1) year with the right to extend for up to two (2) successive periods of 12 months, each at the option of the Authority.
- 1.3 The purpose of this Framework Schedule 2: Part A: Goods and Services is to provide a description of the Goods and Services that the Supplier shall be required to deliver to the Contracting Authorities under this Framework Agreement.
- 1.4 The Goods and Services required under this Framework Agreement and all standards set out in this Framework Agreement Schedule 2: Part A: Goods and Services may be refined (to the extent permitted and set out in Framework Schedule 5 (Call Off Procedure)) by a Contracting Authority during a Call Off Procedure to reflect its Service Requirements for entering a particular Call Off Contract.
- 1.5 The Framework is structured to offer Contracting Authorities flexibility and choice. It will be a matter of judgment for the Contracting Authority to decide which particular Lots and Goods and Services are most appropriate to meet their specific requirements and best deliver their business needs.
- 1.6 This Framework Agreement shall be managed centrally by the Authority. Contracting Authorities shall manage all Call Off Contracts with the Supplier.
- 1.7 The Authority does not warrant that each Contracting Authority will always use the Framework Agreement to purchase the goods and services or enter into a Call Off Contract.
- 1.8 Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Supplier. This Framework Agreement shall not restrict Contracting Authorities from acquiring similar, equal or like goods and services from other entities or sources.
- 1.9 No guarantee is given by the Authority in respect of the levels or aggregate value of the Goods and Services, which Contracting Authorities shall require the Supplier to provide during the Framework Agreement Period. Any levels or aggregate values of Goods and Services referred to in the Schedules are indicative only and shall not be binding on the Authority.

2. CONTRACTING AUTHORITIES

- 2.1 The Framework Agreement will be available for use by UK public sector bodies and any future successors to the organisations described in section VI.3 the OJEU Contract Notice.
- 2.2 Contracting Authorities that are funded by public money are at the front-line of public service delivery and under scrutiny to ensure they provide value for money and support the delivery of excellent public service. To do this it is important they have access to the right quality Apprenticeship Training and Related Services that align to their strategic goals and core purpose.

- 2.3 This Framework Agreement has been established to support public sector organisations in achieving their goals and targets by delivering a service that is set-up to source the best quality Apprenticeship training on the market in a cost effective, sustainable way.

3. BACKGROUND TO THE REQUIREMENT

- 3.1 Under the Apprenticeship Reforms, new Apprenticeship Standards will replace the old Specifications for Apprenticeship Standards in England (SASE) Frameworks.
- 3.2 A number of these new Apprenticeship Standards are already available for delivery; so at present there is a cross-over period where some new Apprenticeship Standards are being delivered alongside the SASE Frameworks. However, once a new Apprenticeship Standard is in place, the outdated SASE Framework which it replaces will be discontinued as soon as it is practical to do so.
- 3.3 Crown Commercial Service is working in collaboration with Civil Service Learning (CSL) to create a framework agreement with selected Education and Skills Funding Agency-registered apprenticeship training providers that supports public and third sector bodies to access training and apprenticeship services that meet UK standards.
- 3.4 In May 2017 the system for the funding and procurement of apprenticeship training changed with the introduction of the Apprenticeship Levy, which requires public sector employers with a pay bill over £3 million each year to make an investment in apprenticeships (0.5% of their annual pay bill).
- 3.5 Employers will access the funds through a Digital Apprenticeship Account (DAA) controlled by the Education and Skills Funding Agency (ESFA). The DAA is hosted on a system known as the digital Apprenticeship Service (AS). Each levy-paying employer has a virtual account equivalent in value to its contribution, minus an amount equivalent to the notional contribution for its employees that live in Scotland, Wales and Northern Ireland, plus a government top-up of 10%.
- 3.6 Funds in the Digital Account can only be used to cover the cost of apprenticeship training and end point assessment for apprenticeships undertaken in England. To access the funds employers will need to show, through the AS, that it has a contract for the delivery of a recognised apprenticeship, by a registered provider. For these purposes a registered provider is a training provider that appears on the ESFA Register of Apprenticeship Training Providers (RoATP).
- 3.7 Employers will inform the ESFA (through the Apprenticeship Standard) who their Apprentices are; the Training Provider will tell the ESFA who it is training for that particular employer. On the strength of this information the ESFA will then pay the Training Provider and subtract the relevant amount from the employer's DAA.
- 3.8 The Public Sector apprenticeship targets equate to 2.3% of starts each year based on the headcount of employees working for a body in England. This applies to public bodies with 250 or more employees.
- 3.9 The aim of this procurement is to secure a centralised Framework Agreement with selected ESFA registered Apprenticeship Training Providers who will work in effective partnership with participating organisations in providing access to a range of high quality training and related services; for the provision of a number of public sector commonly required core Apprenticeship Standards and Apprenticeship Frameworks.
- 3.10 Civil Service Learning (CSL) provides learning and development for all civil servants. Their curriculum covers the core skills that civil servants need to provide excellent public services.

- 3.11 CSL is acting on behalf of government departments to procure high quality Apprenticeship training and related services, which offer good value. Consistency of learning across all formats of learning is a priority for the Civil Service, to this end the Supplier shall be expected to work with the provider of the CSL core curriculum to make sure there is consistency of models used, so as to ensure that if an Apprentice is undertaking core curriculum learning or Apprenticeship training, they receive the same messages.
- 3.12 Call Off Contracts entered into under this Framework Agreement may be put in place by CSL as the Contracting Authority on behalf of departments, functions and professions or directly by departments, functions and professions.

OFFICIAL SENSITIVE

4. THE REQUIRED SERVICES

- 4.1 The Supplier shall be required to provide expertise in the development of Contracting Authorities Apprentices scheme. The service provision will include:
- Providing advice and guidance to ensure compliance with the new government Apprenticeship Levy;
 - The development, management, administration and delivery of a training curriculum that will lead to the award of an Apprenticeship related standard and/or qualification;
 - Ensuring robust, consistent and appropriate training processes are in place to support the development of Apprenticeships across the organisation;
 - The provision of an Individual Learner Record (ILR), a compliant online portal which allows for multiple levels of access, to enable authorised users (e.g. Apprentices, Contracting Authority line managers, employers, CSL, as appropriate), to log the progress of the training and development of the Apprentice throughout the scheme (Individual Learner Record); and
 - An End Point Assessment (EPA process that will lead to the award of a certificate of Apprenticeship by a third party certification body (which shall be a registered provider that appears on the ESFA RoATP).
- 4.2 The Supplier shall have the capability to support Contracting Authorities, as and when required, with the sourcing, selection and assessment, recruitment and administration of the Apprentices; including drafting job descriptions, attracting candidates, skills screening, long-listing and shortlisting, interview scheduling and references.
- 4.3 The Supplier shall have the capacity within its business and processes to fully meet the requirements at the anticipated volumes referred to throughout this specification from the Framework Agreement commencement date. There is no guarantee as to the volume of Apprentices to be processed, or the number of Contracting Authorities who will use this Framework.
- 4.4 The Supplier shall have the flexibility and scalability to be able to work with all Contracting Authorities, even during periods of peak demand and regardless of a Contracting Authorities size and value; whilst maintaining a high level of service delivery.
- 4.5 The Supplier shall support the future-proofing of the Framework Agreement through the flexibility to add new Apprenticeships Standards that are developed and published within the scope of the Framework Agreement throughout the duration of the Framework.

5. DESCRIPTION OF LOTS

5.1 This Framework Agreement comprises of twelve (12) Lots as follows:-

Lot 1 - Leadership and Management Apprenticeship Training and Related Services

The scope of Lot 1 will include the Apprenticeship Standards listed below, and any other Leadership and Management Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 3 Team Leader:

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/526930/Team_Leader_Supervisor.pdf

2.) Level 5 Operations / Departmental Manager:

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/549192/Operations_Departmental_Manager.pdf

Lot 2 - Project Management Apprenticeship Training and Related Services

The scope of Lot 2 will include the Apprenticeship Standards listed below, and any other Project Management Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 4 Associate Project Manager

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/

(A level 6 Degree Project/Programme/Portfolio Manager Apprenticeship Standard is currently under development and will be included within the scope of Lot 2).

Lot 3 - Operational Delivery Apprenticeship Training and Related Services

The scope of Lot 3 will include the Apprenticeship Standards listed below, and any other Operational Delivery Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 3 Operational Delivery Officer

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/384255/PUBLIC_SERVICE - Operational Delivery Officer standard- Final 081214.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/384255/PUBLIC_SERVICE_-_Operational_Delivery_Officer_standard-Final_081214.pdf)

Lot 4 - Human Resources Apprenticeship Training and Related Services

The scope of Lot 4 will include the Apprenticeship Standards listed below, and any other Human Resources Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 5 Higher Apprenticeship in Human Resource Management

Apprenticeship Standard link:

<http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR02609>

2.) Level 5 HR Consultant:

Apprenticeship Standard link:

https://www.govuk/government/uploads/system/uploads/attachment_data/file/455132/HUMAN_RESOURCES_HR_Consultant_Partner.pdf

3.) Level 3 HR Support:

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/455118/HUMAN_RESOURCES_HR_Support.pdf

(A Human Resources Advisor Apprenticeship Standard is currently under development and will be included within the scope of Lot 4).

Lot 5 - Finance and Tax Apprenticeship Training and Related Services

The scope of Lot 5 will include the Apprenticeship Standards listed below, and any other Finance and Tax Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 3 Assistant Accountant:

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/517363/Assistant_Accountant_Apprenticeship_Standard.pdf

2.) Level 4 Professional Accounting / Taxation Technician:

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411728/ACCOUNTANCY - Professional AccountingTax Technician.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411728/ACCOUNTANCY_-_Professional_AccountingTax_Technician.pdf)

3.) Level 7 Professional Accountant

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411728/ACCOUNTANCY - Professional AccountingTax Technician.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411728/ACCOUNTANCY_-_Professional_AccountingTax_Technician.pdf)

Lot 6 - Higher Level Digital Apprenticeship Training and Related Services

The scope of Lot 6 will include the Apprenticeship Standards listed below, and any other Higher Level Digital Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 6 Digital and technology solutions professional degree:

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411741/DIGITAL INDUSTRIES - Digital Technology Solutions Professional.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411741/DIGITAL_INDUSTRIES_-_Digital_Technology_Solutions_Professional.pdf)

(A Level 7 Digital and Technology Masters Standard is currently under development and will be included within the scope of Lot 6 along with any additional Higher Level Digital Standards, including those covering Cyber and Data that are approved for delivery and published).

Lot 7 – Digital Apprenticeship Training and Related Services

The scope of Lot 7 will include the Apprenticeship Standards listed below, and any other Digital Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 4 Software Developer

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/499740/Standard Software Developer.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/499740/Standard_Software_Developer.pdf)

2.) Level 4 Network Engineer

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/499736/Standard Network Engineer.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/499736/Standard_Network_Engineer.pdf)

3.) Level 4 Data Analyst

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/510127/Standard Data Analyst.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/510127/Standard_Data_Analyst.pdf)

4.) Level 4 Cyber Security technologist

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/510119/Standard_Cyber_Intrusion_Analyst_FINAL.pdf

5.) Level 4 Cyber intrusion analyst

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/510119/Standard_Cyber_Intrusion_Analyst_FINAL.pdf

6.) Level 2 and Level 3 IT application specialist Framework:

Apprenticeship Standard link:

<http://www.afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03901>

7.) Level 2, 3 and 4 IT Software, Web, Telecoms Professionals Frameworks

Apprenticeship Standard link:

<http://www.afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03900>

8.) Level 4 IS Business Analyst

Apprenticeship Standard link:

<https://www.gov.uk/government/publications/apprenticeship-standard-is-business-analyst-approved-for-delivery>

(A Level 3 Digital Business Administration as well as additional Cyber and Data Standards at various levels are currently under development and will be included within the scope of Lot 7).

Lot 8 - Customer Service Apprenticeship Training and Related Services

The scope of Lot 8 will include the Apprenticeship Standards listed below, and any other Customer Service Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 2 Customer Service Practitioner:

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/455236/CUSTOMER_SERVICE_Customer_Service_Practitioner.pdf

2.) Level 3 Customer Service Specialist:

Apprenticeship Standard link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/576199/Customer_Service_Apprenticeship_Standard.pdf

3.) Level 3 Customer Service Framework:

Apprenticeship Standard link:

<http://www.afo.sscalliance.org/frameworks-library/index.cfm?id=FR03937>

Lot 9 – Commercial Apprenticeship Training and Related Services

The scope of Lot 9 will include the Apprenticeship Standards listed below, and any other Commercial Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 4 Public Sector Commercial Professional:

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411704/PUBLIC_SECTOR - Public Sector Commercial Professional.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411704/PUBLIC_SECTOR_-_Public_Sector_Commercial_Professional.pdf)

Lot 10 - Higher Level Leadership and Management Apprenticeship Training and Related Services

The scope of Lot 10 will include the Apprenticeship Standards listed below, and any other Higher Level Leadership and Management Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 6 Chartered Manager Degree Apprenticeship

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/447559/Chartered Manager Degree Apprenticeship .pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/447559/Chartered_Manager_Degree_Apprenticeship_.pdf)

(A Level 7 Masters Senior Leader Apprenticeship Standard is currently under development and will be included within the scope of Lot 10).

Lot 11 - Business and Administration Apprenticeship Training and Related Services

The scope of Lot 11 will include the Apprenticeship Standards listed below, and any other Business and Administration Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 3 Business Administrator:

Apprenticeship Standard link:

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/525736/L3 Business Admin Standard.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/525736/L3_Business_Admin_Standard.pdf)

2.) Level 2 and 3 Business Administration Framework:

Apprenticeship Standard link:

<http://www.afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03845>

3.) Level 4 Business Administration Framework:

Apprenticeship Standard link:

<http://www.afo.sscalliance.org/frameworks-library/index.cfm?id=FR03990>

(A Level 4 Policy Apprenticeship Standard is currently under development and will be included within the scope of Lot 11).

Lot 12 – Property Apprenticeship Training and Related Services

The scope of Lot 12 will include the Apprenticeship Standards listed below, and any other Property Apprenticeship Standards that are approved for delivery and published, and any new Apprenticeship Standards that are delivered and published, providing they fall within the broad heading of this Lot.

1.) Level 3 Surveying Technician

Apprenticeship Standard link:

<https://www.gov.uk/government/publications/apprenticeship-standard-surveying-technician>

2.) Level 6 Chartered Surveyor

Apprenticeship Standard link:

<https://www.gov.uk/government/publications/apprenticeship-standard-chartered-surveyor>

3.) Level 3 Facilities Management Supervisor

Apprenticeship Standard link:

<https://www.gov.uk/government/publications/apprenticeship-standard-facilities-management-supervisor>

(Any additional Surveying and Property Apprenticeship Standards that are approved for delivery and published will be included in scope of Lot 12, this will include Facilities Management in Levels 4 and 6).

5.2 The Supplier shall have upon commencement of the Framework Agreement, and retain throughout the Framework Period, either:

- 5.2.1. Ofsted Grade 1 or Grade 2 'overall effectiveness' quality standards as specified in the Common Inspection Framework through (in order of preference): Ofsted inspections, or externally moderated Self-Assessment Reports or External Verification reports from Awarding Bodies. OR
- 5.2.2. Ofsted Grade 3 'Overall Effectiveness' and 'Grade 1 or Grade 2 'effectiveness of Apprenticeship provision'.
- 5.2.3. Higher Education Institutions must be operating successfully under the formal recognised Quality Assurance Agency for higher education (QAA) arrangements, awarding body and professional body membership.
- 5.2.4. The Supplier shall notify the Authority immediately if they fall below the mandatory Ofsted grade requirements and or when they fail to comply with the QAA arrangements.

6. ADDITIONAL SERVICES – NON MANDATORY

- 6.1 This paragraph describes the non-mandatory additional service requirement that the Supplier may fulfil as part of the delivery of the Framework Agreement.
- 6.2 The Supplier shall be flexible in providing any relevant additional services that fall within the scope of the requirements of the Framework Agreement and which Contracting Authorities may require to deliver their Apprenticeships schemes.
- 6.3 The additional services shall include, but not limited to the following:
- Enrolment, induction, prior assessment, initial diagnostic testing or similar activity.
 - Off-the-job training delivered only by distance learning, although the Supplier may include online and other blended learning activity as part of the delivery of an Apprenticeship.
 - Any training, optional modules, educational trips or trips to professional events in excess of those required to achieve the Apprenticeship framework or meet the knowledge, skills and behaviours of the Apprenticeship standard. This includes training solely and specifically required for a licence to practice.
 - Registration and examination (including certification) costs associated with a licence to practise. This applies even where a licence is specified in the Apprenticeship Standard and assessment plan.
 - Registration and examination, including certification costs, for non-mandatory qualifications (qualifications that are not specifically listed in the standard).
- 6.4 Full details of the precise details of any additional service(s) required, will be given by the Contracting Authority at Call Off to enable agreement of any associated costs.

7. ESTIMATED ANNUAL VOLUMES

7.1 This section provides indicative estimated annual volumes of assessments for Central Government departments throughout the duration of this Framework Agreement. The Authority provides no guarantees in respect of the estimates, as follows:

Lot	Level and Standard	Estimated Annual Volumes
Lot 1 - Leadership & Management	Level 3 Team Leader	700
	Level 5 Operations / Departmental Manager	450
Lot 2 - Project Management	Level 4 Associate Project Manager	110
Lot 3 - Operational Delivery	Level 3 Operational Delivery Officer	6000
Lot 4 - Human Resources	Level 5 HR Consultant	50
	Level 5 Higher Apprenticeship in Human Resources Management	
	Level 3 HR Support	50
Lot 5 - Finance and Tax	Level 3 Assistant Accountant	50
	Level 4 Professional Accounting / Taxation technician	50
	Level 7 Professional Accountant	50
Lot 6 – Higher Level Digital	Level 6 Digital and technology solutions professional degree	100
Lot 7 - Digital	Level 4 Software Developer Level 4 Network Engineer Level 4 Data analyst Level 4 Cyber Security technologist Level 4 Cyber intrusion analyst Level 2 and Level 3 IT application specialist Framework Level 2, 3 and 4 IT Software, Web, Telecoms Professionals Frameworks Level 4 IS Business Analyst	650
Lot 8 - Customer Service	Level 2 Customer Service Practitioner Level 3 Customer Service Specialist Level 3 Customer Service Framework	400
Lot 9 - Commercial	Level 4 Public Sector Commercial Professional	50
Lot 10 - Higher Level Leadership and Management	Level 6 Chartered Manager Degree Apprenticeship	150
Lot 11 - Business and Administration	Level 3 Business Administrator Level 2 Business Administration Framework Level 3 Business Administration Framework Level 4 Business Administration Framework	3000
Lot 12 – Property	Level 3 Surveying Technician Level 6 Chartered Surveyor Level 3 Facilities Management Supervisor	80

7.2 The Supplier shall be able to deal with large volumes immediately from the Framework Agreement commencement date and shall have capacity to enrol, contact and allocate a programme tutor at the point of receipt.

8. LOCATIONS

- 8.1 The paragraph describes the coverage of the service provision.
- 8.2 The requirement is a UK wide service provision, either directly by the Supplier, or with the assistance of training providers sub-contracting to the main Training Provider, Full details of the precise details of any additional service(s) required, will be given by the Contracting Authority at Call Off.
- 8.3 There may be some requirements for overseas services, and the Supplier shall ensure they are able to meet those requirements fully throughout the duration of the Framework Agreement.
- 8.4 The Supplier shall be required to deliver training and manage the funding administration in accordance with the funding rules within the devolved administrations, either directly, or through Training Providers registered in the devolved administration.
- 8.5 The Supply shall offer a varied method of the training delivery depending on the type of Apprenticeship and the Contracting Authorities requirements, this shall include digital, fully flexible models of support, face-to-face teaching in regional centres or on government estate, workplace learning, classroom, workshops, and action learning sets or a combination. Full details of the precise details of any additional service(s) required, will be given by the Contracting Authority at Call Off.
- 8.6 The Supplier shall ensure adherence to the requirement that Apprentices should not have to travel more than 2 hours for any face-to-face learning, unless otherwise agreed exceptionally with the Authority.

9. MANDATORY SERVICE REQUIREMENTS FOR ALL LOTS

- 9.1 This paragraph provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the service delivery requirements of this Framework Agreement. It is important that Suppliers take time to fully understand this important part of the service delivery requirement. All mandatory requirements (a to o) shall be required to commence from the implementation of the Call Off Contract with the Contracting Authority.
 - a) Implementation Requirements
 - b) Statutory Requirements
 - c) Service Delivery Requirements
 - d) Apprentice Service Delivery Requirements
 - e) Digital Requirements
 - f) End Point Assessment (EPA) Requirements
 - g) Assurance Management Systems Requirements
 - h) Data Security Requirements
 - i) Security Vetting / Clearance Requirements
 - j) Confidentiality Agreement Requirements
 - k) Account Management Requirements
 - l) Customer Support Service Requirements
 - m) Complaints Handling Requirements
 - n) Funding, Invoicing and Payment Requirements
 - o) Management Information and Data Reporting Requirements

10. IMPLEMENTATION – MANDATORY REQUIREMENTS

- 10.1 This paragraph describes the mandatory implementation requirements the Supplier shall fulfil as part of the delivery of the Framework Agreement.
- 10.2 Contracting Authorities have differing implementation timescales based on the volume of their requirements. Full details of the precise timings of implementation service(s) required will be given by the Contracting Authority at Call Off to enable agreement between both parties.
- 10.3 The Supplier shall provide a named Implementation Manager(s) to the Contracting Authorities prior to Call Off contract commencement date.
- 10.4 The Supplier shall work with Contracting Authorities during mobilisation to instigate an implementation plan. During implementation of the plan and whilst setting up operations, the Supplier shall be required to demonstrate a full understanding of the requirement and the ability to deliver the service provision within agreed timescales.
- 10.5 The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Contracting Authorities are not compromised, particularly during times of peak demand.

11. STATUTORY REQUIREMENTS – MANDATORY REQUIREMENTS

- 11.1 This paragraph describes the mandatory statutory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 11.2 The Supplier shall be registered on the Education and Skills Funding Agency (ESFA) Register of Apprenticeship Training Providers (RoATP) via the main application route and shall deliver the services in accordance with Apprenticeship funding and performance-management rules for Training Providers. Further information can be found at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/562442/Apprenticeship_funding_rules_May_2017_to_March_2018_EMPLOYER_DOC.pdf
<https://www.gov.uk/government/publications/apprenticeship-funding-and-performance-management-rules-2017-to-2018>
- 11.3 The Supplier shall have in place a financial strategy that is simple, clear and in line with Department for Education (formerly BIS/ESFA) funding rules. The full DfE rules can be found at: [apprenticeship-funding-from-may-2017](#)
The Supplier, in agreement with the Contracting Authority, shall select an organisation to deliver the End Point Assessment (EPA) (from the Register of Apprentice Assessment Organisations (RoAAO)). The list can be found at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/594054/Register-List_of_Organisations-Feb2017.csv/preview
- 11.4 Without prejudice to the generality of Clause 36.1 (Compliance with Law), of Attachment 4 Framework Agreement, the Supplier shall comply with, and consent in writing to audits in respect of, all current and future applicable aspects of relevant legislation, including but not limited to:
 - Data Protection Act 1998
<http://www.legislation.gov.uk/ukpga/1998/29/contents>
 - Human Rights Act 1998
<http://www.legislation.gov.uk/ukpga/1998/42/contents>
 - Freedom of Information Act 2000

<http://www.legislation.gov.uk/ukpga/2000/36/contents>

- The Welsh Language Act 1993 & Measures 2011
<http://www.legislation.gov.uk/ukpga/1993/38/contents>
<http://www.legislation.gov.uk/mwa/2011/1/contents/enacted>
- Safeguarding Vulnerable Groups Act 2006
<http://www.legislation.gov.uk/ukpga/2006/47/contents>
- Employment Rights Act 2002
<http://www.legislation.gov.uk/ukpga/2002/22>
- Equality Act 2010
<http://www.legislation.gov.uk/ukpga/2010/15/contents>
- Public Sector Equality Duty (2011) compliance

OFFICIAL SENSITIVE

12. SERVICE DELIVERY – MANDATORY REQUIREMENTS

- 12.1 This paragraph describes the service delivery requirements that the Supplier shall fulfil as part of the delivery of the Framework Agreement.
- 12.2 The Supplier shall allow sufficient flexibility in the delivery model to take account of any changes made as a result of the introduction of the Apprenticeship Levy in April 2017 and the periodic Apprenticeship Standard Reviews.
- 12.3 The Supplier shall work in partnership with Contracting Authorities to ensure that robust, consistent and appropriate management, training and administrative processes are in place to support the development and delivery of Apprenticeships programmes across the organisation.
- 12.4 The Supplier shall develop and deliver high quality training throughout the duration of the Apprenticeship programme. This will include, and shall not be limited to, all elements defined in the published Apprenticeship Standards and or Apprenticeship Frameworks covering the relevant knowledge, skills, personal behaviours, competence, functional skills, employment rights and responsibilities and personal learning and thinking skills.
- 12.5 The Supplier shall ensure that the training programme content is relevant, technically accurate, engaging and up-to-date and is regularly refreshed to align with any changes to the Apprenticeship Standards.
- 12.6 The Supplier shall maintain the flexibility to bespoke, contextualise and/or package the Apprenticeship learning to suit the specific needs of the Apprentice and meet with Contracting Authorities requirements. In all cases the integrity of the learning outcome to the relevant standard or framework shall be maintained.
- 12.7 The Supplier shall provide a consistent Apprentice learning experience to Contracting Authorities and devolved administrations, which will include mapping the provision to ensure all Apprentices are receiving the same quality of training.
- 12.8 The Supplier shall provide a dedicated Apprenticeship co-ordinator supported by a learner tracking system, as a mandatory minimum for each of the Lots.
- 12.9 The Supplier shall maintain Individual Learner Records (ILR) that comply with the Skills Funding Agency requirements.
- 12.10 The Supplier shall have in place a clear process and schedule for the payment of each element of the Apprenticeship and End Point Assessment (EPA).
- 12.11 The Supplier shall provide an overview detailing the following, at the commencement of the Framework Agreement:
- end to end process for the Apprenticeship pathway; and
 - roles and responsibilities of the Supplier; and
 - roles and responsibilities of the Contracting Authorities.
- 12.12 The Supplier shall effectively market Apprenticeships, in accordance with Contracting Authorities needs and aligned to their marketing strategies, so as to ensure that target volumes are delivered.

13. APPRENTICE SERVICE DELIVERY – MANDATORY REQUIREMENTS

- 13.1 This paragraph describes the mandatory Apprentice service delivery requirements that the Supplier shall fulfil in as part of the delivery of the Framework Agreement.
- 13.2 The Supplier shall ensure all Contracting Authorities supporting Apprentices are provided the relevant learning and a period of consolidation / observation to assure competence.
- 13.3 The Supplier shall carry out a full, robust initial assessment to ensure that Apprentices are on the right programme and at the right level for Apprentice.
- 13.4 The Supplier shall identify relevant needs for reasonable adjustment at the point of application for the Apprenticeship. The Contracting Authority will have responsibility for meeting these needs in the workplace.
- 13.5 The Supplier shall provide a detailed timetable of support, including Information, Advice and Guidance (IAG) for each Apprentice setting out a plan for each individual Apprenticeship pathway. The Supplier shall ensure IAG continues throughout the Apprenticeship programme to help keep the Apprentice on track and aware of what they need to do to progress.
- 13.6 The Supplier shall deliver a face to face induction for Apprentices and line managers within the first week of the Apprenticeship and register all Apprentices for their Apprenticeship and qualifications and provide each with an Independent Learning Plan in line with DfE (BIS/ESFA) guidance and rules.
- 13.7 The Supplier shall allocate specific support to each Apprentice, in the form of a programme tutor, from enrolment on the Apprenticeship through to End Point Assessment (EPA) qualification. The Supplier shall have in place a process to ensure the consistency and the quality of the line manager support provided.
- 13.8 The Supplier shall ensure that coaches, programme tutors and trainers demonstrate a high level of competence, relevant experience of the Apprenticeship programme requirements and that their Apprenticeship subject area knowledge is kept up-to-date.
- 13.9 The Supplier shall ensure all coaches have a professional qualification and a minimum of 2 years' experience in a role related to the Apprenticeship subject area and can provide Contracting Authorities with the relevant curriculum vitae as evidence.
- 13.10 The Supplier shall provide training and consolidation for all programme tutors to ensure consistency of approach and knowledge levels.
- 13.11 The Supplier shall have in place an effective quality assurance process, which includes monitoring and reviewing coach, programme tutor and trainer performance.
- 13.12 The Supplier shall conduct interim and formal progress reviews with the Apprentice and with input from trainers, assessors and Contracting Authorities employers, this shall not be limited to;
- Organising a schedule of regular progress review meetings. The format and frequency of reviews will be agreed with the Contracting Authorities;
 - Involving the Apprentice and the workplace supervisor in the reviews;
 - Identifying progress for learning aims – both to date and between reviews;
 - Reflecting on and recording progress made towards the Apprentice's learning goals;
 - Reviewing the Apprentice's Individual Learning Plan and monitoring the achievement of agreed milestones;
 - Agreeing and recording actions and targets between reviews;

- Monitoring and tracking the Apprentice's progress to ensure they are meeting their targets and identify at an early stage those Apprentices requiring additional support and amending the training plan accordingly;
- Ensuring the workplace supervisor is involved throughout the Apprentice learner journey and the assessment of the Apprentice suitability for entry into the 'Gateway';
- Assessing that an Apprentice has reached the 'Gateway' and determine the Apprentice's readiness for the End Point Assessment (EPA); and
- Ensuring the Apprentice and the workplace supervisor have a copy of the record of the reviews.

13.13 The Supplier shall provide a range of formal and informal feedback mechanisms to evaluate both the employer and Apprentice satisfaction levels, so as to measure the success of the programme and the experiences of the Apprentices

13.14 The Supplier shall use the employer and Apprentice feedback to reflect back on future programmes to enable continuous improvement in the Apprenticeship programme.

13.15 The Supplier shall have in place a robust strategy to ensure quality and consistency throughout the support and assessment of the Apprenticeships. This will include the delivery of a fully supported digital Apprenticeship utilising web-based content, Contracting Authorities departmental communication systems, telephone and email.

13.16 The Supplier shall oversee the process of moving Apprentices between Contracting Authority departmental postings where necessary.

14. DIGITAL DELIVERY – MANDATORY REQUIREMENTS

14.1 This paragraph describes the mandatory digital delivery requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.

14.2 The Supplier shall deliver a digital, fully flexible model of support to Apprentices to develop and improve their skills and abilities to enable them to meet the Apprenticeship Standard and or SASE Framework within the terms of their Apprenticeship agreement.

14.3 The Supplier shall ensure that the digital 'online' Apprenticeship system build meets the Digital by Default Service Standard, details of which can be found at: <https://www.gov.uk/service-manual/digital-by-default>

14.4 The Supplier will ensure that any training is compatible with IT standards of Government departments as specified in the Government Digital Service Standard 10 (or any successor standard).

14.5 The Supplier shall work with Contracting Authorities to ensure the user experience for Apprenticeship learning feels seamless. Once the Apprenticeship has started, the Apprentice may access their learning via the Suppliers Learning Management System (LMS), which will be required to be compatible with Contracting Authority IT systems.

14.6 The Supplier shall ensure that their LMS can be modified to meet the specific Information Technology (IT) requirements of individual Contracting Authorities. Details shall be defined within a Contracting Authority's Call Off Contract, established under this Framework Agreement.

14.7 The Authority recognises that it needs to ensure that its ICT products and services can be used by everyone (who is designated as an authorised user), whether Contracting Authorities internal staff or external customers from a population of the widest range of characteristics and capabilities.

- 14.8 In order to achieve this, the Authority has adopted the European Standard 'EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe' (which includes extending the Web Content Accessibility Guidelines 2.0, success criterion AA (WCAG v2 AA) to non-web systems) as the minimum accessibility standard.
- 14.9 The Supplier shall not be required to achieve the EN301 549 standard, however the LMS system must have functionality to meet key accessibility elements of the standard and this must be evidenced to the Authority. This may need to be achieved through the use of hardware and/or software being added or connected to a system that increases accessibility for an individual.

15. END POINT ASSESSMENT (EPA) – MANDATORY REQUIREMENTS

- 15.1 This paragraph describes the mandatory End Point Assessment (EPA) requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 15.2 The Supplier, in agreement with the Contracting Authority, shall select an organisation to deliver the End Point Assessment (EPA) (from the register of Apprentice assessment organisations (RoAAO). The list can be found at:
<https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>
- 15.3 The Supplier shall ensure that the registered assessment organisation and the assessor is independent of, and separate from, the training provided by the Supplier and Contracting Authority employer.
- 15.4 The Supplier shall ensure the Apprentice undergoes an End Point Assessment (EPA) at the very end of the on-programme phase of training when the Contracting Authority employer and Supplier are satisfied that they have met the "Gateway" criteria to undertake the assessment.
- 15.5 The Supplier shall ensure the End Point Assessment (EPA) is conducted in accordance with the requirements set out in the assessment plan that accompanies each Apprenticeship Standard.
- 15.6 The Supplier shall ensure transparency around costs and Service Level agreements for the touch points in the End Point Assessment (EPA) pathway. This will include a full library of products and the timeline and process for issuing. This library will include, but is not limited to, the following:
- an induction programme;
 - an Apprentice handbook;
 - a line manager guide;
 - a detailed summary of the delivery model;
 - a detailed summary of the Apprenticeship learner journey process;
 - a detailed summary of the costing model; and
 - a detailed summary of the payment process
- 15.7 The Supplier shall provide a robust assessment process for assessment of the Apprenticeship Standard and any related qualifications and this shall include but is not limited to, the following:

- Defining the cost of the End Point Assessment (this will clarify what proportion of overall costs are charged by the Training Provider for their services and the End Point Assessment respectively);
- Providing assessment criteria/guidance at the start of the Apprenticeship for Apprentices and line managers to work with;
- Providing training to ensure quality, standardisation and consistency for all End Point Assessment (EPA) panel members;
- Giving the Apprentice at least one month advance notification of their assessment appointment, to enable them to prepare;
- Assessing all individuals who have embarked on their Apprenticeship no later than 8 weeks from the end of their Apprenticeship period;
- Conducting the assessment in the Apprentices 'home' office location where possible, or as a minimum regionally;
- Wherever possible undertake multiple assessments in a single day in order to maximise delivery and minimise costs;
- Notifying outcomes of the assessment in one of the following categories: Pass, Distinction, or Fail, by applying the criteria for each category as set out in the standards document;
- Conveying the overall markings to individuals as a % rating, in addition to the category above;
- Providing a meaningful written narrative containing detailed feedback for each assessment which will be provided to both the Apprentice and their Line Manager within one week of the assessment taking place. The feedback must indicate any areas that need to be addressed by individuals who fall into the Fail category; and
- Allowing flexibility for any adjustments in the assessment standards and for these to be reflected in the assessment process itself should that standard change for any reason.

16. ASSURANCE MANAGEMENT SYSTEMS – MANDATORY REQUIREMENTS

16.1 This paragraph describes the assurance management systems the Supplier shall have in place at all times for the duration of this Framework Agreement, and the term of any Contracting Authorities Call Off contract. Please refer to Clause 13 (Standards) of the Framework Agreement.

16.2 The Supplier shall comply with the relevant standards and their successors for the scope of the Goods and Services delivered, throughout the duration of this Framework Agreement, and the term of any Contracting Authorities Call Off Contract, including but not limited to the following:

(a) Service Management Standards

- (i) A Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent. BS EN ISO 9001 "Quality Management System" standard or equivalent.
- (ii) ISO 10007 Quality management systems – Guidelines for configuration management or equivalent.

- (iii) BS25999-1:2006 Code of Practice for Business Continuity Management and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans or equivalent.
 - iv) OHSAS 18001 Occupational Health and Safety Management System or equivalent.
- (b) Environmental Standards
- (i) An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.
- (c) Cyber Standards
- (i) A UKAS certified Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent. ISO 27001 Information Security Management standard or equivalent.
 - (ii) Cyber Essential Scheme certification. The requirements which can be located at:
<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

17. DATA SECURITY – MANDATORY REQUIREMENTS

- 17.1 This paragraph describes the mandatory security requirements that the Supplier shall have in place to deliver the Framework Agreement throughout the duration of this Framework.
- 17.2 The Supplier shall read Attachment 4 Framework Agreement in conjunction with this Attachment 4a and Security Management Schedule 23.
- 17.3 The Supplier shall ensure that the implementation of security controls and how they shall comply to CESG BC and HMG Security Policy Framework, as detailed at the link below and Industry best practice, is documented, with associated security policies and standards:
<https://www.gov.uk/government/publications/security-policy-framework>
- 17.4 The Supplier shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the first Call Off contract. Cyber Essential Scheme requirements can be located at:
<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>
- 17.5 The Supplier shall ensure that prior to hosting Contracting Authorities information and Data and annually thereafter that they will undertake annual Check Assurance with a CESG approved provider. Further information on CESG penetration testing can be found at:
<https://www.cesg.gov.uk/articles/using-check-provider>
<https://www.cesg.gov.uk/scheme/penetration-testing>
- 17.6 The Supplier shall ensure that Contracting Authorities information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Contracting Authorities' requirements.
- 17.7 The Supplier shall have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Contracting Authorities' requirements.
- 17.8 The Supplier shall ensure that any suspected or actual security breaches are reported to Contracting Authorities representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.
- 17.9 The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.
- 17.10 The Supplier shall provide secure solutions that comply with any restrictions or requirements arising out of Contracting Authorities' security policies. This shall include, but not be limited to:
- Cyber Essentials Scheme Basic Certificate;
 - CESG CHECK Accreditation;
 - BS EN ISO 9001 or agreed equivalent; and
 - ISO 27001 Information Security Management or agreed equivalent.
 - HMG Baseline Personnel Security Standard

- 17.11 The Supplier shall not charge a premium to Contracting Authorities for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance and in writing by Contracting Authorities.
- 17.12 The Supplier, their subcontractors and any third party suppliers assured as part of the service, shall show that they are compliant with ISO 27001 Information Security Management with respect to all of the services they shall offer. Any such subcontractors or third parties will be required to have their own security operating procedures that shall be made available to Contracting Authorities to provide assurance of data security.
- 17.13 The Supplier shall ensure that Contracting Authority's information and Data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the Framework Agreement and any Call Off Contract.
- 17.14 The Supplier shall be cognisant of supporting HMG compliance with EU data protection legislation/regulation throughout the life of the Framework Agreement and any Call Off Contracts.
- 17.15 The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Data security and confidentiality requirements, as detailed in the Framework Agreement and any Call Off Contract.

18. SECURITY VETTING / CLEARANCE – MANDATORY REQUIREMENTS

- 18.1 This paragraph describes the mandatory security vetting / clearance requirements that the Supplier shall fulfil in its entirety as part of the delivery of this Framework Agreement, in line with the Cabinet Office Security Policy Framework (SPF). Full details of the Cabinet Office SPF can be viewed via the link below:
- <https://www.gov.uk/government/collections/government-security>
- 18.2 The Supplier shall have in place security clearance which meets the differing requirements of the Contracting Authorities, and shall ensure full compliance with the standards set out in the following link:
- <https://www.gov.uk/government/publications/hmg-personnel-security-controls>
- 18.3 The Supplier shall present evidence to enable the Authority to assure the service compliance against the personnel and physical security requirements defined in Attachment 4: Framework Agreement Terms and Conditions, Schedule 23 clause 27 (Provision and Protection of Personal Data);
- 18.4 Where a Supplier delivers all or part of the Service from a Contracting Authority's site, the Supplier shall comply with the specific Contracting Authority's personnel and physical security requirements.
- 18.5 In addition, where an employee of the Supplier is undertaking a security critical function it may be appropriate to have Security Check (SC) clearance. The requirement for this more robust screening shall be agreed with the Contracting Authority's security representative.
- 18.6 The Supplier shall maintain appropriate staff records for all Supplier Personnel who are involved in activities related to delivery of the products and services within the scope of this this Framework Agreement, in line with the Framework Agreement Schedule 2 Part A: Goods and Services and shall make this data available to Contracting Authorities upon request.

- 18.7 The Supplier shall ensure that all employees and key representatives of the Supplier working on the Framework Agreement and/or Call Off Contracts shall comply with the Contracting Authority's security clearance requirements.
- 18.8 The Supplier shall ensure that Supplier Personnel provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006) and the Supplier shall maintain a copy of such evidence. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
- 18.9 The Contracting Authority reserves the right, to review its Security Checking procedure throughout the duration of the Framework Agreement and may require all Supplier employees and all Sub Contractors engaged to provide the Services to have obtained either National Security Vetting clearance or a full criminal records disclosure;
- 18.10 The Supplier shall not charge for the costs of the above. The Authority accepts no liability for costs incurred in the process of obtaining such disclosure certification.
- 18.11 Contracting Authorities may perform audits which may include checking compliance with the security requirements above and/or the additional requirements specified by the Contracting Authority and as mandated by HM Government.

19. CONFIDENTIALITY AGREEMENT – MANDATORY REQUIREMENTS

- 19.1 This paragraph describes the confidentiality mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 19.2 The Supplier shall ensure that each of its employees and subcontractors are briefed on organisational security procedures and the provisions of the Official Secrets Act 1911-1989 and are required to sign a Confidentiality Agreement that affirms that they understand the provisions of the Official Secrets Act and the consequences of a breach of it. This will be supplied following notification of award of the Framework Agreement and shall be signed on an individual basis prior to any work being undertaken. Suppliers' employees and subcontractors must not disclose any privileged information they may come across in the course of their work.
- 19.3 The Supplier shall ensure that line managers maintain the standards of security expected and brief employees about the protection of assets and processes under their control. In particular, the Supplier shall or identify potential difficulties or conflicts of interests among employees and report any concerns to the appropriate Contracting Authority.

20. ACCOUNT MANAGEMENT – MANDATORY REQUIREMENTS

- 20.1 This paragraph describes the account management mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 20.2 The Supplier shall within five (5) days of signing the Framework Agreement send to the Authority's email address the name and contact details (including email address and telephone number) of the Account Manager for this Framework Agreement. The nominated Account Manager shall have a minimum of two (2) years relevant industry experience.
- 20.3 The Supplier shall also ensure that a Deputy Account Manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Authority prior to any period of the Account Manager's unavailability and

absence. The Supplier shall ensure that the Deputy Account Manager has the same powers, authority and discretion as the Account Manager.

- 20.4 The Supplier shall, when required, support the Contracting Authorities in providing recommendations in relation to the Goods and Services provided, improve value for money, answering queries, dealing with complaints and technical support.
- 20.5 The Account Manager shall be security cleared to the Contracting Authorities stated level in advance prior to the Call Off Contract commencement date. The Supplier shall provide a consistent Account Management support function across Contracting Authorities regardless of size and scope.
- 20.6 The Supplier shall within five (5) days of signing a Call Off Contract provide the Contracting Authorities, if required, with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Contracting Authority. This shall be agreed prior to the Supplier and Contracting Authority entering into a Call Off Contract.
- 20.7 If a change of Account Management personnel is required the Supplier shall inform the Authority and Contracting Authorities of the change at least one (1) month prior to the change taking effect. The Supplier shall ensure a suitable handover period is included in any change of personnel.
- 20.8 The Supplier shall be required to provide and maintain a dedicated customer service team which will act as the first point of contact and focal point for all enquiries from Contracting Authorities.
- 20.9 The Supplier shall be responsible for ensuring that all enquiries received from Contracting Authorities are dealt with and resolved in accordance with agreed Key Performance Indicators.
- 20.10 The Supplier shall be required to undertake visits to individual Contracting Authority sites to discuss the operation of the Call Off Contract. The Account Manager shall hold separate Supplier Review Meetings with the Authority and the Contracting Authorities with agenda items and the frequency of meetings to be agreed by the Authority in accordance with Framework Schedule 8 – Framework Management.

21. CUSTOMER SUPPORT SERVICE – MANDATORY REQUIREMENTS

- 21.1 This paragraph describes the customer support service mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 21.2 The Supplier shall provide a free of charge dedicated helpdesk service that shall comply with the following:
 - 21.2.1 Provision of a customer service helpdesk which shall be open to answer general enquiries and shall operate as a minimum from office hours 08:30 until 17:30 Monday to Friday throughout the year excluding public holidays.
 - 21.2.2 Provision of operational support and/or emergency call numbers which shall operational twenty four (24) hours per day, every day of the year, including public holidays.
 - 21.2.3 All calls shall be charged at no more than a standard call rate (no premium rate telephone numbers). Standard rate in the UK means calls to local and national numbers beginning, 01, 02, and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and Premium Rate Services.

- 21.3 The Supplier shall ensure that all Supplier Personnel appointed to the helpdesk have the relevant skills, experience and knowledge of the services offered under the Framework Agreement and have the capability to manage Contracting Authority relations.
- 21.4 The Supplier shall provide support to all Contracting Authorities queries, will include but not be limited to providing;
- Advice and support employers to claim any additional employer incentive payments (compilation, age etc.);
 - Advice on their individual requirements;
 - Plan most cost effective delivery model (agree locations of cohorts etc.); and
 - Resolve any issues.

22. COMPLAINTS HANDLING – MANDATORY REQUIREMENTS

- 22.1 This paragraph describes the complaints handling mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 22.2 The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing and escalating and resolving complaints initiated by the Contracting Authority and their users.
- 22.3 The supplier shall ensure its complaints procedure complies to the following;
- All complaints shall be logged and acknowledged within twenty four (24) hours of receipt;
 - All complaints shall be resolved within five (5) working days of the original complaint being made unless otherwise agreed with the Contracting Authorities;
 - All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
- 22.4 The Supplier shall ensure that the level and nature of complaints arising and proposed corrective action that are under way or completed will be reviewed by the parties periodically, as appropriate according to the numbers of complaints arising, and in any event at intervals of not less than 1 month.
- 22.5 The Supplier shall analyse and identify any pattern of complaints and bring these to the attention of the Contracting Authority during supplier review meetings.
- 22.6 The Supplier shall provide the Contracting Authority with one consolidated report per month for the duration of this Framework Agreement capturing all Contracting Authorities complaints detailed by each Contracting Authority. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the programme and lessons learnt.
- 22.7 The Supplier shall support the Authority when it meets with Contracting Authorities in order to discuss delivery performance and address any concerns that may exist around the provision of Services and will seek feedback from them to inform the monthly performance review meetings.
- 22.8 The Contracting Authority will define any additional complaints process including escalation and reporting requirements. These shall be agreed prior to the Supplier and Contracting Authority entering into a Call Off Contract.

23. FUNDING, INVOICING AND PAYMENT – MANDATORY REQUIREMENTS

- 23.1 This paragraph describes the funding, invoicing and payment mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.
- 23.2 The Supplier shall adhere to the levy system for Apprenticeships and details of how government will fund Apprenticeship training in England from May 2017 is available at:
- 23.3 <https://www.gov.uk/government/publications/apprenticeship-levy-how-it-will-work>
- 23.4 The Supplier shall work with each Contracting Authority employer and shall agree a total price for all aspects of the provision which should be set within the maximum funding band set by ESFA. This will include the costs of activity directly related to the Apprenticeships and other costs directly related to the Apprenticeships in accordance with the [Apprenticeship funding and performance-management rules for Training Providers](https://www.gov.uk/government/publications/apprenticeship-funding-and-performance-management-rules-for-Training-Providers), outlined in the link below:
<https://www.gov.uk/government/publications/apprenticeship-funding-and-performance-management-rules-2017-to-2018>
- 23.5 The Supplier shall ensure that for each Apprenticeship Standards, this shall must include the cost of the End Point Assessment (EPA) agreed with the Apprentice assessment organisation.
- 23.6 The Supplier shall adhere to the following process once the Apprenticeship training has started. Monthly payments will be automatically taken from the Contracting Authorities employers account and sent to the Supplier and the Supplier shall pass funds on to the End Point Assessment organisation.
- 23.7 The Supplier shall support Contracting Authority employer's when/if they request additional services which take the costs above the relevant funding band and this will be negotiated in advance and agreed in writing by each employer as this will need to be paid outside of Digital Apprenticeship Service (DAS).
- 23.8 The Supplier shall be aware that when Contracting Authority employers are taking delivery of the Services. The Contracting Authority will be liable to pay the Supplier directly for any agreed additional services which takes the costs above the relevant funding band. And that no payments shall be made by Contracting Authorities directly to sub-contractors.
- 23.9 The Supplier shall be aware that Contracting Authority shall specify which payment option(s) they will require, for any services and charges outside of the DAS at the Call Off. The Supplier's systems shall have the ability to support payment options as directed by Contracting Authority customer(s) to include Government Procurement Card (GPC), Purchase to Pay system (P2P) and manual electronic invoicing arrangements.
- 23.10 The Supplier shall interface with the Contracting Authority e-Commerce (P2P) system when required by the Contracting Authority
- 23.11 The Supplier shall provide an alternative solution as agreed with the Contracting Authority at the Call Off were the Contracting Authority do not require a full e-Commerce (P2P) system.
- 23.12 The Supplier shall comply with Contracting Authorities requirements in respect of authorisation, invoicing and payment processes and procedures specified by individual customer organisations. For example, requirements may include, but not be limited to, consolidated invoicing, invoicing by cost centre; electronic invoicing; invoicing to different levels of detail, etc.

- 23.13 The Supplier shall unless otherwise specified by the Contracting Authority, submit all invoices in arrears to individual ordering points or as instructed by the Contracting Authority.
- 23.14 The Supplier shall provide a full itemised breakdown of charges and all invoices should be clearly addressed; and refer to the service provided and charging basis.
- 23.15 The Supplier shall provide the option to use an electronic invoicing process and/or payment card at no additional charges, as invoices will be settled by individual Contracting Authority.
- 23.16 The Supplier shall pay all undisputed invoices within 30 calendar days of issue of a valid invoice.
- 23.17 The Supplier shall pay any undisputed sums which are due from the Supplier to a Sub-Contractor within thirty (30) days from the receipt of a valid invoice.

24. MANAGEMENT INFORMATION AND DATA REPORTING – MANDATORY REQUIREMENTS

- 24.1 This paragraph describes the mandatory management information (MI) and data reporting mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement. Please refer to Framework Schedule 9: Management Information.
- 24.2 The Supplier shall provide MI and Data Reporting to the Authority and Contracting Authorities free of charge in accordance with the provisions set out in Framework Schedule 9 Management Information.
- 24.3 The Supplier shall complete and upload the Management Information System Online (MISO) template, issued by the Authority. The MISO template shall be completed and uploaded by the 7th Working Day of each month for the duration of this Framework Agreement.
- 24.4 The Supplier shall have appropriate management information systems in place to collect, check, manage and return monthly data to the ESFA through the Individual Learner Record (ILR) and other learner data collection as specified in the link below:
<https://www.gov.uk/government/collections/individualised-learner-record-ilor>
- 24.5 The Supplier shall provide secure and accurate weekly/monthly MI to Contracting Authorities to monitor starts, completions and progress against Apprenticeship and End Point Assessment. This must be provided on the basis of the cohort as a whole and for individual Apprentices and adhere to nationally recognised Data Protection and records and retention policies, data transfer agreements with the employer and information security requirements.
- 24.6 The Supplier shall provide the Contracting Authorities with MI, on a frequency to be agreed with the Contracting Authority employer organisation, which will detail the number of Apprentices assessed in week/month and by rolling total to date, highlighting any re-sits. Further reporting MI will include, but shall not be limited to:
- Number of passes, distinctions and fails in week and by rolling total, highlighting any resits in amongst these;
 - Total numbers of Apprentices scheduled for assessment and broken down by region and Contracting Authority employer organisations, highlighting any re-sits in amongst these;

- Number of Apprentices not yet scheduled for assessment, by region and by Contracting Authority employer organisations, highlighting any re-sits in amongst these;
 - Full details of Apprentices who have needed to reschedule their assessment (name/ organisation/ location/ employment contract end date etc.), highlighting any re-sits in amongst these;
 - Full details of any Apprentices who are unavailable for assessment at any point full within 6 weeks of the expiration of the period of their Apprenticeship;
 - Precise details of any Apprentices who fail to attend their scheduled assessment appointment.
- 24.7 The Supplier shall have the flexibility to produce for the, Authority and/or Contracting Authority any requested tailored / non-standard MI reports free of charge on a number of different levels, including but not limited to Apprentice, Contracting Authority Service recipient and scheme.
- 24.8 The Supplier shall provide the required data or information free of charge, within one working day of request by the Authority and/or the Contracting Authority. As the Authority and/or Contracting Authority may request data and reports on an ad hoc basis to assist with Freedom of Information (FOI) requests, Parliamentary Questions (PQs) or other committee requests.
- 24.9 The Supplier shall provide the Authority with a minimum of one case study per quarter, for the duration of this Framework Agreement, which will evidence savings, benefits and/or added value of this Framework Agreement, subject to the agreement of the relevant Contracting Authority.
- 24.10 The Supplier shall comply with the Authority and/or Contracting Authorities equality and diversity data collection and monitoring requirements. The Supplier will be required to provide such data and information if applicable and as specified at the Call Off.
- 24.11 Supplier shall work with CSL to provide management information and evaluation data in a format consistent with other learning and development provided through CSL and meets with their requirements for Civil Service Contracting Authorities.
- 24.12 The Supplier shall provide the data on a monthly basis to enable CSL to share it with their other suppliers for the purpose collating into a consolidated report for dissemination to each department.
- 24.13 The Supplier shall accept that CSL anticipate a data sharing agreement being in place that specifies how their other suppliers would be able to use the data and who would have access to it for the purpose of collating and disseminating the information contained.

ANNEX 1 - GLOSSARY

Apprentice	Means an individual undertaking an Apprenticeship.
Apprenticeship	An Apprenticeship is a job with an accompanying skills development programme. This includes the training and (where required) end-point assessment for an employee as part of a job with an accompanying skills development programme.
Apprenticeship Frameworks	A series of work-related, vocational and professional qualifications, with workplace and classroom based training.
Apprenticeship Levy	The Apprenticeship Levy will be a levy on UK employers to fund new Apprenticeships. In England, control of Apprenticeship funding will be put in the hands of employers through the Apprenticeship Service. The Levy will be charged at a rate of 0.5% of an employer's pay bill. Each employer will receive an allowance of £15,000 to offset against their Levy payment.
Apprenticeship Standards	each standard covers a specific occupation and sets out the core skills, knowledge and behaviours an Apprentice will need; they are developed by employer groups known as 'trailblazers' https://www.gov.uk/government/collections/apprenticeship-standards
Apprenticeship Standard Review	Periodic review and update to an apprenticeship standard.
Awarding Bodies	Organisation recognised by one of the UK regulators Of equal (for England), CCEA (for Northern Ireland), Welsh Government (for Wales) and/or SQA (for Scotland).
Contract Notice	means the notice referred to in regulation 49 or where relevant regulation 75 (1) (a)
CSL	Civil Service Learning
Digital Apprenticeship Account (DAA)	The area in the Apprenticeship Service where employers can manage their funding and Apprentices, view their account balance and plan their spending.
Digital Apprenticeship Service (DAS)	has the meaning as set out in paragraph 3.4 of Framework Agreement Schedule 2: Part A: Goods and Services
Education and Skills Funding Agency (ESFA)	ESFA is an executive agency, sponsored by the Department of Education and is accountable for funding education and training for children, young people and adults.
End Point Assessment (EPA)	An End Point Assessment (EPA) is the final stage that an Apprentice must go through before they can complete their Apprenticeship.
Freedom of Information (FOI) request	A request for recorded information held by public sector organisations.
Gateway	These are requirements set out in the assessment plan that must be met by the Apprentice prior to undertaking End Point Assessment of the Apprenticeship Standard. They will include the completion of English and maths qualifications (where applicable) and completion of any on programme mandatory qualifications (where applicable) along with satisfactory

	evidence (as determined by the employer, in consultation with the training provider) that the Apprentice has achieved the necessary knowledge, skills and behaviours set out in the standard.
Government Digital Service Standard 10	A set of criteria used by the public sector and the Government Digital Service to check whether a service is good enough for public use.
Government Security Classification Policy	A system for classifying sensitive government data in the United Kingdom.
Higher and Degree Apprenticeships	An Apprenticeship where the main learning is at level 4 or above (including higher education qualifications).
Higher Education Institutions	Any provider which is one or more of the following: a UK university; a higher education corporation; a designated institution.
Independent Learning Plan	Outlines a programme of learning agreed between the Organisation, Supplier and the Apprentice.
Implementation Manager	The person responsible for implementing all mandatory requirements of the framework and any resultant Call Off Agreements.
Individual Learning Plan	Sets out how the Apprenticeship Standard or framework will be achieved for each Apprentice. It outlines a programme of learning agreed between the employer, Training Provider and the Apprentice.
Individual Learner Record	Is the primary data collection about further education and work-based learning in England. ILR data is collected from providers that are in receipt of funding from the Education and Skills Funding Agency.
Information, Advice and Guidance (IAG)	Has the meaning set out in paragraph 12.5 of Framework Agreement Schedule 2: Part A: Goods and Services.
Mandatory Requirements	Mandatory Requirements are the minimum deliverables that a Supplier shall fulfil in their entirety in order to meet the requirements of this Framework Agreement.
National Security Vetting	A system that applies to all those people who by the course of their employment have access to sensitive government assets
Parliamentary Questions (PQs)	A means used by Members of Parliament to ensure the Government is accountable to the Parliament for its policies and actions and, through the Parliament, to the people. Questions are used by members on both sides of the House to ask, on behalf of the constituents they represent, a Minister about matters of concern relating to Government policy within a Minister's portfolio.
Quality Assurance Agency (QAA)	The independent body that checks on standards and quality in UK higher education.
Register of Apprentice Assessment Organisations (RoAAO)	A list of organisations that have been assessed as being suitable to conduct independent end-point assessment of Apprentices and be in receipt of public funds.
Register of Apprenticeship Training Providers (RoATP)	The register of Apprenticeship Training Providers shows the organisations that are approved to deliver Apprenticeship training to employers using the Apprenticeship service.

Security Check (SC Clearance)	SC clearance determines that a person's character and personal circumstances are such that they can be trusted to work in a position which may involve access to 'secret' information
Supplier	means the Potential Provider with whom the Authority has concluded a Framework Agreement;
Suppliers Learning Management System (LMS)	The software application for the administration, documentation, tracking, reporting and delivery of apprenticeship training programs.
United Kingdom (UK)	United Kingdom, including Northern Ireland, Scotland and Wales (including Scilly Isles and Scottish Highlands and Islands).
SASE Frameworks	Specifications for Apprenticeship Standards in England
Web Content Accessibility Guidelines	Defines how to make Web content more accessible to people with disabilities.

OFFICIAL SENSITIVE