



Apprenticeship Training and Related Services

Customer Guidance (RM3823)



Crown
Commercial
Service

Key Information

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OJEU Contract Notice:	Apprenticeships OJEU Contract Notice
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Introduction

Purpose of this Document

This guidance forms part of a comprehensive suite of guidance and template documents to help you source apprenticeship training and related services through this framework (RM3823) in a cost effective, compliant and sustainable way.

This is not a legal document and should be used as guidance only.

Description

The framework agreement is made up of 12 lots with 23 sub-lots to offer you flexibility and choice.

Lot Number	Lot Name
1a (CSL)	Leadership and Management Apprenticeship Training and Related Services (central government Civil Service Learning (CSL) customers only)
1b	Leadership and Management Apprenticeship Training and Related Services (all contracting authorities)
2a (CSL)	Project Management Apprenticeship Training and Related Services (central government CSL customers only)
2b	Project Management Apprenticeship Training and Related Services (all contracting authorities)
3a (CSL)	Operational Delivery Apprenticeship Training and Related Services (central government CSL customers only)
3b	Operational Delivery Apprenticeship Training and Related Services (all contracting authorities)
4a (CSL)	Human Resources Apprenticeship Training and Related Services (central government CSL customers only)
4b	Human Resources Apprenticeship Training and Related Services (all contracting authorities)
5a (CSL)	Finance and Tax Apprenticeship Training and Related Services (central government CSL customers only)
5b	Finance and Tax Apprenticeship Training and Related Services (all contracting authorities)
6a (CSL)	Higher Level Digital Apprenticeship Training and Related Services (central government CSL Customers only)

Continued

6b	Higher Level Digital Apprenticeship Training and Related Services (all contracting authorities)
7a (CSL)	Digital Apprenticeship Training and Related Services (central government CSL customers only)
7b	Digital Apprenticeship Training and Related Services (all contracting authorities)
8a (CSL)	Customer Service Apprenticeship Training and Related Services (central government CSL customers only)
8b	Customer Service Apprenticeship Training and Related Services (all contracting authorities)
9a (CSL)	Commercial Apprenticeship Training and Related Services (central government CSL customers only)
9b	Commercial Apprenticeship Training and Related Services (all contracting authorities)
10a (CSL)	Higher Level Leadership and Management Apprenticeship Training and Related Services (central government CSL customers only)
10b	Higher Level Leadership and Management Apprenticeship Training and Related Services (all contracting authorities)
11a (CSL)	Business and Administration Apprenticeship Training and Related Services (central government CSL customers only)
11b	Business and Administration Apprenticeship Training and Related Services (all contracting authorities)
12b	Property Apprenticeship Training and Related Services (all contracting authorities)

Background

This framework has been established by the Crown Commercial Service (CCS) to provide a simple and compliant route to market for a range of apprenticeship training and related services. It is designed 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 way.

CCS worked in collaboration with Civil Service Learning (CSL) to create this framework agreement, with selected Education and Skills Funding Agency (ESFA) registered apprenticeship training providers, which supports public and third sector bodies to access training and apprenticeships services which meet UK standards.

Who Can Access this Framework?

This framework is available for use by central government, devolved administrations, wider public sector and third sector, including but not limited to: local government; health; education; police; fire and rescue; housing associations; and charities. Full details can be found in the OJEU contract notice which can be found on the website.

Features and Benefits

- Accessing ESFA registered apprenticeships can be complex and costly but this agreement can reduce the time and costs associated with the procurement by offering a facility that has already been competitively tendered.
- UK wide regional and national capability that provides flexibility and choice in contracting with single or multiple suppliers through direct award or further competition.
- Focus on improved service delivery through a series of mandatory requirements such as data security, key performance indicators, service level agreements and proactive supplier management.
- Competitive discounts agreed at framework further competition stage to ensure you get the best value for money.
- Standardised specification of requirements, and terms and conditions that have been pre-agreed with suppliers – with flexibility built in for you.
- The supplier will support you, as and when required, with the sourcing, selection, assessment, recruitment and administration of the apprentices, including drafting job descriptions, attracting candidates, skills screening, long-listing and shortlisting, interview scheduling, and references.

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How to Access the Framework

Lot A – Central Government via the CSL Call-Off Contract

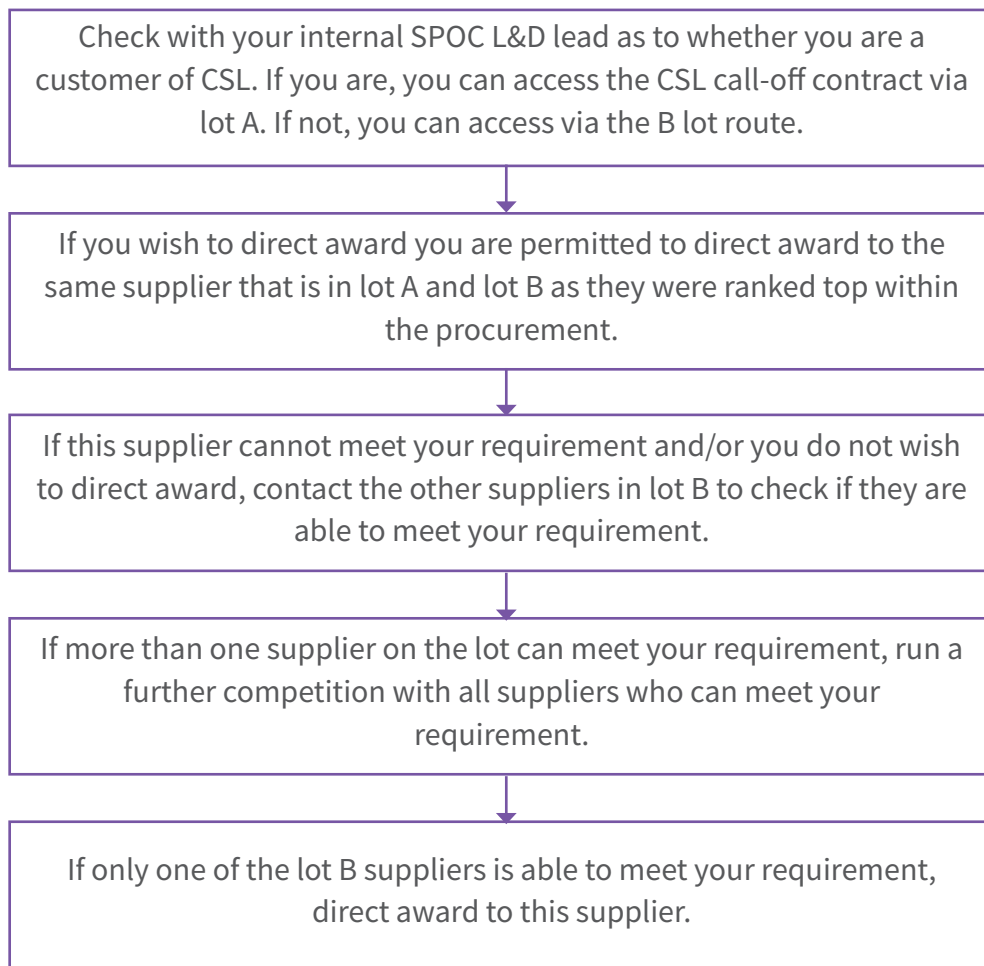
CSL has completed a call-off on behalf of central government departments (who are customers of CSL) for access. A service request form should be completed to access the framework via the CSL route. You should contact your departmental Single Point of Contact (SPOC) for the levy account, as they have the authority to sign-off the service request form and send it to the supplier. This ensures the SPOC has visibility of what spend is coming out of the levy account.

As there is only one supplier in each of the A lots access is via direct award.

Lot B – All Contracting Authorities via Their Own Call-Off Contract

For customers who need to complete their own call-off this should be done via the B lot route. A copy of the call-off template can be found on the framework web page.

There are multiple suppliers within each B lot and this chart explains how to access the B lots:



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Framework Scope

CSL, working with CCS, identified 12 common apprenticeship areas across the public sector and this is reflected in the lot design and content of this framework.

The scope includes:

- Apprenticeship levy 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
- Future proofing in allowing additional new apprenticeship standards
- Robust processes to support the development of apprenticeship programmes across the organisation
- An Individual Learner Record (ILR) and portal which enables authorised users to log the progress of the training and development of the apprentice throughout the scheme
- The End Point Assessment process leading to the award of a certificate of apprenticeship by a third party certification body.



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Things to Consider

Stakeholder Engagement

When establishing requirements you should engage early with internal colleagues including procurement, finance and legal to draw on their knowledge and experience and to gain their buy-in.

Business Case

Before procuring external support, a business case is usually required to demonstrate the need and to gain internal sign-off. It is your responsibility to ensure you have followed the correct procedure for gaining internal sign-off.

Customer's Statement of Requirements

Before contacting the suppliers on the framework it is advisable to have your statement of requirements ready. This is an invaluable tool which will help you get the right result for your organisation, and in turn the supplier will have a much clearer understanding of your specific requirement and your needs will be met in a more efficient manner.

Purpose of the statement of requirements:

- Create a contractual tool which forms an integral part of the call-off contract
- Forms part of a legally binding agreement which will be binding on both parties
- Inform the supplier(s) about the services required and enable them to propose a solution
- Facilitate effective contract management between you and the supplier
- Act as a reference in the case of any disputes between you and the supplier(s).

Call-Off Contract

You will need to review all of the highlighted sections in the call-off contract and populate all necessary sections. Liaising with the successful supplier is advisable at this stage as both parties are required to sign the call-off contract.

You may wish to seek your own legal advice when drafting the call-off contract. CCS is not permitted to provide any legal advice.

You will have your own direct relationship with the supplier and will be responsible for managing the day-to-day operational activities.

Further Competition – Lot A

This is not applicable as there is only one supplier in lot A and access is via direct award through the CSL call-off contract as outlined in section 2.

Further Competition – Lot B

See Schedule 5 in the framework agreement – lot B for the detailed further competition process. This can be found on the website.

The first step in a successful call-off contract is to establish exactly what services you require from a supplier, and to communicate the requirement clearly in the form of a statement of requirements.

Your Responsibilities

- Develop a robust statement of requirements
- Identify the most appropriate lot
- Approach all suppliers within the lot to see if they can meet your requirement
- If more than one supplier can meet your requirement then invite tenders by conducting a further competition
- Set a time limit for the receipt of tenders which takes into account factors such as the complexity of the subject matter of the proposed call-off contract and the time needed to submit tenders
- Keep each tender submitted confidential until the deadline for tender returns has expired
- Evaluate the tender against the award criteria detailed in the tender.

Supplier Responsibilities

- The supplier will confirm whether they will respond to the tender or decline to tender for the services. If they are not submitting a tender, the supplier should inform you as to the reason(s) why
- Prices will be based on the charging structure as set out in Framework Schedule 3 (framework prices and charging structure) and as detailed in the tender
- The response from the supplier will remain valid for 90 working days unless otherwise advised.

Direct Award – Lot A

There is only one supplier in each of the A lots therefore access is via direct award through the CSL call-off contract. See Schedule 5 in the framework agreement - lot A for further information. This can be found on the website.

Direct Award – Lot B

Direct award in lot B is permitted to the supplier who is also in lot A of the same particular lot (as this supplier came out top in the procurement), or if your requirement can only be met by one supplier in the lot.

There is no opportunity to reduce the prices under direct award and therefore any award must be based on the framework maximum prices.

See Schedule 5 in the framework agreement - lot B for further information. This can be found on the website.

Pricing

You can find the pricing by logging on to the eSourcing portal. Full instructions on registering and using the portal can be found on the website.

Savings

On average the discounts secured under the framework are 22% below the ESFA band maximum.

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Contract Management and Exit

It is important that you have in place a robust contract management process in line with your requirements. This should be used to ensure the supplier works to the original brief.

Central government departments should follow the principles of Strategic Supplier Relationship Management issued by the Government Commercial Function. Other organisations should follow their own contract management process.

Throughout the duration of the contract, you need to ensure you are invoiced properly. This should include checking the prices are in line with your agreed contract.

Supplier Performance Review

It is important to hold regular contract management meetings, where appropriate. This will ensure both parties understand their responsibilities and that they are fulfilled in accordance with the contract.

Progress against delivery should be monitored and any issues should be identified to the supplier's contract manager.

Once the contract is live, you should set a standard meeting agenda, including the following, where appropriate:

- Checking adherence to the statement of requirements
- Acknowledging where performance meets the required standard
- Identifying areas of concern as early as possible

- Reviewing joint risks and issues logs
- Continuous improvement
- New service developments

We recommend you minute the meetings and include any agreed actions and timescales.

Contract Variation

If you need to vary the contract, follow the variations procedure detailed in the call-off contract.

Sharing Best Practice

We welcome any case studies you may have so that they can be shared with other customers.

Exiting the Contract

Start preparing for the end of the contract in advance of the expiry date, considering the following:

- Ensuring transfer of data from the supplier to your organisation
- Ending any joint agreements.

You may wish to hold a lessons learned meeting to explore what went well and what could be improved, so these insights can be incorporated into future contracts.

If you need to end the contract early, you need to follow the process set out in the call-off contract.



Contact us

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