



Apprenticeships Framework

Schedule 2: Service Specification

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Background

National context

The Enterprise Act 2016 brings many legislative changes in relation to Apprenticeships, particularly relevant for the Council are:

- the introduction of the 0.5% of our payroll Apprenticeship Levy
- new Public Sector Targets of 2.3% of the headcount for the Council, to include Local Authority (Community and Voluntary Controlled) schools

The Government has also set out its vision for the future of apprenticeships in its publication English Apprenticeships: our 2020 vision (December 2015), providing a definition of apprenticeships, how quality standards will be raised, and the expectations of employers and other stakeholders.

Due to the rapidly evolving nature of the apprenticeship agenda, Providers should be aware that further variations to the contract may be necessary in the future to reflect national requirements.

Cumbria County Council context

The Council Plan, Medium Term Financial Plan and Workforce Plan set the context for the council for the next three years.

The Council Plan (Appendix1) sets out the priorities for Cumbria County Council for the three years up to 2019. Over the period of the plan the priorities of the Council are to:

- To safeguard children and support families and schools so that all children in Cumbria can grow up in a safe environment, and can fulfil their potential
- To support older, disabled and vulnerable people to live independent and healthy lives
- To enable communities to help shape their local services, promote health and wellbeing and support those in poverty
- To provide a safe and well managed highways network, secure infrastructure improvements and support local economic growth
- To be a modern and efficient council

The plan lays down the Council's commitment to our customers and to working in the most effective and efficient way, which will mean delivering services in new and innovative ways.

The Council's Workforce

The Council employs a county-wide workforce of in circa 6000 staff (over 11,500 if maintained schools are included).

The Council's workforce is structured into five directorates which are:

- Children and Families
- Health Care and Communities
- Resources and Transformation
- Economy and Highways
- Fire and Rescue

The Council views it's Apprenticeship Programme as a key element in its Workforce Development Plan (Appendix 2) and is committed to optimising the apprenticeship reforms to strengthen its workforce, support succession planning, tackle recruitment challenges and deliver the best possible outcomes for our apprentices.

The highest professional standards are expected of Providers in the delivery of the contract and as such, all Providers are expected to adhere to and promote the Council agreed behaviours, which are:

- ✓ Communicate in a clear and constructive way
- ✓ Act with honesty and respect for others
- ✓ Demonstrate a positive flexible attitude
- ✓ Take responsibility for our actions.
- ✓ Be committed to 'One Team' (Cumbria County Council)

Key Priorities for the Council

The key priorities for the Council in relation to apprenticeships are:

1. Successfully implementing the requirements of the Apprenticeship Levy and maximising the funding available, by:
 - providing the potential to use apprenticeships to support its succession planning and organisational reshaping by offering the opportunity to retrain/upskill through an apprenticeship
 - providing the potential to embed apprenticeship opportunities at the organisational design stage, to facilitate and promote succession planning
 - providing the potential for all new staff appointed to the Council to be recruited through the Apprenticeship route irrespective of age
2. Successfully delivering the Councils Public Sector Targets.

3. Successfully embedding apprenticeships within workforce planning and development, and recruiting, developing and retaining an appropriately skilled and trained workforce for the future.
4. Successfully supporting Council Apprentices into higher apprenticeships; further training and employment.
5. Successfully supporting young people who have experienced the care system to undertake an apprenticeship; to achieve; and to progress on to higher level training or employment.

In summary, Providers will be required to work collaboratively with the Council in meeting the public sector apprenticeship targets through the provision of approved apprenticeship training and supporting learner and financial information.

The Apprenticeship Programme

The Council is keen to build upon the success of its current apprenticeship provision and is committed to offering the highest quality apprenticeships. Whilst the following apprenticeships have already successfully been delivered within the Council

- Adult Care Worker Level 2
- Business Administration Levels 2 & 3
- Children and Young Peoples Workforce Levels 2 & 3
- Civil Engineering Technician Level 3
- Construction Civil Engineer Level 2
- Customer Services Level 2
- Digital Marketer Level 3
- Emergency Fire Service Operations Level 3
- Health and Social Care Levels 2, 3 and 5
- Housekeeper Level 2
- Human Resource Management Level 5
- ICT Technician Level 3
- Outdoor Team Leader Level 2
- Project Management Level 4
- Supporting Teaching and Learning in Schools Level 2 & 3
- Vehicle Maintenance and Repair Level 2 & 3

the Council is keen to develop and expand the range and level of apprenticeship opportunities further, both for Council staff, and through partnership approaches. In particular, the development of Degree and Higher apprenticeships in a range of professions is a priority for the future. Areas already identified include Legal, Finance, Human Resources, Social Work and Civil Engineering. Providers will therefore be required to work together with the Council to develop an exciting apprenticeship programme to support its workforce planning.

Service Requirements

Providers will be required to deliver high quality, accessible Apprenticeship training and will work collaboratively with the Council to secure End Point Assessment organisations.

The Council expects Providers to endeavour to present at least two End Point Assessment organisations when submitting bids for mini competitions. Where work is awarded via a mini competition, the Council will advise the Provider which End Point Assessor it should contract with for the provision of End Point Assessments.

The Timetable

New apprenticeships (new staff) will be recruited to the Council in two cohorts a year – one cohort will start in Spring, and the other in Autumn.

Existing Council staff will be upskilled through the apprenticeship programme and Providers should be aware that these apprenticeships could start at any point during the contract term.

Provider approach

Providers will be required to be flexible with their approach to delivery, with the start of every apprenticeship training programme being aligned with the start of each apprenticeship cohort and training being made fully accessible to each apprentice.

Venue availability

The County Council may make available venues to host apprenticeship training if deemed necessary. No additional payment will be made for the use of provider venues.

Provider expectations

Providers will support the Council in the recruitment of apprentices, including, but not solely limited to:

- marketing and promoting apprenticeship vacancies
- carrying out initial assessments / psychometric / aptitude tests
- determining the eligibility of apprentices
- shortlisting and interviewing
- providing support at induction

The Apprenticeships Framework

The framework will be 'open' meaning that Providers will be able to join the framework at regular intervals. Applications to join the framework will be evaluated by the Council a minimum of twice a year. Providers will be made aware of the Council's intention to evaluate one month ahead of this taking place.

Providers who are successful in joining the Apprenticeships Framework will then be invited to tender for Apprenticeship opportunities through the mini competition process.

Providers who are not successful in joining the Apprenticeships Framework, will be able to apply to join the Framework at a later date once the reasons for them not being successful in the first instance have been resolved.

Provider Requirements

Providers will adhere to all national legislation and local guidance in relation to the management and delivery of the apprenticeship agenda.

Providers will be inspected with Ofsted and on the Register of Apprenticeship Training Providers (RoATP) providers (listed as a main provider).

Leadership and Management

Providers will be required to appoint a contract manager as the first point of contact for the Council and have in place clear leadership and management arrangements.

Sub-contracting

Providers will seek prior approval from the Council before sub-contracting any apprenticeship training provision.

Commitment Statement

The Provider will adopt the Council's Commitment Statement that shows how the employer, provider and apprentice will support the successful achievement of the apprenticeship and progression into a higher level apprenticeship; employment or further education/training.

Equality

The Provider will have in place a clear policy setting out how they meet the requirements of the Equality Act (2010). This will include arrangements for overseeing the implementation of Equalities, arrangements to provide Equality awareness training and induction, clear procedures to support disabled people as employees and Apprentices, clear procedures for staff to report on harassment and victimisation.

Accessibility of training to all apprentices is particularly important and Providers are required to make every effort to make sure that training is accessible and that resources and materials are provided in a variety of formats in order to meet individual learning needs.

Health and Safety

The training provider is required to adhere to the Council's health and safety procedures and is required to take all steps necessary to ensure the safety of Council staff when on provider premises and/or during training delivery.

Safeguarding

The Provider will comply at all times with legislative and local requirements in the provision of safeguarding.

Marketing and Communications

The Provider will adhere to the Council's Marketing and Communications guidelines and will actively and appropriately promote the provision and availability of Apprenticeships.

The Provider will make participants and partners aware that the services being delivered under this contract are funded by the Council; will comply with requests by the Council to display the Council's logo on any materials relating to funding by this contract and will adhere to the Council's guidelines regarding use of the logo.

On request the Provider will make available to the Council for publicity purposes details of good news stories and case-studies in respect of the services delivered under this contract.

The Provider will participate in the identification and dissemination of best practice e.g. via case studies in order to maximise the success of the services countywide.

Both the Council and the Provider recognise their respective public reputations and legal responsibilities. Each party will use all reasonable endeavours not to harm or compromise these.

The text of any press release or other communication to be published by or in the media concerning the subject matter of this contract requires the approval of each party which shall not be unreasonably withheld or delayed.

In order to protect the reputations of both parties the Provider will consult the council before committing to any high profile marketing activity relating to the services delivered under this contract.

Social Networking/Digital Media

The Provider needs to be aware of the benefits and potential hazards associated with the use and misuse of social networking/digital media. For this reason the Provider must have a specific social networking/digital media policy that also covers staff using social networking for their own personal use; monitoring and moderating any information on the organisation's sites and should mirror existing corporate policy regarding confidentiality, legality, decency, libel, and particularly in regard to privacy and safeguarding of young people.

Counter-Terrorism and Security Act 2015

The Provider acknowledges that the Council has a duty under the Counter-Terrorism and Security Act 2015 (“CTSA”) to have due regard to the requirement to prevent people from being drawn into terrorism.

The Provider shall facilitate the Council’s compliance with its duty pursuant to the CTSA and the Provider shall have regard to the statutory guidance issued under section 29 of the CTSA and in particular the Provider shall ensure that staff:-

- understand what radicalisation means and why people may be vulnerable to being drawn into terrorism;
- are aware of extremism and the relationship between extremism and terrorism;
- know what measures are available to prevent people from becoming drawn into terrorism and how to challenge the extreme ideology that can be associated with it;
- obtain support for people who may be exploited by radicalising influences

Where the Provider identifies or suspects that someone may be engaged in illegal terrorist related activity, the Provider must refer such person or activity to the police.

Regulatory Inspections of the Council

When the Council is subject to an inspection by any regulatory body such as Ofsted or CQC, the Provider is to support the Council by fully participating, as requested, in the inspection.

Information Communication Technology (ICT) and Information Sharing Requirements

The Provider will comply with data protection and information security legislation and the Councils ICT security policy.

The Council and the Provider shall develop an Information Sharing Agreement.

The provider will work towards the implementation of ISO 270001 and Cyber Essentials plus accreditation for their ICT infrastructure and internal process (Appendix 3).

The Provider shall ensure that all the necessary permissions and agreed data sharing protocols are in place for sharing information and data with statutory bodies; partner agencies, and Service Users including receiving consent from the Service User to collect, store and share all data related to the provision of the service with the County Council and other relevant partners.

When data that includes personal or confidential data, is exchanged between the Provider and the Council, both for administrative purposes and with the Apprentice, the data will be submitted through an agreed secure portal or other pre-agreed

method which meets the Data Protection guidance. Data may not be transferred or stored outside the European Economic Area.

All ICT hardware including, but not limited to: servers, memory storage devices, routers, computers and mobile devices that are used for the communication and/or recording of data related to the administration, provision and monitoring of the service are to be protected with adequate encryption, antispypware and antivirus software.

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Appendices

1.	Cumbria County Council: Council Plan	http://www.cumbria.gov.uk/councilplan/2016/default.asp
2.	Cumbria County Council: Workforce Plan	http://www.cumbria.gov.uk/eLibrary/Content/Internet/536/4177414131.pdf
3.	National Cyber Security Centre	https://www.ncsc.gov.uk/scheme/cyber-essentials
4.	Cumbria Intelligence Observatory	https://www.cumbriaobservatory.org.uk/

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