



**Westmorland
& Furness
Council**

Apprenticeships Framework

Schedule 2: Service Specification



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1. Background

1.1. National context

The Enterprise Act 2016 brings many legislative changes in relation to Apprenticeships, particularly relevant 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

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.

1.2. Local context

1.2.1 Local Government Reorganisation

From 1 April 2023, local government in Cumbria changed. The six district councils, Allerdale, Borough Council, Barrow Borough Council, Carlisle City Council, Copeland Borough Council, Eden District Council, South Lakeland District Council, and Cumbria County Council were replaced by two new unitary councils, Cumberland Council and Westmorland and Furness Council. The governance responsibility for the Fire and Rescue Authority transferred from Cumbria County Council to Cumbria's Police and Crime Commissioner.

1.2.2 Implications for the Apprenticeship Framework

The Open Framework for the Provision of Apprenticeships Framework is now hosted by Westmorland and Furness Council and as the host council, has replaced Cumbria County Council as the contracting party to the Framework Agreement.

Westmorland and Furness Council, Cumberland Council and Cumbria Commissioner Fire and Rescue Authority have authority to use the Apprenticeships Framework.

The Apprenticeships Framework will continue to be managed and delivered across all three authorities by the Apprenticeship Team on behalf of Westmorland and Furness Council.

1.2.3 Service provision

The services delivered by the Council, include:

- | | |
|--|--|
| • Adult learning | • Maintaining roads, pavements and footpaths |
| • Collecting bins, recycling and street cleaning | • Planning and building control |
| • Council tax and benefits | • Parks, culture and leisure |
| • Environmental health | • Parking, streets and transport |
| • Housing and homelessness prevention | • Registration services |
| • Libraries and archives | • Schools and education |
| | • Social Care (children and adults) |

The services delivered by the Cumbria Commissioner Fire and Rescue Authority, include:

- | | |
|---------------------------|-------------------|
| • Business Fire Safety | • Safety outdoors |
| • Fire Safety Regulations | • Safety at home |

Links to the relevant strategic plans and key priorities for each organisation can be found in Appendix 1.

2. The Council workforce

2.1. Key priorities

The Council is keen to build upon the success of its apprenticeship provision and, is committed to offering the highest quality apprenticeships. Its key priorities in relation to the delivery of apprenticeships are:

Successfully implementing the requirements of the Apprenticeship Levy and maximising funding available by:

- providing the potential to use apprenticeship to support 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 organisation to be recruited through the apprenticeship route, irrespective of age

Successfully delivering the Council's Public Sector return.

Successfully embedding apprenticeships within workforce planning and development, and recruiting, developing and retaining an appropriately skilled and trained workforce for the future.

Successfully supporting apprentices into higher apprenticeships, further training and employment.

Successfully supporting young people who have experienced the care system to undertake an apprenticeship and progress on to higher level training or employment.

3. The Apprenticeship Programme

Over 70 apprenticeships have already successfully been delivered across levels 2-7 and a range of different disciplines. Examples include:

Business and Administration	Level
Learning and Development Practitioner	3
Business Administrator	3
Public service operational delivery officer	3
Team Leader or Supervisor	3
Associate Project Manager	4
School Business Professional	4
HR Consultant/Partner	5
Operations Departmental Manager	5
Project Manager (integrated degree)	6
Chartered Manager (degree)	6
Senior Leader	7
 Care Services apprenticeships	 Level
Adult Care Worker	2
Lead Adult Care Worker	3
Youth Worker	3



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Children, young people and families practitioner	4
Leader in Adult Care	5
Children, young people and families manager	6
Social worker (integrated degree)	6

Construction & the built environment apprenticeships

	Level
Highways maintenance skilled operative	2
Civil engineer technician	3
Installation electrician and maintenance electrician	3
Civil engineer (degree)	6
Transport planner (integrated degree)	6

Digital apprenticeships

	Level
Information communications technician	3
Cyber security technologist	4
Data analyst	4
Network engineer	4

Education and early years apprenticeships

	Level
Early years practitioner	2
Early years educator	3
Teaching assistant	3
Teacher	6

Engineering and manufacturing apprenticeships

	Level
Heavy vehicle and maintenance technician	3

Legal, finance and accounting apprenticeships

	Level
Assistant accountant	3
Solicitor	7

Protective services apprenticeships

	Level
Business fire safety advisor	3
Operational firefighter	3

Sales, marketing and procurement apprenticeships

	Level
Customer service practitioner	2
Customer service specialist	3
Digital marketer	3
Commercial procurement and supply	4

Transport and logistics apprenticeships

Level



The Council is keen to develop and expand the range and level of apprenticeship opportunities in particular, the development of Degree and Higher apprenticeships in a range of professions, such as Finance, Human Resources, Occupational Therapy, Environmental Health, Town Planning, Building Control.

3.1. Service requirements

Providers will be required to deliver high quality, accessible Apprenticeship training and will work collaboratively to secure end point assessment organisations.

Providers must present at least two end point assessment organisations when submitting bids for mini competitions. Where work is awarded via a mini competition, the Provider will be advised which end point assessor it will contract with for the provision of end point assessments.

3.2. Timetable

Our timetable for recruitment is typically twice a year, once in the spring and the other in the autumn. However, Providers may be required to accommodate recruitment at any point throughout the contract term.

3.3. 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.

3.4. Venue availability

The Council may make venues available for apprenticeship delivery, if necessary. No additional payment will be made for the use of Provider venues.

3.5. Provider expectations

Providers will positively support 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

Service specific details will be made available through mini competitions undertaken.

4. The Apprenticeship Framework

The framework will be 'open' meaning 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.

5. Provider requirements

5.1. 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.

5.2. Sub-contracting

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

5.3. Training Plan

The Provider will adopt the Education and Skills Funding Agency Training Plan showing 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.

5.4. 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 to meet individual learning needs.

5.5. Health and Safety

The Provider is required to adhere to the Council or recruiting organisation's health and safety procedures and is required to take all steps necessary to safeguard all staff on Provider premises and/or during training delivery.

5.6. Safeguarding

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

5.7. 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.



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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 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.

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.

5.8. 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.

5.9. Regulatory Inspections

The Provider will actively support the inspection by any regulatory body i.e., Ofsted, CQC or HMICFRS.

5.10. Information Communication (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 1).

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, antispyware and antivirus software.

6. Appendix 1 – Key strategic plans and key priorities

The following plans and policies are found on the websites:

- Westmorland and Furness Council Plan and Policies 2023-2027
- Cumberland Council Plan and Policies 2023-2027
- Cumbria Commissioner Fire and Rescue Authority Service Plan 2022-2023
- Cumbria Local Enterprise Partnership Apprenticeship Strategy 2023
- National Cyber Security Centre
- Cumbria Intelligence Observatory