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YPO[®]



Apprenticeships and Associated Training for Education



Specification



Apprenticeships and Associated Training Specification



During the process of creating the YPO contract for apprenticeships and associated training, we've tried to make it as easy as possible for schools and academies to buy from us. We've done the hard work so you don't have to.

Whether you're wanting to buy training specific for teaching, science technicians, assistant teachers or business admin, the general specification stays the same. We have the basics covered for you.

As part of the procurement process, we included a basic specification that all providers need to comply with. This document sets out this information.

All training providers that are listed on our contract must comply with our generic specification which includes areas such as:

-  Delivery locations to suit the customer
-  Student support
-  Complying with apprenticeship funding
-  End point assessment
-  Training provider experience

- Just so you know, if you see the word 'framework' mentioned in any of our documents, it's just procurement terminology for a large contract where multiple organisations can buy services.

So because we've got the basics covered for you in this specification document, all you need to think about are your specific requirements, for example:

-  Training will be delivered at Windmill School
-  There will be two apprentices carrying out the teaching apprenticeship standard

- This document is for review only. It will help you understand how the provider will deliver your service
- You now need to think about your requirements in addition to this. Once you have an understanding of your requirements, you'll then be ready to speak to the training providers

This document includes the basic contract specification and cannot be amended.

– Throughout this document we've included some helpful tips to help you create your own bespoke specification - these are highlighted in pull-out boxes like this one.

Contract Overview

– This is the procurement section that we need to have covered to ensure we are compliant for you. This contract is for any organisation that spends public money so there may be references to other organisations such as the NHS, but everything is still applicable to schools and academies.

Contract Structure

We've spent over a year creating a solution that will support the needs of the public sector when procuring apprenticeship standards.

We've held supplier and customer engagement events that have included attendees from a variety of providers, local authorities, police forces, fire and rescue, NHS trusts and schools/academies.

The intelligence gained has allowed us to create a flexible solution to meet the needs of the public sector.

The contract is created in three tiers:

- **Tier 1** – Regions
- **Tier 2** – Routes (as prescribed by the Institute for Apprenticeships)
- **Tier 3** – Standards

The contract will list all standards that are approved on the Institute of Apprenticeships website by the date the contract is published:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/?includeApprovedForDelivery=true>

The contract will be re-opened on a quarterly basis to allow any new standards to be added, and also to allow any new providers to bid to be approved onto the contract, bid for a new standard or re-submit a bid if they were previously disqualified.

Providers will be able to tender across multiple lots and on a quarterly basis throughout the duration of the contract. The solution is aimed to be flexible to meet the constantly changing needs of the current apprenticeship market by supporting new providers, and providers wishing to deliver on new standards.

We made the decision to only procure the new standards instead of both contracts and standards due to the fast developments in the market.

The implementation of the apprenticeship levy in 2017 has seen an increase in the requirements from public sector organisations to procure apprenticeship standards.

Standards

The standards on the contract will be listed as per the standards on the Institute of Apprenticeships website:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/?includeApprovedForDelivery=true>

The list of apprenticeships for this contract agreement has been disclosed on the portal as of August 2018. Any standards developed from this date throughout the following quarter will be added on to the contract on a quarterly basis as described in the tender documents.

Providers will deliver the apprenticeship standards to support the relevant requirements, knowledge, understanding, behaviours and/or skills as detailed in each of the apprenticeship standard documents. The provider will ensure that all qualifications and certification that is relevant for the standard is met.

Providers will ensure that the delivery model used to deliver the apprenticeship meets the aims of the assessment plan and will deliver the aims of the apprenticeship programme to ensure success.

The apprenticeship should be delivered within the duration prescribed by the Institute of Apprenticeships.

Termination of Standard

In the event that a standard is terminated, guidance provided by the Department for Education and Institute for Apprenticeships should be adhered to by the provider. The standard will then be removed from the YPO contract.

Associated Training

We understand that schools/academies may wish to procure apprenticeship standards in-line with other associated training.

Associated training is defined as any training that is related to the standard or aimed to deliver the same outcome as the prescribed standard, this could be referred to as an alternative route.

Associated training can be procured via direct award or further competition when procuring a standard under the contract. The school/academy may decide to procure the associated training to support the delivery outcomes of the school/academy's training teams.

Schools/academies can procure associated training alongside apprenticeship training or in it's own right. The associated training would be linked to an apprenticeship standard that they are

already delivering or are looking to deliver. Schools/academies may also need to add associated training throughout the duration of their call-off contracts, this would be prescribed in their call-off and at any point during their contract, and associated training can be added on as long as it is relevant to the standard already procured.

Different Public Sector Organisations

The YPO apprenticeship contract can be utilised by any public sector organisation, each standard could be procured by any public sector organisation. Providers should be able to deliver the apprenticeship standard into the different public sector organisations, content should be able to support the delivery.

Trailblazer Group

The trailblazer groups were created to ensure that the standards were suitable for the aims of employers. Providers may be requested to support and deliver feedback to support the review of any standards through trailblazer groups.

Call-off Procedure

Direct award and further competition

A call-off agreement is made between a school/academy and provider once the successful provider has been appointed. There will be two ways in which schools/academies will be able to procure a standard:

- **Direct award** – Once appointed onto the contract, providers will be listed under the standard where they were successful. It is possible that a provider could be successful onto one standard and not another.

A school/academy will then be able to view the sub-criteria that was completed in the individual standard documents, and through this sub-criteria the school/academy will be able to de-select providers that will not meet their requirements. For example 20 providers may be listed under a standard, but if the school/academy only requires providers with an outstanding Ofsted rating and that can deliver a cohort of over 50 apprentices, then the list of providers suitable for them might be reduced to only five.

Schools/academies could then decide to direct award to one of the five providers based on an assessment of quality and price.

The tender responses that the providers have completed will be available for schools/academies to review, along with all agreed direct award pricing.

The school/academy and the provider would then create a call-off agreement to deliver the relevant apprenticeship standard.

• **Further competition** – Once appointed onto the contract, providers will be listed under the standard where they were successful. It is possible that a provider could be successful onto one standard and not another.

A school/academy will then be able to view the sub-criteria that was completed in the individual standard documents, and through this sub-criteria the school/academy will be able to de-select providers that will not meet their requirements. For example, 20 providers may be listed under a standard, but if the school/academy only requires providers with an outstanding Ofsted rating and that can deliver a cohort of over 50 apprentices, then the list of providers suitable for them might be reduced to only five.

Schools/academies could then decide to carry out a further competition to the providers based on an assessment of additional quality elements, and by re-opening the price. All providers that meet the schools/academy's sub-criteria will be invited to bid for the further competition.

The school/academy's further competition may include:

- Specific requirements in a specification
- Bespoke pricing model
- Bespoke quality questions related to their requirements
- Bespoke reporting mechanisms and MI
- Delivery model

Providers would then be required to respond to the school/academy's documentation. Providers should only bid for the further competitions that they can deliver successfully, providers are not required to respond to all requests.

The school/academy would evaluate the further competitions and award to the successful provider.

The school/academy and the provider would then create a call-off agreement to deliver the relevant apprenticeship standard.

All direct award and further competitions may be for the delivery of either apprenticeships or apprenticeships and associated training, including end point assessment.

The direct award and further competition process applies to both the procurement of the apprenticeship and associated training and the end point assessment.

Types of Call-offs

Multiple standard call-off

Schools/academies may wish to have a single provider to deliver numerous standards. In these circumstances the school/academy will analyse which providers can deliver the numerous standards and then carry out a direct award or further competition with the appropriate providers. Only the providers that are listed across both/all the relevant standards will be evaluated for direct award or invited to the further competition.

Schools/academies may also do a multi-standard call-off and decide to award/invite bids from providers that can only deliver one of the standards. These may be procured through the same procurement process for ease to the school/academy. The school/academy will be completing a call-off for different standards.

Cross region call-off

Schools/academies may be based across numerous locations within the UK and may want a single provider to deliver either a single standard or numerous standards. In these circumstances the school/academy will evaluate which providers can deliver across the relevant regions and then carry out a direct award or further competition with the appropriate providers. Only the providers that are listed across both/all the relevant regions will be evaluated for a direct award or invited to the further competition.

Collaborative call-off

Schools/academies may decide to collaborate when procuring standards, and this may mean that some of the collaborating schools/academies aren't in the same region. In these circumstances, the lead school/academy will evaluate which providers can deliver across the relevant regions and then carry out a direct award or further competition with the appropriate providers. Only the providers that are listed across both/all the relevant regions will be evaluated for a direct award or invited to the further competition.

A collaborative call-off will include apprentices from different school/academies.

One-off call-off

Schools/academies may procure through the contract for one-off requirements, this may be for an individual standard or multiple standards.

Long-term call-off

A school/academy may utilise the contract to procure a long-term call-off to deliver all apprenticeships over a long-term period. There is no maximum call-off period on the contract. If a school/academy was to procure a long-term contract they would procure for a provider to deliver all apprenticeships for a standard/standards over a period of time.

A long-term call-off could be for one or more standards.

All direct award and further competitions may be carried out via the YPO portal but schools/academies may decide to utilise their own tendering portals.

Delivery Models

Providers might be required or be able to deliver a variety of delivery models for schools/academies.

The delivery model for apprenticeships may vary across the different schools/academies.

The provider may provide a variety of delivery model options as part of their method statements. Providers must detail their delivery model options in the tender response and provide pricing for the different delivery models.

Apprenticeship Overview

What is an Apprenticeship?

– This section might be useful for you to learn more about apprenticeships and how they work.

An apprenticeship is a real job with training. It is a way for individuals to earn while they learn, gaining valuable skills and knowledge in a specific job role.

An apprenticeship scheme gives an apprentice the opportunity to gain:

- **Technical knowledge**
- **Practical experience**
- **Wider skills**

The apprentice will have a contract of employment with the school/academy and the contract will be long enough for them to complete the apprenticeship standard.

The wages for the apprentice will be met by the employer, the provider may be required to support the school/academy to determine the appropriate salary.

An apprenticeship can be studied by any individual over the age of 16 and the provider will be required to support the school/academy in ensuring they can meet the needs and requirements of a variety of ages.

The contract can be used to recruit new apprentices into a school/academy, but they may utilise the contract to develop current employees.

How do Apprenticeships Work?

A training organisation will work with a school/academy to deliver an apprenticeship standard. The majority of the training is on-the-job working with a mentor to learn job specific skills in the workplace.

Off-the-job training will then depend on the occupational area, the provider and the requirements and wishes of the school/academy.

An apprenticeship will vary in length depending on the standard. Upon completion of the apprenticeship, an end point assessment organisation will then be required to assess the apprentice.

An apprenticeship should be employed by the school/academy for a minimum of 30 hours a week. Alternatively, part time and flexible working options may be provided.

Register of Apprenticeship Training Providers

– Any provider that would like to carry out apprenticeship training must be pre-approved by the Education and Skills Funding Agency (ESFA). We don't let anyone on our contract that isn't approved.

Providers will be required to be listed on the Register of Apprenticeship Training Providers (RoATP) to deliver apprenticeship training, and/or registered on the Register of Apprentice Assessment Organisations to deliver an end point assessment. All providers will be audited and contracted with the ESFA to be on the register. The ESFA will carry out audits on registered providers, all providers are required to advise YPO and relevant schools/academies the outcome of any audits. If a provider is removed from the approved registers by the ESFA they will no longer be able to provide through the YPO contract, and will be removed immediately.

All requirements that are requested by the ESFA must be met, this will result in approval onto the RoATP register. Any organisation that does not meet these requirements will not be awarded onto the YPO contract.

The application process for the RoATP covers:

- **Ofsted ratings**
- **UKPRN reference number**
- **Registered with the Information Commissioner's Office for the processing of personal data for education and training**
- **Safeguarding processes**
- **Equality and diversity processes**
- **Expertise or experience of delivering apprenticeships**
- **Financial assessment**

This is an indicative list only.

Education and Training Inspection

o **Ofsted ratings** – Ofsted ratings will be requested as part of the YPO procurement process. Any changes in a provider's Ofsted rating will need to be advised to YPO within 30 days of the results. Any provider that does not advise of the changes may be removed from the contract.

If a change to the provider's Ofsted rating results in removal from the RoATP, providers will subsequently be removed from the YPO contract.

Schools/academies will be able to seek a copy of relevant Ofsted reports from their successful provider.

o **Other inspections** – Higher education establishments will be subject to relevant reviews by QAA or other relevant bodies.

All reviews carried out on any training provider will need to be reported to YPO and any schools/academies. Any reviews that provide perturbing information will be investigated and providers may be removed from the contract or individual call-off agreements terminated.

Type of Provider

There are three types of providers as defined by the ESFA:

- **Main route provider**
- **Employer provider**
- **Supporting provider**

Main route providers are required to bid to be on the YPO contract, they can then work with employer providers and supporting providers. Main route providers should ensure that all employer providers and supporting providers are listed on the RoATP register.

Employer providers and supporting providers are not required to bid for the YPO contract but should be registered on the RoATP register.

Main route providers are required to ensure that they detail in their responses how employer providers and supporting providers will support their delivery models.

It will be the main route providers' responsibility to ensure that all employer providers and supporting providers are registered on the RoATP register. The main route provider must ensure that all provider information is updated and monitored for themselves, employer providers and supporting providers. All changes and updates to any of these organisations should be reported to the ESFA, YPO and any schools/academies.

The school/academy may wish to deliver the standard in partnership with the main route provider, they would be the employer provider or supporting provider. The main route provider will manage the relationship and support the school/academy in understanding the responsibilities and deliverables throughout the duration of the relationship. This should be a partnership that engages with the school/academy on a continuous basis to help develop the partnership. The school/academy would need to be registered on the RoATP register.

Providers will be responsible for the sub-contracting of English and maths and all work delivered through the school/academy will be the responsibility of the provider. The school/academy must approve the delivery of all English and maths.

An individual main route provider may not be able to deliver a full cohort themselves, where this is the case the main route provider may decide to deliver the solution through a number of providers. These organisations would need to be registered on the appropriate RoATP register. The main route provider would be the main provider with additional tier two providers.

Providers may decide to also bid via a collaborative bid. Where this is relevant both providers are required to be on the RoATP register.

Different Levels of Apprenticeships

All levels of apprenticeships will be delivered through the YPO contract on each of the relevant standards. A breakdown of the standard levels are:

Name – Intermediate

Level - 2

Equivalent education level – five GCSE passes at grades A* - C

Name – Advanced

Level - 3

Equivalent education level – two A level passes

Name – Higher

Level - 4,5,6 and 7

Equivalent education level – Foundation degree and above

Name – Degree

Level - 6 and 7

Equivalent education level – Bachelor's or master's degree

Minimum Requirements

– These requirements are set by the ESFA.

Providers will be required to be much more responsive to the school's/academy's needs. The schools/academies will require control over designing, choosing and paying for the apprenticeship standards.

The level of relationship between the provider and school/academy will vary depending on the volumes and type of requirements procured by the school/academy. Some schools/academies will require a transactional service where they want to procure an individual standard, other schools/academies will require a partnership relationship. Regardless of the type of relationship, providers on the contract are required to deliver to the highest standard depending on the requirements of the school/academy.

When delivering services in England, providers must work in-line with the Specification of Apprenticeship Standards for England (SASE), and this is a minimum requirement. Compliance with the SASE is a statutory requirement of the Apprenticeships, Skills, Children and Learning Act 2009.

Guidance of the specification can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630068/Specification_of_Apprenticeship_Standards_for_England_.pdf

When delivering services in Wales, providers must work in-line with the Specification of Apprenticeship Standards for Wales (SASW), and this is a minimum requirement. Compliance with the SASW is a statutory requirement of the Apprenticeships, Skills, Children and Learning Act 2009.

Guidance of the specification can be found at:

<https://acwcerts.co.uk/web/wp-content/uploads/2013/06/SASW-16th-Oct-2016.pdf>

Any amendments to the specifications detailed above must be followed for the duration of the YPO contract agreement and any subsequent call-offs.

When delivering services in Scotland and Ireland, providers are required to deliver within the relevant guidelines and specifications as prescribed by government.

All apprenticeships must be delivered within the latest guidelines as defined by the relevant government organisation.

The apprenticeship standards are supported by a number of government organisations, please see the below link for accountability for the different organisations:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/605552/Apprenticeship_Accountability_Statement.pdf

Providers will work with the relevant government organisations as required depending on the accountability statement.

Funding Policy

– Any training delivered through this contract will comply with the funding policy.

Requirements through the contract will need to be delivered in-line with the government's apprenticeship funding and performance management rules 2017 and 2018. Any subsequent versions of the funding rules will be adhered to by all providers:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/696506/Provider_v6.pdf

Requirements through the contract will need to be delivered in-line with the government’s apprenticeship funding documentation. Any subsequent versions of the funding rules will be adhered to by all providers:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/562401/Apprenticeship_funding_from_May_2017.pdf

The apprenticeship technical funding guide describes how funding will be allocated and provides several scenarios detailing how funding will be provided for the standards. The standards through the YPO contract will be delivered in line with the guide, please find the latest copy below:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/635331/Apprenticeships_funding_technical_guide_V3.pdf

All funding will be allocated in-line with the 15 funding bands as prescribed in the funding policy. Government expect public sector organisations to negotiate rates with providers and the band is seen as a maximum for the cost of standards, costs can be below this figure. Funding above the banding figures will be funded directly by the school/academy and relevant payment methods will be implemented.

Funding will be prescribed by one of the below bands:

– The ESFA have set funding bands, these are different for each apprenticeship standard. This is the maximum amount you will be able to pay from your apprenticeship levy pot.

Number	Band Upper Limit
01	£1,500.00
02	£2,000.00
03	£2,500.00
04	£3,000.00
05	£3,500.00
06	£4,000.00
07	£5,000.00
08	£6,000.00
09	£9,000.00
10	£12,000.00
11	£15,000.00
12	£18,000.00
13	£21,000.00
14	£24,000.00
15	£27,000.00

Providers will be expected to help support the schools/academies when applying for particular funding streams. An example could be where funding is available to support 16 - 18 year olds, providers would be required to support schools/academies in understanding the most appropriate usage of the funding provided by government. This is an example only and where relevant, other funding streams should be supported in the same way.

Providers will work with organisations to look at the opportunity to co-invest in apprenticeships if there are insufficient funds in their digital account.

Providers will be there to support organisations to deliver their funding within the 24-month period.

Schools/academies will have the ability to transfer up to 10% of their funding to supply chains or other employers (that is; up to 10% of their funding would be transferred to the employer/supply chain/public authority department paying for that apprenticeship training) within their sector or community. This should be delivered in-line with the government funding policy.

Public Sector Apprenticeship Target

– The government has set a target stipulating that 2.3% of staff in a public sector organisation are apprentices, and need to start by 21 March 2019. The aim of this is to encourage the use of the levy. If you're an academy or part of a MAT then you'll be aiming to reach this target yourself. If you're a school then this figure is combined with the number of apprentices your local authority are managing.

Providers will be required to support the school/academy in considering and reporting on their progress towards meeting their targets in-line with the guidance in 'The public sector apprenticeship targets regulations 2017' and any future requirements.

The target is aimed at prescribed groups and public sector bodies with 250 or more staff. In England they have a target to employ an average of at least 2.3% of their staff as new apprentices, over the period of 1 April 2017 to 31 March 2021.

Guidance is provided at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/606955/Public_Sector_Statutory_Guidance.pdf

Schools/academies will be required to provide an annual return, and providers will be required to provide relevant information and input to ensure that the schools/academies can complete the appropriate documentation.

Throughout the year, schools/academies may require information to understand their position in-line with the target. Providers will be required to provide information on a variety of areas, this may include but is not limited to achievement rates and successful delivery. The information required by each school/academy will be determined on the award of contract.

Equality and Diversity

All apprenticeship standards must be delivered to support the requirements for equality and diversity as described in the SASE or the relevant government guidelines.

The provider will support the school/academy in ensuring that equality and diversity is considered throughout all appointments.

Providers will work with schools/academies to support 16-18 year olds into apprenticeship schemes.

Providers will work with schools/academies to promote the available additional funding that is available for relevant groups of individuals.

Apprenticeship Digital Account

– Do you know who manages your digital account?

Providers will support schools/academies when they are funding and managing their digital accounts and ensure where relevant, they support the school/academy to ensure that funds are managed accurately.

Providers are required to add apprentices onto the digital account once approval is received from the school/academy, and it is the responsibility of the provider to ensure that all apprentices are setup on the system prior to the start of the apprenticeship.

Apprenticeship Delivery

How will Apprenticeships be Delivered?

– How can you make the apprenticeship levy work for you and your school?

Schools/academies will follow guidance and rules as defined by the ESFA. Providers will support schools/academies to ensure they deliver within the guidance and rules. All standards on the contract will be delivered in-line with the below guidance:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/696505/Employer_rules_v3.pdf

Standards should be delivered to ensure the most successful outcome for the school/academy and the apprentices. It is expected that providers will work with the school/academy to develop a successful model.

Each school/academy may require a variety of delivery models for a standard, it is anticipated that providers should be able to provide a variety of options for schools/academies.

Apprenticeships may be delivered via a variety of methods:

- **Day sessions**
- **Block (training over consecutive days)**
- **Evenings**
- **Rolling starts, not academic years**
- **Online, offline, onsite, offsite, face-to-face**

This is an indicative list only and over the duration of the contract, the above methods may vary and develop.

Providers should ensure a smooth process for apprentices to start their apprenticeship training. For example, clear guidance on location, facilities, materials and induction badges etc.

Off-the-Job Training

Providers must deliver a minimum of 20% off-the-job training and in-line with the funding rules as set out by the ESFA.

Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship.

The training must be directly relevant to the apprenticeship standard, it might include:

- Teaching of theory that supports the relevant standard
- Practical training for example showing, mentoring, visits relevant to standards
- Assessments
- Lectures
- Learning support
- Regular day release, block release
- Workshops

This is an indicative list and various models will be delivered through the contract.

Guidance on off-the-job training can be supported by the below link and should be applied by all providers when delivering such training:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/621565/O TJ_training_guidance.pdf

The funding guide advises that the 20% off-the-job training should not be described in detail to ensure it doesn't become 'one-size fits all'. The solution should be flexible to ensure it meets the needs of the individual and school/academy, providers will ensure they meet this requirement.

The off-the-job training should be naturally occurring and systems should be in place by the school/academy to evidence this, the provider will be required to support the school/academy. The systems in place could be registers, timesheet systems, HR/training systems and learning logs - this is only an indicative list and other methods may be utilised.

Providers will be required to support schools/academies in evidencing that the apprentice spends 20% of their time off the job. Providers will report this to the school/academy as defined by the school/academy upon award of the contract.

The provider and school/academy will jointly agree on the delivery model for off-the-job training prior to the contract award. It is anticipated that providers should understand the standard they are delivering and be able to provide guidance to schools/academies through the response document. Providers should be able to deliver the relevant off-the-job training for the standard.

Recruitment of Apprentices

– Do you want the provider to help you find an apprentice?

The recruitment of learners will vary between each school/academy. Schools/academies may decide to recruit their own learners or they may ask the provider to deliver the recruitment.

All recruitment processes will be agreed with the school/academy.

If the provider is carrying out the recruitment they will:

- Be required to understand the school/academy before they start the recruitment process. They should understand the benefits of working for the organisation and create a message they can deliver to potential apprentices
- Work with the school/academy to ensure that a job role is genuine within the school/academy
- Understand the apprentice's knowledge and experience to ensure that they are suitable for the apprenticeship
- Work with the school/academy to support local apprentices and target focus groups for the school/academy
- Carry out relevant security checks

If the school/academy carries out the recruitment, the provider will:

- Support schools/academies in collecting the relevant information for apprentices
- Work with the school/academy to ensure that a job role is genuine within the school/academy
- Support the school/academy to have the relevant information to ensure they recruit the appropriate apprentices
- Support the school/academy with recruitment checks e.g. security checks

Commitment Statement

The apprentice, training provider and school/academy are required to sign a commitment statement. The provider will ensure, alongside the school/academy, that it includes:

- **The planned content and schedule for training**
- **What is expected and offered by the employer, the training organisation and the apprentice**
- **How to resolve queries or complaints**

Number of Learners

– How many apprentices can you afford from your levy funding?

The number of learners per cohort will vary across one schools/academies, providers should be aware that schools/academies may request for one apprentice through to over 50 apprentices.

There is no limit on the number of apprentices that a school/academy may require.

Schools/academies may at times work together to create cohorts across organisations and providers will be required to support this where possible. When schools/academies work together but are located across different regions, as specified in the YPO contract structure, all providers across both regions will be invited to carry out a further competition, and all providers across both regions can be considered for direct award.

It may be possible that in the future, YPO will work together with schools/academies to create cohorts on behalf of schools/academies.

Cohort Flexibility

– You can start an apprenticeship at any time of the year.

The school/academy may procure a cohort with a set number of apprentices but within the period between the procurement process and the apprenticeship start date, there may be alterations to the number of apprentices. The number of apprentices may increase or decrease, and if this is seen as a significant change, the school/academy and provider will discuss a solution moving forward.

Schools/academies may be in a position where they are required to reduce the number of apprentices in a cohort, however this is likely to be rare. When an apprentice does not continue with the apprenticeship standard, the school/academy will not pay the full fee for the standard. This fee will be agreed with the school/academy and the provider in-line with the funding guidance.

Providers are required to support schools/academies when they have a requirement to add additional students onto a programme within the first few weeks of the apprenticeship.

Schools/academies may have current staff that are not completing the apprenticeship but would like to attend individual modules to develop their knowledge. Providers will work with the schools/academies to establish a programme to support the delivery of this.

Delivery Locations

– The training requirements can be delivered locally to your school/academy.

The delivery location may vary across the different schools/academies, it is however expected that schools/academies will require the delivery of the apprenticeship within their local region.

Providers will work with the school/academy to ensure that the location is appropriate for the apprentices.

Providers will be required to work with the school/academy to agree the final locations.

The expenses of all tutors will be covered within the cost provided as part of the direct award or further competition. Providers will include all expenses in their costs, including travel.

Facilities

Any facilities that are required to support the delivery of the apprenticeship will be approved by the school/academy, this may include rooms, training centres etc.

All facilities must be appropriate for the standard being delivered, they should be clean and presentable for apprentices.

Schools/academies would expect providers to implement technology based solutions where it is relevant to make the best use of contact time and limit travel time e.g. a two hour webinar rather than a two hour class which requires an hour journey each way. This obviously depends on the training required and whether technology is suitable.

All costs will be included in the cost provided as part of the direct award or further competition.

Course Content and Modules

Providers will be required to provide all course content and module information to the school/academy at a suitable period prior to the start of apprenticeship.

All course content and modules will be approved by the school/academy.

The content and modules should meet the requirements of the relevant standard and aim to deliver a high quality apprenticeship programme.

Qualifications and Trainer Experience

– You can ask the provider how they ensure they have good quality trainers for the standard you wish to be delivered. You can do this as part of your direct award or further competition.

All tutors must have the relevant experience for the standard they will deliver. Different tutors may deliver different aspects of the standard but the tutor should have the relevant experience of the module or aspect of the training.

The level of experience for tutors must be in-line with the level of apprenticeship that is to be delivered. They must have an operational competence in the specific standard.

All tutors will be approved by the school/academy. As a minimum, the school/academy will decide if they need to approve every tutor.

All tutors are required to have a line manager where concerns or comments can be raised. Providers are required to make schools/academies aware of the process of escalation prior to an apprenticeship starting.

Where relevant, providers are expected to carry out DBS checks.

Student Support

Providers will be required to support the apprentice with the relevant documentation for the standard.

Generic apprentice support must be available through all apprenticeship providers. This includes general welfare and support to understand the accountability on the apprentice to complete the standard. The school/academy will agree a process with the provider during the contract award stage.

Providers should have various methods of communication options for apprentices to discuss elements of their apprenticeship.

Providers should have various methods of communication options to discuss reviewing the progress of their apprenticeship.

The provider should continuously provide feedback to the apprentice throughout the duration of the apprenticeship, on a monthly basis as a minimum.

Providers may be required to support apprentices that might require additional intensive coaching and monitoring, to ensure they successfully complete the apprenticeship.

The provider will support the apprentice with any relevant re-sits throughout the apprenticeship and/or associated training.

The school/academy and the provider will work together to ensure that all apprentices reach a basic level of English and maths at level 1 and if possible level 2. Providers should show the development of the functional skills throughout the duration of the apprenticeship.

Apprentices might have the opportunity to remain with the school/academy on completion of their apprenticeship. Where apprentices don't have the opportunity, providers will work with the school/academy to support the apprentice to seek alternative opportunities.

Training Resources

The provider will provide all relevant learning materials to allow the apprentice to complete the apprenticeship successfully. Learning materials can be re-used for the same school/academy and recycled on the completion of an apprenticeship.

All training materials need to be suitable for the individual apprentice.

Providers are required to provide online learning material and resources where relevant.

Schools/academies will agree where this is relevant with the provider upon contract award.

Support Systems

Learning portals should be available to support the delivery of the apprenticeship, and the portal should provide training guidance, module and content information etc. This includes the overarching learning management system that providers will be required to have in place to manage the delivery of training, and enable proof of learning to the school/academy, YPO and the ESFA.

Apprentices should have a personal workspace to be able to manage their apprenticeship programme.

Systems should be able to provide schools/academies with reporting information to support the development of the apprentices.

Providers will work in-line with all relevant GDPR regulations throughout the duration of the contract agreement and subsequent call-offs.

Learner Satisfaction

The provider will work with the school/academy to report and understand learner satisfaction.

The school/academy will require a feedback report from providers on a six monthly basis as a minimum. A school/academy can agree or alter the frequency depending on their requirements.

Contingency Plans for Training

Providers should have contingency plans in place should there be an issue with a tutor, delivery location etc.

All apprentices must have a tutor to manage their apprenticeship for the duration of the programme. If a tutor leaves the organisation then a replacement must be available within 24 hours.

If a tutor is taken ill, the appropriate cover or arrangements should be made by the provider.

Termination

Due to poor performance, a school/academy may terminate an apprenticeship programme. An initial warning will be provided to the provider and a process will be agreed by the provider and school/academy.

During the termination process the school/academy and provider will have agreed weekly contact as a minimum. Alternative agreements can be made by both parties.

Payments

Costs will be procured through the contract by each school/academy in-line with the funding bands. If there is an adjustment to funding bands by the Institute of Apprenticeships or any other relevant organisation then costings will be discussed and agreed with the provider.

The government will pay apprenticeships through the digital account on a monthly basis. Payments will total 80% of the negotiated price on a monthly basis, spread evenly across the period of the apprenticeship. The remaining 20% will be paid at the end of the apprenticeship, and the final payment will be made once the end point assessment has been completed.

Payment for apprenticeships will be managed directly through the digital account to providers as documented by the ESFA.

Payments for additional services will be paid directly by the school/academy within 30 days of receiving the invoice.

Schools/academies may be required to pay over the funding available for a standard. In this situation the payment will be directly from the school/academy.

All invoices should be clearly marked and delivered in a timely manner to the school/academy. Upon receipt of the invoice, the school/academy will have 30 days to pay the invoice.

Schools/academies may request additional information to support the payment of the invoice.

Open book cost will apply to all standards procured through the YPO contract.

Partnership

Providers may be required to work with schools/academies to deliver modules or elements of the apprenticeship standard.

Providers will be able to provide examples of different delivery models that would support a partnership working model for schools/academies.

The level of delivery from each school/academy will vary. Through this procurement process, providers will have established and detailed their potential partnership delivery models and schools/academies will either be able to direct award or carry out a further competition based on this.

The provider will be responsible for the overarching delivery of the apprenticeship standard, employer providers will support the delivery of elements of the solution and report into the provider when required.

Any delays in delivery of the standard is the responsibility of the provider. In a partnership delivery model, the school/academy is an employer-provider that reports into the main provider. All obligations under the YPO contract sit with the main provider.

Intellectual Property Rights

All title to and all rights and interest in the Developed IPRs shall vest in the school/academy. The provider hereby assigns to the school/academy, with full title guarantee, title to and all rights and interest in the Developed IPRs and/or shall procure that the first owner of the Developed IPRs also does so.

Contract Management and Communication (Schools/Academies)

Management and communication will be an important part of delivering a successful apprenticeship programme within a school/academy.

There will be several key relationships that will need to be managed throughout the framework call-offs:

School/Academy and Provider

- The provider will appoint an account manager for the school/academy to discuss the management and development of the apprenticeship standard with. The account manager will be the main point of contact for the school/academy
- The account manager and provider will be responsible for the successful delivery of the apprenticeship standard into the school/academy
- The provider will be required to have an escalation process in-place, the details will be provided to the school/academy on the award of contract
- Monthly review meetings if required by the school/academy, depending on the volume of apprentices and type of standard delivered. This may vary and will be agreed by the school/academy on contract award
- Providers will have a compliments and complaints process in-place which will be provided to the school/academy on contract award
- Providers will be expected to continuously develop and provide innovation into the delivery of the apprenticeship, these should be highlighted throughout the duration of the contract
- Schools/academies reserve the right to request service improvement plans from providers delivering the apprenticeship
- Providers should provide various methods of communication for schools/academies such as telephone, email etc

- Management information will be required by each school/academy, this will be finalised upon the award of contract. YPO will provide template MI information for schools/academies to utilise but they can deviate to meet their specific requirements
- Providers will provide schools/academies with clear milestones and targets throughout the contract
- Providers have an obligation to advise the outcome of any ESFA reviews and immediately inform YPO and schools/academies

Provider and Apprentices

- The provider will be expected to have regular reviews with apprentices to ensure that work is completed on time
- Apprentices should have an allocated tutor to support the delivery of their apprenticeship
- Providers should provide various methods of communication so apprentices can contact their dedicated tutor easily
- Providers should ensure that all apprentices are given clear milestones and targets to ensure that the apprenticeship is completed. These milestones and targets should be agreed with the school/academy
- Providers are responsible to ensure the continuous support and delivery of the agreed apprenticeship programme, in case the tutor leaves the programme etc.

All providers will be governed by the performance management rules for training providers set out in the below document:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697992/Provider_v6.pdf

Key Performance Indicators (KPIs – School/Academy)

Providers will provide schools/academies with KPIs on a minimum of a monthly basis. KPIs will be established by the school/academy based on the standard delivered.

Value Added and Innovation

The provider will be expected to continuously look at how they can add value to the school/academy through the delivery of apprenticeships.

Providers should provide the school/academy with a six monthly update on innovation and added value that can be added throughout the duration of the apprenticeship standards and contracts.

Associated Training

Associated training may be required by the schools/academies to support the apprenticeship programme the provider delivers.

The training may be an additional module that the school/academy wishes to add, or it may be a full programme that is an alternative to the apprenticeship standard offered by the Institute of Apprenticeships.

Each school/academy may require a variety of delivery models for the training model and it is anticipated that providers should be able to provide a variety of options for schools/academies.

Associated training may be delivered via a variety of methods:

- **Day sessions**
- **Block (training over consecutive days)**
- **Evenings**
- **Rolling starts, not academic years**
- **Online, offline, onsite, offsite, face-to-face**

This is an indicative list only, and over the duration of the contract the above methods may vary and develop.

The following areas within the specification also relate to associated training:

- Equality and diversity
- Delivery location
- Facilities
- Number of learners
- Cohort flexibility
- Contract management and communication
- Key performance indicators
- Course content and modules
- Qualifications and trainer experience
- Student support – relevant to the associated training
- Training resources
- Support systems
- Learner satisfaction
- Contingency plans for training
- Termination
- Payments

Associated training will be funded directly by the school/academy.

Providers are not expected to deliver associated training alongside an apprenticeship standard but will be expected to advise of the associated training available.

It is likely that a school/academy that wishes to procure both an apprenticeship standard and associated training are likely to carry out a further competition to further detail their needs.

End Point Assessment (EPA)

The provider will include all EPA costs within their delivery models. The school/academy will have the final sign off regarding the end point assessor.

It may be required that a school/academy wants to procure an EPA independently from the apprenticeship provider.

EPA Provider

The apprenticeship provider will be involved in the arrangements of the EPA but the assessment must be independent.

The EPA provider will be responsible for designing, administering and marking assessments.

All providers need to be approved onto the register of EPA organisations.

The provider will contract directly with the assessment organisation on the school/academy's behalf, and will have a written agreement in-place to pay the EPA. It is expected that the cost of the EPA should not exceed 20% of the funding band maximum.

EPA providers must ensure consistency when delivering assessments across standards and across the school/academy.

The EPA will be assessed by the External Quality Assurance (EQA) to ensure that they are delivering in-line with the assessment plan for the relevant standard.

The provider will be required to provide information in relation to any monitoring requirements delivered through the Institute of Apprenticeships external quality assurance programme.

Any queries or enquiries that are raised by the EPA will be reported to the school/academy and YPO.

Any organisations that is withdrawn as an EPA provider will be removed from the contract as a provider for EPA.

Providers may be required to submit the EQA annual report or other relevant information to the school/academy or YPO.

End point assessors must be regulated or equivalent by the relevant standards by the EQA.

Providers will be required to work with Ofqual where relevant for the standard delivered:

<https://www.gov.uk/government/organisations/ofqual>

The EPA provider will be required to ensure the completion of the apprenticeship in-line with the assessment plan as prescribed by the Institute of Apprenticeships for each standard.

The EPA provider will be responsible for requesting the certification from the ESFA.

EPA – Apprenticeship Provider

The apprenticeship provider will be involved in the arrangements of the EPA but the assessment must be independent.

The provider will contract directly with the assessment organisation on the school/academy's behalf and will have a written agreement in-place to pay the EPA provider. It is expected that the cost of the EPA should not exceed 20% of the funding band maximum.

The provider will need to work in partnership with the EPA organisation to arrange and ensure full completion of the EPA.

The apprenticeship provider will work together with the EPA provider and school/academy to support the apprentice when required.

Contract Management

Contract Promotion

All providers on the YPO contract will be expected to promote the contract across all areas of the public sector.

It is expected that providers will have appropriate literature to help schools/academies understand the contract.

YPO Workshops

YPO will arrange appropriate workshops to support the delivery of the contract, and will give both providers and school/academies the opportunity to learn and develop the apprenticeship market together.

YPO will support where possible collaboration, information sharing/lessons learnt, and supplier market development etc.

Contract Management

Due to the high volume of providers likely to be on the contract, YPO will hold quarterly provider engagement days.

Management information will be requested from providers on a monthly basis and should be completed by the 10th of every month.

All links to government documentation may be updated and all new versions will be covered by this specification.

All documentation provided by all government departments are to be adhered to by all providers.