

DELIVERY OF A BESPOKE TRAINING PROGRAMME FOR 'TRANSFORMING ARCHIVES: BRIDGING THE DIGITAL GAP' TRAINEESHIPS

DEADLINE FOR TENDER RESPONSES: 5PM, 7 JUNE 2018

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions relating to the above opportunity. The questions and their associated responses can be found below.

Q1: Can you provide additional information with regards to the level of qualifications and expected age range of the participants in the traineeship?

A1: We are recruiting all ages for the trainees – there will be a slight focus in our recruitment on working with school-leavers at 18+ but we would also welcome career-changers and people returning to the workforce. We are looking at qualification levels of A-levels or equivalent for entrants into the programme.

Q2: Do you have a view of the length of time required to deliver the existing content to the groups of trainees (on average per session), and what additional time should be allocated to provide individual support for the participants?

A2: There will be six face-to-face sessions – the training materials for each mean that the sessions should last a full day. Individual support over and above these sessions is expected to be very limited and will be delivered on an 'as needed' basis.

Q3: Is it possible to have access to the e-learning material prior to submitting a response to aid assessment of this element of the content to be delivered?

A3: The e-learning material can only be shared with the successful bidder for copyright reasons. For your information, the e-learning module titles are:

Module 1 – Introduction to the Archive Sector and Archive Management Principles

Module 2 – Digital Acquisition

Module 3 – Digital Preservation

Module 4 – Digital Access

Module 5 – Digital Engagement

We would like to make it clear that the ITT is only to deliver the face to face sessions – which will involve checking on e-learning progress but not delivering any of the content.

Q4: The ITT says in section 1.2 that 'All content to be delivered has been created, ...' does this include a specific methodology or content required to help develop the 'soft-skills' referred to in section 4.3?

A4: The soft skills are delivered through the face to face training sessions and all materials and methodology are already created.

Q5: How does this training fit into the wider Digital Archive Assistants trainee 15 month work-based training programme?

A5: Each of the six training modules links to an online training module which trainees complete in their own time as self-directed learning following on from the face-to-face training session.

Q6: Does each of the 6 trainee sessions follow a work-based activity?

A6: The training sessions precede each linked online module, some of which include work-based activities under the supervision of the supervisor from the host archive. In addition, the trainees will carry out further bespoke work-place activities under supervision.

Q7: Each of the 6 trainee face to face sessions are interconnected. Do they need to be delivered in a particular order?

A7: Yes. They are to be delivered in the following order:

Module 1 – Introduction to the Archive Sector and Archive Management Principles

Module 2 – Digital Acquisition

Module 3 – Digital Preservation

Module 4 – Digital Access

Module 5 – Digital Engagement

Module 6 – Moving On – Next Steps

We would like to make it clear that the ITT is only to deliver the face to face sessions – which will involve checking on e-learning progress but not delivering any of the content.

Q8: The trainees are based at regional groups across the UK. Are their travel arrangements to the training location and any accommodation requirements or travel expenses covered outside of the budget for this training programme?

A8: The budget for trainees' travel, accommodation and subsistence during training activities does not form a part of the Training consultancy budget.

Q9: What age range are the trainees?

A9: We are recruiting all ages for the traineeships. There will be a slight focus in our recruitment on working with school-leavers aged 18+, but we would also welcome career-changers and people returning to the workforce. We are targeting individuals with A-level qualifications or equivalent for entry into the programme. Graduates will be sign-posted to other existing entry routes into the sector.

Q10: How many males and females in each cohort?

A10: We are aiming to encourage applications from people who identify as male, as this gender is under-represented in the Archives Sector. However, the final profile-split of each cohort will depend on the calibre of candidates, as trainees will be selected primarily on aptitude.

Q11: Does the pre-written training material include soft skills, awareness of workplace behaviours, customer service and development of job-hunting and application skills?

Yes.

Q12: Will there be a project manager at The National Archive who will liaise with the supplier to monitor progress of the programme during the project?

A12: Yes. The progress of the Bridging the Digital Gap (BDG) project delivery is led and monitored by a Project Manager employed for 21.6 hours per week.

Q13: How long is each training session for both trainees and supervisors/mentors?

A13: Each training session is one-day long. This is typically 9:30am to 4:30pm with a one-hour lunch-break.

Q14: What is the required frequency for each training session across the 15-month programme or has a schedule that fits with the wider work place training already been defined? Could the supplier have the dates if already defined?

A14: The face-to-face training days occur at regular intervals at the beginning of each online module. The dates for the each cohort will commence in October and run until the following November. This means there will be an overlap between Module 6 of the one cohort (delivered in November) and Module 1 of the next cohort (delivered in October). The exact dates will be agreed with the TNA and the chosen supplier.

Q15: Has the training material been designed as 6 individual training sessions with lesson/training plans?

A15: Yes. The training materials have been produced as six individual training sessions and include a comprehensive facilitator guide for each module, a participant guide and a PowerPoint presentation.

Q16: Are the TNA premises in Kew that can be used for meetings and training delivery as stated in the Invitation to Tender, chargeable and a cost to be included in the tender?

A16: Training premises at The National Archives and other participating organisations are offered with nil charge to the supplier.

Q17: Who is responsible for scheduling and paying for the training venue (including the TNA premises at Kew)?

A17: The BDG Project Manager with support from a departmental administrative officer is responsible for scheduling the training venues. There will be nil charge for room hire.

Q18: Who will communicate the detail of venue and schedule for the training to the trainees & supervisors/mentors?

A18: This will be managed by the BDG Project Manager in liaison with the supplier.

Q19: Will the supplier be given access to the contact details for each of the cohorts for the purposes of scheduling additional bespoke learning opportunities?

A19: The supplier will be given access to trainees' work contact details but not their personal data.

Q20: If the TNA training facilities are not available, does the training need to take place in London or around the Kew area? Is TNA responsible for organising this?

A20: TNA training facilities will be available and this will be managed by the Project Manager.

Q21: This programme runs over 3 years with 3 cohorts. How many trainees will each supervisor/mentor look after?

A21: Each supervisor will look after one trainee. Mentors will look after trainees from up to four host organisations. This will be up to each consortium to decide.

Q22: Will trainees remain with their allocated supervisor/mentor for the whole of the programme?

A22: Yes. Two supervisors will be supernumerary to support in case of sickness, absence or termination of employment in host organisations.

Q23: What resources need to be provided by the trainer?

A23: The TNA will provide a training venue for each session equipped with an Internet connection and basic equipment such as flipchart stands. The training provider will be responsible for providing their own I.T. equipment (e.g. a laptop for presenting digital content) and any training materials listed in the session plans, such as pens, paper and other essential items.

Q24: Should the training material require amendments after feedback from cohort 1 or 2 who do you see as responsible for making the changes?

A24: Any amendment to the training materials will be agreed between the Project Manager and the Training Provider as part of a process of continuous improvement. The Training

Provider will be responsible for implementing agreed amends and providing new master documents. TNA will retain ownership of all amended material under Crown Copyright.

Q25: Is there a requirement for the supplier to produce a progress report at regular intervals during the programme?

A25: Yes. This will be agreed with the chosen supplier before the contract commences.

Q26: Is there a completion criteria or pass mark/measure expected by trainees at the end of the programme? If the answer is yes. How will this be tracked/scored?

A26: Trainees will be expected to achieve the Foundation level of the Archives and Records Association CPD framework. This will be assessed by suitably qualified archives staff.

Q27: Are the trainees guaranteed a full time position as a Digital Archive Assistant on completion of the training?

A27: There is no guarantee of a full-time position at the end of a course. Trainees will be actively supported to seek and secure further employment in the Archives Sector in the last three months of the 15-month programme.

Q28: What project management tool will be used to track the project?

A28: The Project will be tracked in accordance with Heritage Lottery Fund approved purposes.

Q29: Will the supplier have access to the TNA project plan?

A29: Yes.

Q30: Will the supplier be required to present their project plan?

A30: No.

Q31: How many in-person project meetings are planned that the supplier needs to attend? (not including the training sessions).

A31: A minimum of one per year.

Q32: Are you able to clarify your expectation on the duration of sessions please?

A32: Each training session is one whole day. This is typically 9:30am to 4:30pm with a one-hour lunch-break and short mid-morning and mid-afternoon comfort breaks. The total number of training sessions required to be delivered throughout the specified contract period is 21, which equates to 21 whole days.

Q33: Section 6.2 of the ITT states that TNA's premises in Kew may be used (by prior arrangement and if appropriate). If you are able to give any further clarity on this issue it would be extremely helpful.

A33: Room hire will be managed by the Bridging the Digital Gap (BDG) project manager and funded separately, therefore a budget for room hire fees should not be included in suppliers' tender responses. TNA premises at Kew will be the primary venue for training, but where appropriate the project manager will secure training venues in other UK locations which are more geographically convenient for specific cohorts. In the first round, it is likely that face-to-face training sessions will take place at TNA in Kew, and in Peterborough.

Q34: Please tell me if you have an expectation of the payment schedule to the trainer.

A34: The payment schedule will be agreed with the selected supplier at the beginning of the contract delivery period. Payments will be made in arrears at pre-agreed intervals upon completion of scheduled tasks.