# Annex 1: Service Specification

SERVICE LEVEL AGREEMENT BETWEEN THE ROYAL BOROUGH OF GREENWICH (THE EMPLOYER) AND THE TRAINING PROVIDER

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## INTRODUCTION AND ROLES

This service specification describes the ways in which RBG’s Professional Apprenticeship Scheme will be delivered. It sets out the roles, responsibilities and relationships between Workforce Development and the Training Provider.

In summary:

* 1. Workforce Development will hold key responsibilities for:
     1. Identifying and creating Apprenticeship opportunities amongst the existing workforce.
     2. Supporting managers to lead internal application and selection processes.
     3. Providing links with workplace managers to support ongoing progress of learners once they have commenced the programme.
     4. Referring potential learners to the training provider for consideration to be enrolled onto apprenticeships
     5. Putting in place an apprenticeship agreement with the learner
  2. The Training Provider will hold key responsibilities for:
     1. Delivering all elements of the apprenticeship qualification
     2. Monitoring and managing progress of all apprentices
     3. Reporting progress of all learners to Workforce Development and learners’ managers
     4. Conducting all pre-enrolment activity in order to confirm eligibility to funding prior to RBG’s internal selection process.

## SCREENING AND PREPARATION

* 1. Workforce Development will work with line managers to identify where apprenticeships can be offered to existing staff in support of career progression and continuing professional development (CPD).
  2. The Provider will obtain all relevant information from potential learners and confirm eligibility for funding prior to them undergoing the RBG internal selection process. This may include:
     1. A job description to check alignment to the programme content.
     2. Residency checks
     3. Literacy and Numeracy assessments (where necessary to the provider)
     4. Evidence of accredited prior learning
     5. Any further documents provided or completed by the potential learners, e.g. application forms.
  3. The provider is required to confirm whether potential learners are:
     1. Eligible to be funded by the apprenticeship levy
     2. In a suitable role to support the qualification criteria

(Once this this has been confirmed, the Workforce Development Lead will then work with the line manager to conduct a full application and selection process)

* 1. The Provide will submit to the Workforce Development Lead, schemes of work and / or learning plans relating to the programme being undertaken in order for them to be agreed prior to enrolment

## ENROLMENT AND INDUCTION

The Provider will:

* 1. Discuss RBG’s requirements for the apprenticeship, agree and document a formal training programme for each apprentice.
  2. Notify the enrolling learners and their manager of all arrangements for induction, including venue, host’s name, date/time, intended outcomes, required documents.
  3. Deliver an induction programme that clearly explains all details of the programme. To include, but not limited to, duration, workshops, requirement for assignment work, login credentials to online support systems
  4. Induction shall be arranged directly between the provider, the enrolling learner and their line managers. It is preferred that it will take place at RBG’s offices.
  5. Prepare and agree an Individual Learning Plan (ILP) with clear training and assessment targets for each apprentice.
  6. During induction the provider shall ensure that all learners are aware of the following:
     1. They are subject to the apprenticeship agreement and the enrolment condition
     2. The appeals procedure and code of conduct
     3. Their right to complain to RBG about any aspect of the programme
     4. How such a complaint may be made and
     5. That complaints made in good faith cannot lead to action being taken against the learner by the provider
  7. Be responsible for putting in place the Commitment Statement and all of the documentation that is required in order to be compliant with ESFA funding, unless where otherwise specified by RBG.
  8. Store and record all of this documentation
  9. Register all new apprentices onto the Digital Apprenticeship System (DAS) within 2 working days of enrolment.
  10. Provide confirmation of entries onto the DAS to the Workforce Development Lead.
  11. Register apprentices with the appropriate awarding body and apply for certificates on completion. Or if applicable, register apprentices with the apprenticeship assessment organisation and liaise as necessary to facilitate end point assessment and certification.

## ON-PROGRAMME SUPPORT

The Provider will

* 1. Allocate suitable dedicated support personal to the learner that includes a workplace assessor, a mentor and a tutor. These roles may be fulfilled by the same person but a distinction should be made between the roles.
  2. Provide to the learner, their line manager and the Workforce Development Lead, the details of a main point of contact for the duration of the qualification and agree on the best method of communication at enrolment. This named contact should respond to enquiries from RBG within 3 days.
  3. In the even that there is a need for replacement personnel, there should be a thorough handover to ensure continuity of learning
  4. Implement a three way support process between Learners, Managers and the Provider in order to provide effective support throughout the duration of the learning programme.
  5. Notify the RBG Workforce Development Lead of any issues regarding learners, including:
     1. Regular lateness
     2. Lack of motivation / concentration
     3. Falling behind in work
     4. Poor behaviour
     5. The possibility of or the presence of Learning difficulties
     6. Any further issues that they have declared that may impact on their work or studies
  6. Conduct formal reviews of learning and progress with the learner that take place at least every three months and that their managers are invited to attend some part of in order to be formally apprised of their member of staff’s progress
  7. Provide remote support for learners in between visits. These face to face visits and remote support are the key touch points that make up the support that the Provider puts in place for the learners. There should be no more than a two week gap between these touch points
  8. Apply for any additional payments that are due in relation to learners. Payments to include:
     1. 16-18 year olds (or 19-24 with an EHC plan)
     2. Additional learning needs (any age)
     3. Care leavers
  9. Advise the RBG Workforce Development Lead of progress with ongoing claims for additional payments that have been applied for.

## THE DELIVERY PROGRAM

The Provider must ensure:

* 1. Learning commences within 4 weeks of enrolment. The commencement being marked by a one to one workplace meeting or attendance to a workshop
  2. The provider will ensure that they have developed and disseminated the following  policies/procedures to all staff:
     1. Internal Quality Assurance
     2. Safeguarding and Prevent Policy
     3. Equality and Diversity Policy
     4. Anti-Bullying Policy
     5. Health and Safety Policy
     6. Data Protection Policy
     7. Self-Assessment Review
     8. Quality Improvement Plan
  3. Learning is supported by an online portfolio system which can be accessed by the learner, their line manager and the Workforce Development Lead
  4. The learning programme includes all components of the framework or standard including any necessary Functional Skill and all exams and end point assessments
  5. Engagement of the end-point assessment provider (in consultation with RBG)
  6. All learners’ assignments are marked and feedback provided within 2 weeks of the assignment deadline or the work submitted (whichever is the later)
  7. Attendance records that confirm attendance to scheduled off the job workshops that have been arranged by the Provider are retained for reporting on (see section on Management Information)
  8. Facilitate the completion of all required elements of the Framework or Standard the Commitment Statement or Assessment Plan
  9. Providers should provide certificates for any qualifications completed as part of the apprenticeship and where possible provide certificates of part-completion
  10. Providers should inform the learner, their line manager and the Workforce Development Lead when an apprentice has successfully completed their qualification.
  11. Planned training takes place as scheduled and is not cancelled at short notice. The provider should make efforts to cover the training by other staff where there are unexpected absences.

## MANAGEMENT INFORMATION

A monthly contract management process led by a dedicated single point of contact with the Provider (e.g. an account manager) should be put in place that includes but is not limited to:

* 1. A summary of all learners comprising
     1. Learners’ names
     2. Qualification
     3. Original planned end date
     4. Revised planned end date
     5. Actual end date (where completion has been achieved) and status of claim for final certificate
     6. Records of absences from workshops
     7. Where a learner is 20% or more behind their planned target, a narrative including proposed action.
     8. Issues: reporting on any additional pastoral care required or behaviour that needs addressing
     9. Update on claims for addition payments (see section 4.8) for additional learning needs etc. that show the status of the claim and how the payments will be used.
     10. If End Point Assessor has been appointed (and who)
  2. All to be updated and delivered to the Workforce Development Lead by the 22nd of each month

## PROVISION OF FINANCIAL INFORMATION

* 1. RBG will not pay above the maximum capped value of the apprenticeship qualification as stated by the ESFA, and so all payments will be processed via the Government Gateway Digital Apprenticeship Account.
  2. The Training Provider will ensure that RBG is aware of expected payment via this portal by notifying in advance any deviation to regular payments that are due. In this way queries and delays to payments being authorised will be avoided.

## CONTRACT MANAGEMENT

* 1. Account Management: RBG will appoint a single point of contact within Workforce Development with whom the training provider can liaise. This person will be the dedicated contract manager for that provider.
  2. Programme Management and Review Meetings: The training provider will send the agreed Management Information (see no. 6) by the 25th of each month for review by the Workforce Development Lead and the learners’ line manager/s.
  3. Meetings to review progress of learners may be requested in order to address specific issues or concerns but will not be scheduled routinely. These arrangements will not affect or replace the regular review meetings between the Training Providers’ delivery staff and the learners/their line managers.
  4. All due payments are made to sub-contractors and EPA providers directly from the Provider

# Key Performance Indicators

Below are the Key Performance Indicators that will be used to measure the Providers’ delivery

* 1. Screening and preparation

Conducting initial eligibility checks to determine whether RBG should include the potential learners in the selection process

* + 1. Providers respond to requests for initial eligibility checks within 2 working days with accurate information 100% of the time.
  1. Enrolment and induction

A thorough induction programme that accurately assesses enrolling learners for the suitability of the programme and sets all expectations

* + 1. Instructions sent to learners with copies to managers at least one week prior to the scheduled date. All information is accurate. (95% accuracy required)
    2. If not already issued, learning programmes are issued at induction 100% of the time.
  1. On-programme support

The right support is provided throughout that encourages learners to stay on track.

* + 1. Critical instances, crises or risks of withdrawal are responded to within 2 working days for 90% of cases
    2. Percentage of all early leavers across RBG cohorts is no more than 30%
  1. The learning programme

A challenging and relevant programme is in place that leads to achievable success.

* + 1. Success rate for apprentices who have ended their qualifications is above 60%
    2. Gaps between touch-points do not exceed 4 weeks
  1. Management Information

Adequate and accurate information is provided in a timely manner that is fit for purpose.

* + 1. Reports are received on time 95% of the time
    2. Error rates in reports are below 5%
  1. Commitment to equality

Additional payments for support are applied for and well used.

* + 1. Providers put in place additional support for learners who need it within 4 weeks of enrolment
    2. All additional payments are applied for and utilised. Evidence of progress of drawing additional funds is included in MI