

**FOL17/178:THE ROYAL PARKS’ APPRENTICESHIP SCHEME EDUCATION PROVIDER 2017 – 2021**

**SPECIFICATION OF REQUIREMENTS**

TABLE OF CONTENTS

[1. Purpose of this document 4](#_Toc479002945)

[2. The Royal Parks Apprenticeship Scheme 4](#_Toc479002946)

[3. Apprenticeship Scheme Vision 4](#_Toc479002947)

[4. Apprenticeship Scheme Strategic Aims 4](#_Toc479002948)

[5. New Apprenticeship Scheme Overview 4](#_Toc479002949)

[6. Overview of Services Required 5](#_Toc479002950)

[7. Course Content to be provided by the Education Provider 6](#_Toc479002951)

[8. Assessment 7](#_Toc479002952)

[9. Course delivery 7](#_Toc479002953)

[10. Course Duration 7](#_Toc479002954)

[11. Teaching 8](#_Toc479002955)

[12. Learning Support Services: Special Educational Needs and Welfare 8](#_Toc479002956)

[13. ADDITIONAL SERVICES 8](#_Toc479002957)

[14. EP Apprenticeship Scheme Co-ordinator 8](#_Toc479002958)

[15. Learning Support Services: Administrative Support 9](#_Toc479002959)

[16. Monitoring of academic performance 9](#_Toc479002960)

[17. Working with (LMCs) 9](#_Toc479002961)

[18. Working with TRP 10](#_Toc479002962)

[19. Recruitment and Selection of Apprentices 10](#_Toc479002963)

[20. Financial Management 10](#_Toc479002964)

[21. Qualifications 10](#_Toc479002965)

[22. Accommodation 11](#_Toc479002966)

[23. Promotion 11](#_Toc479002967)

[24. Key Dates 12](#_Toc479002968)

[25. Monitoring, Evaluation and Review of EP Contract 12](#_Toc479002969)

[26. APPENDIX A - EDUCATION PROVIDER – APPRENTICESHIP SCHEME CO-ORDINATOR ROLE RESPONSIBILITIES 14](#_Toc479002970)

[27. APPENDIX B - KEY PERFORMANCE INDICATORS 16](#_Toc479002971)

**Glossary**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| The TRP Apprenticeship Scheme(“the Scheme”) | The horticultural apprenticeship scheme managed by TRP. |
| Contractor | The academic institution that will be delivering the Services. |
| Contract Manager | The TRP member of staff who is responsible for managing the Scheme.  |
| Trailblazer Standards | The Trailblazer Apprenticeship Standards published by the Skills Funding Agency. |
| Apprenticeship Scheme Co-ordinator | A named senior tutor or manager from the Contractor who shall be the single point of contact for TRP and whose responsibilities are specified in Appendix A of this document. |
| Framework | Requirements for apprenticeship training, issued by the Skills Funding Agency. From 2017 Frameworks are being phased out and will be replaced by Trailblazer Standards. |
| End Point Assessment (EPA) | A collection of assessments that offers confirmation of knowledge, skills and behaviors for a particular role. It takes place once the apprenticeship training has been completed, Trailblazer Standards will use End Point Assessment rather than continuous assessment. |

# Purpose of this document

* 1. This document sets out the requirements for The Royal Park’s (TRP’s) Apprenticeship Scheme Education Provider.

# TRP’s Apprenticeship Scheme

* 1. The Scheme provides educational and work-based training in horticulture and related subjects. It is delivered through the employment of apprentices by Landscape Maintenance Contractors (LMCs), contracted by TRP, and structured learning delivered by a 3rd party education provider. The Scheme is managed by a TRP member of staff, referred to in this document as the Contract Manager.

# Apprenticeship Scheme Vision

* 1. TRP will offer a ‘gold standard’ apprenticeship programme that delivers highly qualified staff that meets service needs.
	2. The Scheme will offer high quality educational and work-based training, combined with recognised horticultural qualifications, to individuals who can demonstrate a keen interest in pursuing a career in horticulture.

# Apprenticeship Scheme Strategic Aims

* 1. The Scheme aims to identify and train those individuals who have the potential to become highly skilled horticulturalists and/or future TRP Managers or to take up other senior positions in the horticultural industry.
	2. The Scheme aims to improve the apprentices’ knowledge of horticulture for the benefit of the individual apprentice and the industry as a whole.
	3. The Scheme will be able to offer a wide range of training in other specialist areas relevant to TRP, for example countryside management, sports turf management, wildlife management.
	4. The Scheme will be recognised as a source of excellence within the horticultural sector.

# New Apprenticeship Scheme Overview

* 1. Apprentices will be employed by the LMCs working for TRP.
	2. TRP expects to have an intake of 10 apprentices per year who will be based across all parks. Apprentice numbers will vary during each academic year in this contract.
	3. The Scheme will incorporate Trailblazer Apprenticeship standards for Landscape and Horticulture Operative and Supervisor at the earliest opportunity. If these standards are not published in sufficient time then the scheme will continue to use the current Framework diplomas (Level 2 Diploma in Work-Based Horticulture and Level 3 Diploma in Work-based Horticulture).
	4. Apprentices who started the Scheme prior to 2017 will complete the Framework Level 3 Diplomas as appropriate.
	5. Additional certifications will be included, this list may be amended as more detail on the contents of the Trailblazer standard becomes available, but is expected to include as a minimum:
1. Pesticide Application (PA01/PA06) (if not included in Trailblazer)
2. Level 2 Award in safe use of pedestrian controlled mowers (NPTC 001401)
3. Level 2 Award in safe use of ride-on self propelled mowers (NPTC 001403)
4. Level 2 Award in emergency first aid at work (if not included in the Trailblazers)
5. Practical and theory driving tests if appropriate
	1. The Scheme will continue to offer apprentices the opportunity to take RHS exams.
	2. A structured programme of training/lectures/experience from TRP staff will be included in the Scheme.
	3. TRP and The Royal Parks Guild (TRPG) will provide access to experts, specialist master-classes and training, advice and guidance to apprentices. All apprentices are offered free membership of TRPG during their apprenticeship.
	4. TRP will seek to provide a full breadth of experience through rotation of apprentices across the parks, providing opportunities in a range of work environments.
	5. TRP will assign a Contract Manager who will be the first point of contact from TRP on any matters arising from the Scheme.

# Overview of Services Required

* 1. The Contractor will provide the formal educational content of the TRP Apprenticeship Scheme.
	2. The Contractor will contribute to producing qualified apprentices who are trained to a high standard and possess an excellent knowledge of horticulture, landscaping, conservation and urban park management.
	3. Provision of the educational element of the Scheme shall be through standard courses available from the Contractor. **TRP is not looking for bespoke courses to be attended solely by TRP apprentices.**
	4. The Contractor shall manage the continuous and End Point Assessment processes and ensure apprentices are assessed in a timely manner based on the requirements of the Framework and Trailblazer standards.
	5. The Contractor will provide a single point of contact, the Apprenticeship Scheme Co-ordinator, for TRP for all matters related to the Scheme.
	6. The Contractor shall work closely with the Contract Manager to develop a co-ordinated training programme to supplement the academic component of the Trailblazer standards.

# Course Content to be provided by the Contractor

* 1. For all the courses to be provided, the Contractor must be an approved, registered and accredited Education Provider.
	2. The Contractor shall provide and deliver to each apprentice nominated by TRP the Trailblazer Standard course for a Horticultural and Landscape Operative as laid down in the paper ST 0225/01 Apprenticeship Standard published by the Skills Funding Agency.
	3. The Contractor shall provide and deliver to apprentices nominated by the TRP the Trailblazer Standard course for a Horticultural and Landscape Supervisor as laid down in the paper ST 0226/01 Apprenticeship Standard published by the Skills Funding Agency.
	4. The Contractor shall provide and deliver to the existing TRP apprentices the Horticultural Framework Level 3 (Framework ID FR02699). There are currently 6 apprentices who expect to start Level 3 in September 2017.
	5. The Contractor shall provide and deliver the courses on the following:
1. Pesticide Application (PA1/PA6) (if not included in Trailblazer)
2. Level 2 Award in safe use of pedestrian controlled mowers (NPTC 001401)
3. Level 2 Award in safe use of ride-on self propelled mowers (NPTC 001403)
4. Level 2 Award in emergency first aid at work (if not included in Trailblazer)
	1. The Contractor shall provide and deliver the Royal Horticultural Society courses and examinations, including but not limited to, the modules shown below:

|  |  |
| --- | --- |
| Unit Code | Unit Name |
| R2101 | Plant classification, structure and function |
| R2102  | Plant nutrition and the root environment |
| R2103 | Maintaining plant health |
| R2104 | Understanding plant propagation |
| R2111 | Understanding garden features, plant selection and planning |
| R2112 | Understanding the choice, establishment and maintenance of garden plants and lawns |
| R2113 | Understanding the production of outdoor vegetables and fruit |
| R2114 | Understanding protected environments and their use in plant cultivation |

* 1. The Contractor shall provide and deliver courses in functional skills as required for each apprentice to meet the Framework and Trailblazer Standards of Level 2 and 3 in English and Maths.
	2. The Contractor shall provide and deliver a residential field course, with the aim of strengthening the Scheme cohort, and to increase awareness of best practice in horticulture. The course shall include team-based project exercises, as well as visits to landscapes and gardens of interest. This course will be a minimum of 3 days per annum, excluding travel.
	3. Where and when agreed with the Contract Manager, the Contractor shall provide and deliver additional courses relevant to TRP.

# Assessment

* 1. Under the Trailblazer standards, assessment is carried out at the end point of the programme by a 3rd party organisation rather than the Contractor. The Contractor’s End Point Assessment provider shall be agreed between TRP and the Education Provider prior to award of contract.
	2. The Contractor shall be responsible for managing all payments to the End Point Assessment provider.
	3. The Contractor shall be responsible for monitoring apprentices’ readiness for End Point Assessment and shall ensure that apprentices are put forward for assessment at the appropriate points in the Scheme.
	4. For apprentices on the Horticulture Framework level 3, the Contractor shall manage and undertake the work-based assessment required by this Framework.

# Course delivery

* 1. The model of education provision shall be day release.
	2. TRP apprentices are based within Greater London (mainly inner London).
	3. The teaching location shall be no more than 1 hour by public transport from a Central London mainland station.

# Course Duration

* 1. TRP would like to keep the overall duration of the Scheme to 3 years, which may entail apprentices focusing on one level, for example, Operative or Supervisor only.
	2. The Contractor should be aware that LMCs may provide a probationary period prior to the apprentices starting their courses. This would be provided at the beginning of August for a typical period of approximately six weeks.

# Teaching

* 1. The Contractor shall:
1. Provide appropriately experienced and qualified teaching staff to cover the breadth and depth of content included in the Trailblazer Standards, and any other additional courses required.
2. Arrange all examinations, assessments and the production and distribution of official awards and certificates/qualifications.
3. Provide a named academic tutor who will hold a regular (as a minimum monthly) one-to-one meeting with each apprentice to monitor their educational progress.
4. Write and implement individual training plans for each apprentice.
5. Assist with gathering portfolio information from students and monitor readiness for formal assessments.
6. Regularly monitor the progress of apprentices and provide timely feedback on practical and written work submitted.

# Learning Support Services: Special Educational Needs and Welfare

* 1. Provide a plan and additional support for apprentices with special educational needs for as long as is necessary.
	2. The Contractor shall ensure that the welfare needs of TRP apprentices are suitably met during their time at college.
	3. The Contractor shall provide a specified mentor for the apprentices, who shall remain in contact with them on a regular basis as the scheme requires and be available to answer apprentices’ enquiries during normal working hours.
	4. The Contractor shall escalate any welfare concerns, reports and complaints to the relevant LMC and the Contract Manager.
	5. This role could be covered by the Apprenticeship Scheme Coordinator - see section 26.

# ADDITIONAL SERVICES

* 1. Alongside the delivery of the courses specified above the following additional services shall be provided:

# Contractor’s Apprenticeship Scheme Co-ordinator

* 1. The Contractor shall provide and name a senior tutor or manager (referred to for the purposes of this document as the Apprenticeship Scheme Coordinator) to oversee the running of the Services and to act as a single point of contact for TRP.
	2. The Apprenticeship Scheme Co-ordinator shall provide support to apprentices through regular contact and mentoring at least twice termly.
	3. The Apprenticeship Scheme Co-ordinator shall attend quarterly TRP Apprenticeship Scheme Board meetings, held at the Royal Parks, and other meetings with TRP as required and advised by the Contract Manager to support the best delivery of the Scheme.
	4. See Appendix A for the responsibilities of the Contractor Scheme Coordinator.

# Learning Support Services: Administrative Support

* 1. The Contractor shall provide to the Contract Manager information about the Services as and when required or requested.
	2. The Contractor shall undertake all administration and financial management relating to the Services.
	3. The Contractor shall coordinate all of the teaching processes included in the Services.
	4. The Contractor shall undertake all necessary actions to ensure compliance with the government funding and performance management rules for training providers so that funding from the Apprenticeship Levy is obtained in a timely and uninterrupted manner.

# Monitoring of academic performance

* 1. The Contractor shall provide to the Contract Manager and LMC the following information during term time, on a termly basis as a minimum for each apprentice:
		1. Attendance/class reports.
		2. At key points in the programme (TBC), for each apprentice, provide an assessment of their readiness for formal assessment.

# Working with LMCs

* 1. The work-based element of the Scheme is delivered through the LMCs contracted by TRP. The Contractor shall maintain effective communication with the LMC to enable them to support their apprentices in their workplace. The Contractor shall provide appropriate and suitable tools and materials to manage this communication.
	2. The Contractor shall work with LMCs to ensure that the workplace experience given to apprentices is relevant to the course work they are studying at that time.

# Working with TRP

* 1. The Contractor shall communicate in a timely, prompt and effective manner with the Contract Manager, and with other persons employed by TRP as required to provide the Services.
	2. The Contractor shall ensure that the Contract Manager is kept aware of any communication between the Contractor and TRP, and between the Contractor and the LMC, and has approved any instructions and decisions related to the running of the Scheme.
	3. The Contractor shall provide the Contract Manager with timely feedback on exam results and performance of students. This shall include, as a minimum, regular reports on each apprentice after every block of learning detailing how the apprentice is approaching their study, their level of attainment and prospects for their future attainment.

# Recruitment and Selection of Apprentices

* 1. The Contractor shall participate in the recruitment process for TRP apprentices as follows:
		1. Responsible for advertising the Scheme using the National Apprenticeship Service (or Trailblazer equivalent) for a minimum of six weeks. Liaise with the Contract Manager on the content and timing of the advert and provide feedback to the Contract Manager on the response.
		2. Conduct ‘first level screening’ telephone interviews, and provide timely feedback to the Contract Manager.
		3. Attend a maximum of three TRP recruitment days and manage the maths and English skills assessment.

# Financial Management

* 1. TRP expects the Contractor to have an efficient process for regular and timely invoicing. Invoices should be submitted to TRP termly.
	2. Payment dates will be agreed on an annual basis.
	3. Any expenditure over and above that agreed as part of the Contract must in all instances first be agreed in advance in writing with the Contract Manager.

# Qualifications

* 1. The Contractor shall be responsible for issuing certificates for the following:
		1. Trailblazer Standards
		2. Framework Diplomas
		3. RHS Level 2 Certificates
		4. Further qualification certificates for additional courses as appropriate
	2. Upon successful completion of the Apprenticeship, TRP will award the apprentice a Royal Parks’ Diploma at a ‘Graduation Ceremony’. This certificate is issued by TRP (in addition to official RHS Certificates issued via the Contractor) if they successfully complete all elements of the Apprenticeship Scheme. This will take place at a ceremony that is to be arranged by TRP. The Contractor shall send along representation to this event.
	3. The Contractor will provide the Contract Manager with the information to enable TRPG to assign their annual awards to apprentices. The TRPG awards are currently as follows:
		1. Apprentice of the Year (1 per cohort)
		2. The George Cooke award (given at the end of the apprenticeship period)
		3. Personal achievement award

# Accommodation

* 1. The Contractor shall provide the following:
		1. Classrooms and training materials.
		2. Access to learning materials and libraries (physical and online).
		3. Access to appropriate IT for the apprentices to complete their course work effectively.
		4. Any other facilities as required by the coursework, e.g. glasshouse/laboratory facilities, machinery and tools. The Contractor will arrange and agree with TRP and LMCs if any facilities are to be provided by TRP or LMC rather than the Contractor.
		5. An appropriate and acceptable standard of residential accommodation is to be provided for any block release learning and field trips. This standard to be agreed with the Contract Manager at least six weeks in advance of its use.

# Promotion

* 1. Any form of promotion and publicity of the Scheme by the Contractor is not permitted except where previously agreed with the Contract Manager. Any publicity requests must be handled by TRP’s Marketing and Communications Team.
	2. The Contractor shall attend promotional events to promote the Scheme where required. This may include attending careers fairs and other events and providing information for TRP’s website.

# Key Dates

* 1. Key dates for 2017 intake:
1. End May/early June 2017 (TBC by the Contract Manager): recruitment of new apprentices for 2017 intake. This activity is not part of this Contract.
2. September 2017: start of Apprenticeship for 2017 intake.
	1. Key dates - annual cycle: these may be subject to adjustments following input from the Contractor upon contract award. The Contractor shall, as a minimum, contribute to the activities below, as requested by the Contract Manager, for the period of the Contract:
3. The scheme will be advertised annually. The Contractor shall attend a maximum of three careers fairs annually.
4. From 2018, applications for the scheme must be received from potential students by the end of the preceding April for September intake of students.
5. Short listing and interviews will take place in May with offers and appointments being made in early June.
6. College term will commence in September.

# Contract Monitoring, Evaluation and Review

* 1. The Contractor’s performance shall be monitored by attending quarterly review meetings, as required under section 14.3 of this Specification, and performance shall be measured against the Key Performance Indicators (KPIs) given in Appendix B.
	2. The Contractor shall fill out a draft KPI scoring report on a quarterly basis for the duration of the Contract, with relevant information showing how the Contractor carried out the Services in the previous quarter and if performance was met according to Appendix B. The completed scoring shall be sent to the Contract Manager at least one working week before the review meeting.
	3. Quarterly review meetings will be held with the Contract Manager, and other TRP staff as appropriate. The agenda will include:
1. Review of KPIs and agree scoring
2. Agree actions to address any issues raised in the KPI review
3. Update on any previously agreed actions and issues
	1. Where KPIs have failed to reach the prescribed targets and have been raised as an issue at the review meeting, the Contractor will provide a report to the Contract Manager within two working weeks of the meeting, detailing how these failures are to be rectified to comply with Appendix B and provide a timetable to show when they shall be met.
	2. Where the Contractor is found to be consistently not meeting KPI targets then TRP will take appropriate and proportional action, which shall include withholding payments made under this Contract.

# APPENDIX A - APPRENTICESHIP SCHEME CO-ORDINATOR ROLE RESPONSIBILITIES

**Overview**

The Contractor will allocate a member of staff to oversee the running of the Scheme. This staff member will act as the first point of contact for TRP in all matters relating to the Scheme, and will also be the first point of contact for apprentices.

This role is critical to the success of the Scheme, both for TRP and towards maximising the benefit of the Scheme to the apprentices themselves. Previous experience has found that the responsibilities described here are best met through a single staff member. The Contractor can allocate responsibilities amongst staff members if preferred, provided that TRP only has one point of contact to deal with on all matters relating to the Scheme.

**Responsibilities**

**Scheme Management/Administration**

1. Assist TRP’s Contract Manager where reasonably required in the general running of the Scheme.
2. Be accountable for all Scheme administration and financial management relating to the academic element of the Scheme.
3. Responsible for co-ordinating the teaching processes included in the Scheme.
4. Manage the process of remuneration in accordance with the Government rules for training providers, see [Government paper here](https://www.gov.uk/government/publications/apprenticeship-funding-and-performance-management-rules-2017-to-2018).

**Teaching and Learning Support**

1. Assist the Contract Manager in running the calendar of activities and training schedule for the apprentices, coordinating with LMCs as necessary. This will cover day release, TRP training and any ‘extras’ provided by TRP (including RHS exams).
2. Arrange all examinations, assessments and the production and distribution of official awards and certificates/qualifications.
3. Provide a mentoring/guidance role for the apprentices, remain in contact with them on a regular basis as the Scheme requires and be available to answer apprentice’s enquiries during normal working hours.
4. During term time hold as a minimum monthly one-to-ones with each apprentice to monitor their educational progress.
5. Hold twice termly mentoring sessions with each apprentice.
6. Write and implement individual training plans for each apprentice.
7. Provide a plan and additional support for apprentices with special education needs for as long as is necessary.
8. Assist with gathering portfolio information from students and monitor readiness for formal assessments.
9. Liaise with parents/guardians of apprentices where necessary.
10. Provide careers advice to apprentices upon completion of the course.
11. Work with TRP’s Contract Manager on dealing with failing and under-performing apprentices.
12. Manage any issues (educational or pastoral) arising with apprentices, liaising with TRP and LMCs where necessary to resolve and escalate issues.

**Working with TRP and LMCs**

1. Maintain regular, as a minimum monthly communication with the TRP Contract Manager, ensuring any issues are flagged as appropriate.
2. Attendance at quarterly TRP Apprenticeship Board and other TRP meetings as required.
3. Assist TRP with the recruitment of apprentices, as specified in this document.
4. Work with apprentices, LMCs and TRP to minimise dropout rates and where possible manage issues affecting student progress.

**Key Skills and Experience**

The Scheme Co-ordinator must have experience in running educational programmes in the horticulture and landscape sector. They should be a good communicator and have experience of working with, and empathy for, young people.

# APPENDIX B - KEY PERFORMANCE INDICATORS

****