

Regulatory Officer training tender specification

1. Background to Requirement

Environment Agency Regulatory Officers are part of customer-facing frontline teams working directly to create a cleaner, safer and healthier environment. This includes influencing companies and business to minimise their environmental impact, conducting compliance assessments and inspections, taking enforcement action where relevant and managing pollution incidents. Officers also liaise frequently with partners and the communities they serve.

New officers undertake a great deal of training and development, especially during their first 6 months in post. Some of this training is currently outsourced to external training providers, for example courses covering health & safety and enforcement, however the provision of introductory Environment Management and regulatory skills/techniques training falls for the most part to existing frontline officers. This can, at times, impact on the time that these officers have available to carry out their own regulatory work and the organisation is now seeking to outsource some or all of this to one or more external training providers.

The primary target audience (training recipients) will be new Regulatory Officers located across England who regulate the following:

- Land and Water use/quality
- Waste management
- Agriculture
- Installations (facilities that carry out industrial processes, eg oil refineries, food & drink production factories, etc)

In order to recognise and best demonstrate individual/organisational competency, officers should receive training that is endorsed (accredited where possible) by relevant professional bodies, preferably CIWM, CIWEM, IEMA.

We wish to instigate a 5-year contract beginning in the financial year 2023-24 with cooling-off reviews at the end of 2, 3 and 4 years.

We estimate that the overall contract value could potentially be in the region of £2.7m over a five year period. This is based on 200 officers receiving 20 days of training each year and around 250 existing officers receiving 5 days of training in the first year to account for a surge in recent recruitment.

2. Specific Objectives/Deliverables

In order to recognise and demonstrate individual and organisational regulatory competency, we wish to develop endorsed training materials to be delivered by qualified, experienced personnel and training organisations, beginning in the financial year 2023-24. This will contribute to the EA's Strategic People Plan priority to build staff skills, capability and professionalism.

The objectives of the training are to:

- Assure and accredit the standard of our Regulatory Officer training offer.
- Ensure that all officers are competent and confident to deliver compliance assessment activities across a range of environment management sectors covering land and water use and quality and waste movement, storage and treatment. Each course will have its own set of objectives to be developed alongside the course content.
- Enable trained officers to help nurture and mentor the next generation of Regulatory Officers within the Environment Agency
- Modernise and professionalise regulation within the Environment Agency.

The contract deliverables are:

For all three lots:

- The Training Provider/s will deliver a 5-year contract to provide endorsed (by a professional body) training to all new Regulatory Officers (0-1 year in post).
- The training should be delivered using a blended approach. This will include face to face training across England and virtual delivery via MS Teams.
- The training content will incorporate Environment Agency case studies and examples so delegates can relate the theory to their everyday work. The Training Provider will work with the EA to identify suitable case studies for context.

- Delegates should complete a knowledge check before and following receipt of training – criteria and methodology to be developed by provider in conjunction with the Environment Agency.
- Delegates shall be provided with digital course notes that can be used as a reference document or aide memoir.
- Delegates will be required to have acquired some pre-determined technical knowledge to gain access to the course. The Training Provider will work with the Environment Agency to develop such criteria. This may be in the form of an online pre-course questionnaire or similar.

Delegates shall:

- Be in a core regulatory (compliance) role
- Have completed any relevant Environment Agency e-learning modules
- Have the training in their Learning and Development Plan and/or Performance Plan Goals and Objectives
- The content in relation to any EA specific case studies and contextualisation will be owned by the Environment Agency on expiry of the framework.
- The course will be implemented by the Training Provider once a pre-determined number of delegates have registered via Learning Zone.

The Training Provider/s shall:

- Hold relevant and recognised training qualifications.
- Ensure that the training content is kept current and reflects the latest Environment Management regulation legislation, principles and thinking.
- Provide a single point of contact to the Environment Agency Lead
- Keep records of the numbers of each course delivered
- Abide the standard terms for cancellation within and up to 4 weeks prior to delivery of a training course that we instigate, and expectations/service levels that the provider will abide if they instigate a cancellation.

- Invoice the Environment Agency at regular intervals, to be determined, and depending upon the content of the Training Provider's returned and priced tender.

The Environment Agency reserves the right to be flexible on delegate numbers as this number could increase or decrease for reasons such as funding, incident response, higher priority objectives, etc. The number of delegates undergoing training each year will depend upon available budget and time.

3. Timescales/Deadlines – please see the timeline in the Regulatory – Proc - Spec

4. Skills of Personnel Required

In addition to the training provider requirements already set out in Section 2 of this document, the individuals delivering the training should be:

- Approved to deliver training endorsed by a relevant environment management-focussed professional body, eg IEMA, CIWEM, CIWM (or able to acquire such approval by the commencement of their contract).
- Qualified to a suitable level and experienced in delivering training to organisations similar in size to the Environment Agency.

Additional requirements for each lot:

The individuals providing the training should have prior knowledge and experience of delivering training covering the topics listed in Annex 1 of this document and summarised below:

- **Lot 1:** Environment Management regulation (waste)
- **Lot 2:** Environment Management regulation (land and water)
- **Lot 3:** Cross-functional regulatory duties, skills, behaviours and processes.

5. Evaluation

The proposals will be scored against the following criteria:

Criteria	Weighting (%)
Cost	40%
Non-cost: Sustainability & social value	10%
Non-cost: Technical	50%

Technical Criteria (50% of total)	Sub-weighting (%)
Design	40%
Delivery	40%
Review & continuous improvement	20%

You are requested to complete the cost model in section 6 and the non-cost questions in section 7.

The assessment process will be as follows:

- 1) Written responses will be evaluated by a panel of EA Environment & Business Development Leads and members of the DEFRA Learning & Development Team.
- 2) Scores will be reviewed and a final moderated score will be given as a group for each criterion.

The Environment Agency reserves the right to discontinue the procurement process at any time, which shall include the right not to award a contract and does not bind itself to accept the lowest tender, or any tender received, and reserves the right to award the contract in part.

Annex 1: Breakdown of proposed training within each lot

Lot 1: Cross-functional regulatory training (foundation to intermediate level)

- Introduction to regulation:
A general introduction to legislation, regulatory duties, responsibilities and behaviours/techniques.
- Introduction to permits and other regulatory documents:
Understanding environmental permits, management systems and other authorisations including structure, contents and standards.
- The basics of assessing compliance:
How to assess compliance, application of regulatory behaviours/techniques, the EA compliance classification scheme.
- Introduction to auditing:
What constitutes an audit, principles of auditing, audit planning, auditing techniques.

NB Some course materials already exist but should be redeveloped with external provider once appointed. This list of courses is not exhaustive as additional needs may be identified during the development process and throughout the length of the contract.

Lot 2: Environment Management Regulation– Waste (foundation/introductory level)

- Introduction to Waste:
What is waste, waste legislation, types of waste/activities, types of authorisations/permits, regulation and compliance, duty of care, waste transportation.
- Introduction to Hazardous Waste:
Waste classification, hazardous properties, hazardous waste movements, regulation/compliance.

NB Some course materials already exist but should be redeveloped with external provider once appointed. This list of courses is not exhaustive as additional needs may be identified during the development process and throughout the length of the contract

Lot 3: Environment Management Regulation – Land & Water (foundation/introductory level)

- Introduction to Surface Water Quality:
Water chemistry, indicators of water quality, relevant legislation and authorisations, impacts on water quality.
- Introduction to Groundwater:
What groundwater is/aquifers are, groundwater uses, groundwater vulnerability, groundwater protection).
- Principles of Wastewater treatment:

An overview of the mains sewer network, treatment processes and private sewage treatment options where no foul sewer is available.

- Introduction to Water Resources:
Relevant legislation, uses of water, why we manage water resources, pressures and impacts on water resources, an overview of water resources activities.
- Introduction to Agriculture:
Types of farms, agricultural legislation, activities and regulation, impacts of agriculture on the environment/agricultural incidents.

NB Some course materials already exist but should be redeveloped with external provider once appointed. This list of courses is not exhaustive as additional needs may be identified during the development process and throughout the length of the contract.