



# **Service Specification**

For the provision of the  
**Directory of Approved  
Apprenticeship Training Providers**  
**Ref: CPU 1967**

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## Section 1: Background

### Introduction

- 1.1 To be eligible to deliver apprenticeship training in England on or after 1 May 2017, Training Providers must be listed on the Register of Apprenticeship Training Providers (RoATP). Training Providers will have been approved on the RoATP as a result of the Education and Skills Funding Agency (ESFA) application process.
- 1.2 Nottingham City Council (NCC) is seeking to establish the Directory of Approved Apprenticeship Training Providers (DAAP), an Approved Provider List which will be based on the RoATP. The DAAP will consist of sufficiently experienced and qualified Training Providers who can deliver education services to apprentices employed by public body organisations in England. The duration of the Approved Provider List will be for two years from 1<sup>st</sup> October 2017, with the option to extend annually for a further two years at the discretion of The Council.
- 1.3 The DAAP will be available to Local Authorities and their maintained schools, Police services, Fire and Rescue services and NHS services across England. This does not include Employers in Scotland, Wales, and Northern Ireland. The list of employers that may access The DAAP is at Appendix 1.
- 1.4 Funding for apprenticeships in England will be accessed by Employers from central Government Funds after 6 April 2017. This includes a drawdown of funds paid by Employers in the form of an 'Apprenticeship Levy', and other funding available in the form of 'Co-Investment'. For Co-Investment funds Employers will also contribute to the costs directly from their own funds. Training Providers may apply to deliver either or both types of funded provision through the Approved Provider List.
- 1.5 The DAAP will enable Employers to compare the cost of the education services funded by the Apprenticeship Levy, as well as the costs of courses funded by Co-Investment. It is anticipated the majority of spend transacted as a result of The DAAP will be from the Apprenticeship Levy which came into effect on 6 April 2017.
- 1.6 This document has been written in line with the regulations written by the Education and Skills Funding Agency in relation to apprenticeships, information is available at: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency> Where conflicts arise, the regulations written by the ESFA will supersede the specification and accompanying documentation produced by Nottingham City Council relating to The DAAP.

### Strategic Relevance

- 1.7 The DAAP will contribute to delivering national policy objectives which aim to increase the quantity and quality of apprenticeships in England and to achieve 3 million starts by 2020. This will create benefits to the wider economy and contribute to the UK Government's overall goal of improving labour market outcomes. Further information on the national policy objectives is available at:  
<http://researchbriefings.files.parliament.uk/documents/SN03052/SN03052.pdf>

### Aims & Objectives

- 1.8 To meet employer needs, the key aims of The DAAP are to:
  - Enable locally delivered provision that meets apprentice needs.
  - Raise local quality standards on apprenticeships.
  - Embed social value into apprenticeship provision.
  - Enable best value, co-ordinated, timely, affordable contracting.
  - Increase the number of successful apprenticeships.
  - Enable employers to identify and respond to gaps in provision.
- 1.9 Training Providers who wish to target delivery to specific employers should be aware of the organisations' values and vision and are advised to read the organisational mission statement. See for example: <http://www.nottinghamcity.gov.uk/about-the-council/council-plan-puts-citizens-at-the-heart/>

## Summary of benefits

- 1.10 Apprentices will benefit from:
- a) Apprenticeship training that meets their individual needs.
  - b) Locally delivered training provision.
  - c) Training delivered by quality Training Providers who exceed the minimum standards.
  - d) The most up to date provision available.
- 1.11 Participating Employers will benefit from:
- a) Consistent Call-off terms that will help to raise local standards expected from apprenticeships.
  - b) Reducing the costs involved in procuring their apprenticeship training and assessment by using The DAAP compared with running a standalone procurement process.
  - c) Ability to source value for money offers available to meet their needs efficiently.
- 1.12 Approved Training Providers will benefit from:
- a) The opportunity to compete for a share of Apprenticeship Levy and Co-Investment funded training and assessment provision.
  - b) The ability to bid for delivery of specific courses and target delivery locations across England.
  - c) A reduction in the cost and time required to invest in bidding for apprenticeship training and assessment opportunities.
  - d) Standard Call-off terms for working with multiple Employers.
  - e) Approved Training Provider Status that embeds social value considerations and can be used to promote Apprenticeship delivery to other Employers.
  - f) Ability to apply to deliver new courses when The DAAP is reopened.
- 1.13 It is also intended that Training Providers and Employers will have access to the following via a 'Local Apprenticeships Service' that will be established and managed by Nottingham City Council:
- a) Independent cross-employer feedback mechanisms to inform service improvement and delivery.
  - b) Co-ordination of hard to fill training needs.
  - c) Online services to make it easier for Employers and Training Providers to communicate with Nottingham City Council.
  - d) Where appropriate, Employers using the list may decide to refer local Small and Medium Enterprises to Training Providers who obtain a place on the Approved Providers List.

## Estimated Potential Value of Business

- 1.14 Public body Employers in England are unable to commit to a specific number of Apprentices accessing education services via The DAAP or to commit to a specified spend on apprenticeships. Financial decisions on the appropriate spend of public finances will vary depending on individual public body circumstances.
- 1.15 From 6 April 2017, public bodies with over 250 employees in England will have a 2.3% average annual target for apprenticeships within their workforce headcount. Therefore public body Employers are likely to invest their apprenticeship training funds where possible in existing members of staff as well as training any new recruits. This will effectively mean setting the public sector a target of recruiting 200,000 more apprentices by 2020.
- 1.16 The potential value of spend across the full Approved Provider List is estimated to be in the region of £3.5 million per region in England, per year totalling £31.5 million across the 9 regions. This estimate is based on 10% of apprenticeships in relevant employers across England, at an average value of £6,000 per apprenticeship.

## Section 2: Service Specification

### Overview

- 2.1. Training Providers must be approved on the Register of Apprenticeship Training Providers (RoATP)<sup>1</sup>, be suitably qualified to cater for the job roles required, be able to deliver in locations required and to the quality standard required.
- 2.2. Training Providers, which will include colleges, universities and private training companies, are not required to deliver all courses, at all levels but instead can tailor their offer to their individual areas of expertise.
- 2.3. The training courses and assessment offered on The DAAP must be valid Apprenticeships courses for delivery in England, either live Standards or Frameworks as set by Government. Training Providers may also apply to deliver Apprenticeship Standards which are listed as 'Published' so that these are available for delivery as soon as they become 'Approved for Delivery'. The list of the relevant courses is available online via [www.gov.uk](http://www.gov.uk) and the information is signposted below:

- A. The 'A-Z List of Apprenticeships' currently available (Approved For Delivery): <https://www.gov.uk/government/publications/a-guide-to-Apprenticeships>
- B. Training Providers may also apply to deliver Apprenticeship Standards which are listed as 'Published': <https://www.gov.uk/government/publications/Apprenticeship-standards-list-of-occupations-available>
- C. The maximum funding available for each course is published here: <https://www.gov.uk/government/publications/Apprenticeship-funding-bands>.

- 2.4. It is not possible to predict all training needs for all public bodies across England for the life of The DAAP, however it is anticipated that a wide range of skills ranging from Level 2 to Level 7 will be needed across the public sector employers, to cater for a large variety of job roles across all business areas.
- 2.5. Training Providers may apply to deliver specific courses at a specific level or to deliver a range of courses and levels, in one location or multiple locations. Training Providers can also choose to deliver either standards, frameworks or a mixture of both.

### Accessing Apprentice Education Services

- 2.6. Training Providers will deliver education services that allow Employers to train both existing employees and/or new recruits to their organisation.
- 2.7. Training and assessment will be provided to apprentices of a range of ages. The Employer may request that training is delivered to mixed age groups. All apprentices who access training will be aged 16+ and must be eligible to receive education services according to the ESFA rules on apprenticeships. There will be no cap on the age of apprentices.
- 2.8. The service will be required to train apprentices from a wide diversity of experience and backgrounds, including but not limited to people with special educational needs and disabilities (SEND), young people who have recently been not in education, employment or training (NEETs), Care Leavers, and people at financial disadvantage. Apprentices may have no prior qualifications and limited prior work experience through to significant work experience, or equivalent or higher level qualifications in fields of work different from the apprenticeship required. Apprentices will be employed under contract of employment with a variety of working hours including but not limited to full or part time, regular or irregular hours (e.g. shift work or minimum hour contracts).

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<sup>1</sup> Register of Apprenticeship Training Providers: [www.gov.uk/guidance/register-of-apprenticeship-training-providers](http://www.gov.uk/guidance/register-of-apprenticeship-training-providers)

## **Selection, Recruitment and Assessment**

- 2.9. Training Providers will be required to support the Apprentice selection and recruitment process when requested by the Employer. This may include but is not limited to: advertising, candidate and course selection, interview support and any other support as agreed between the Employer and Training Provider including supporting corporate induction events for new apprentices.
- 2.10. Once the Call-off procedure is complete, the Training Provider awarded the contract will complete an initial assessment of the Apprentice(s) to ensure candidate suitability. This will include confirming that each Apprentice is eligible prior to each 'Apprenticeship Agreement'<sup>2</sup> start date.
- 2.11. Training Providers must hold a 'sign up meeting' with the apprentice(s) and begin training delivery within 10 working days of the Apprenticeship Agreement start date. Training Providers will also be required to agree a 'Commitment Statement' with the employer and apprentice at the time of contract as set out in the UK Apprenticeship Funding Rules.
- 2.12. Each Apprentice should be placed on the correct course, based on the Employer and Apprentices needs, past qualifications, functional skill level, ability to complete, and any other minimum eligibility requirements that apply to the proposed course and funding stream. Training Providers are required to suggest alternative learning options to apprentices who are found to be ineligible for the proposed course and will communicate this to the Apprentice and Employer (or prospective Employer) as appropriate.
- 2.13. The Training Provider will ensure that each apprenticeship is valid for the status of an apprenticeship in England and intended funding stream(s)
  - a.) at the time of entry into contract with any Employer;
  - b.) at the start of their apprenticeship training; and
  - c.) at the time of End Point Assessment, on programme assessment, accreditation, certification and qualification (as relevant).
- 2.14. Where possible, Training Providers should share learning materials with employers and give preparatory functional skills training or other taster opportunities to potential apprentices.

## **Delivery of Training and Assessment**

- 2.15. The duration of training will be flexible depending upon the needs of the individual however; the duration for each course must be compliant with the minimum and maximum length of time allowed within UK Government Apprenticeships Funding Rules. No apprenticeship will take less than 12 months to complete. Training, End Point Assessment, qualification and certification (as relevant), are all expected to be delivered within the duration of each apprenticeship employment contract.
- 2.16. Training Providers are expected to use a range of appropriate methods to deliver training. Employers may require training to be delivered at various sites or using different options that best fit with the job role and apprentice needs (e.g. on site, off site, online and other blended learning). Training providers should offer at least one option of delivery method to employers; this can include a unilateral or mixed approach (e.g. off-site day release only or single/multiple block release mixed with some time embedded to the day job for on-site learning).
- 2.17. Unless otherwise agreed with the Apprentice and the Employer, the location for training or assessment delivery will be within 45 minutes travel time of the Apprentice's normal place of work or home address, and must be accessible by the Apprentice at minimal cost to them, by public transport.
- 2.18. Training will be delivered in a suitable venue for the delivery of learning, accounting for individual apprentice needs as appropriate. This includes ensuring that any venue is health and safety compliant, equality and diversity friendly and fit for purpose for the specific training (e.g. including necessary equipment to aid learning). Employers will have a reasonable right to access any venue or location of Apprenticeship training delivery to ensure that delivery in practice meets the expected standard. Where the location for learning delivery is the

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<sup>2</sup> Apprenticeship Agreement: <https://www.gov.uk/take-on-an-apprentice/apprenticeship-agreement>

responsibility of the Employer or any other third party (e.g. because the Apprentice is being trained at their normal place of work), the Training Provider should take reasonable steps to confirm that the venue is suitable.

- 2.19. The health and safety of both Apprentices and staff must be maintained by the Training Provider, in particular when attending training or assessment off site from their normal place of work. All training venues should comply with relevant Health and Safety Executive policies, legislation and guidance.
- 2.20. All training should be provided in an anti-discriminatory manner, including (but not limited to) taking into account gender, race, age, culture, religion, belief, language spoken, sexual orientation or disability. At times Training Providers may be required to have the skills and experience to deliver Apprenticeships to particular target audiences. This may include but is not limited to; NEETs, Care Leavers, Financially Disadvantaged, BME, Ex-offenders, SEND, vulnerable groups, Apprentices with low or no Functional Skills in English, Maths and ICT.
- 2.21. Apprentices will be provided with clear guidance on work to be completed and be given clear, realistic timescales for this. Copies of all learning materials and equipment must be provided to learners at no additional cost. Training Providers should support learners to achieve their off the job training alongside their day job and will ensure learners are supported with time management and that the format of training is suitable for the Apprentice.
- 2.22. Apprentices should be supported to develop skills that will enable them to obtain both the maximum benefit from training and to achieve End Point Assessment, accreditation, certification and qualification (as relevant), on time. Where identified, appropriate support will be put in place to develop specific skills and learners should be challenged (where appropriate) to undertake optional higher level units for progression and encouraged to achieve more.
- 2.23. The Training Provider will inform the Employer within 3 hours if an Apprentice does not attend a scheduled session. Any changes to scheduled sessions must be made with a minimum of 24 hours' notice.
- 2.24. Training Providers are required to have progression plans in place and established methods for ensuring Apprentice success.
- 2.25. Training Providers are required to complete any due diligence procedures necessary to assure themselves and any Employers that any sub-contractors will meet the same or better standard as the Training Provider. Employers will reserve the right to accept or reject any subcontracting proposed by a Training Provider.

### **Apprentice Progression**

- 2.26. Unless agreed otherwise, monthly progression review meetings will be held between each Apprentice and the Training Provider. The Employer will be informed about review meetings and the Apprentice's line manager will be invited as and when required. Where appropriate, work supervisors and mentors should be included in informal reviews, to ensure that all are clear about targets set and action to address any potential or actual issues. The topics covered at the meetings will include but not be limited to: learning, progress, attendance, attitude and support from managers.
- 2.27. Apprentices who have not completed training within the duration of their Apprenticeship employment contract and Apprentices who move into a new job before the end of the Apprenticeship will be supported by the Training Provider to complete their studies. This is inclusive of any training, End Point Assessment, certification and qualifications as relevant to the individual Apprenticeship.
- 2.28. Where Apprentices lose their employment contract, the Training Provider will offer support to assist Apprentices in finding a new offer of employment to enable them to continue to complete their Apprenticeship where possible. A process must be in place to support any unsuccessful candidates into other learning/other vacancies where possible.
- 2.29. The Training Provider will be responsible for identifying and securing a suitable End Point Assessment, or other certification and qualification as relevant. Information about proposed assessment and certification organisations must be provided upon request. The Training

Provider must gain the Employer's agreement for the End Point Assessment Organisation or awarding body or bodies to be used, in accordance with the Funding Rules for Apprenticeships.

- 2.30. Training Providers will be responsible for confirming that any End Point Assessment Organisation agreed with the Employer remains on the Register of Apprentice Assessment Organisations at the time the assessment is undertaken<sup>3</sup>. Where this is not the case the Training Provider will be required to agree an alternative with the Employer at no additional cost to the Employer.
- 2.31. Exit interviews will be completed with all Apprentices, with the exception of those who have been dismissed before they leave their Apprenticeship position. Details of exit interviews with Apprentices must be provided to the Employer within 7 days of the interview date.

### **Quality Assurance**

- 2.32. Training Providers should be technically and professionally capable of delivering the required training to Apprentices. Training Providers will be expected to maintain any relevant quality ratings and/ or statuses, and ensure that they are compliant with any relevant rules and regulations as they are updated<sup>4</sup>.
- 2.33. Training Providers and any subcontractors are required to maintain relevant registration with the RoATP.
- 2.34. Training Providers are ineligible to be part of The DAAP if any of the following apply:
- A. Your organisation holds an Office for Standards in Education, Children's Services and Skills (Ofsted) grade for 'overall effectiveness', that has been judged as grade 4 (inadequate) or grade 3 (requires improvement);
  - B. Your organisation holds a Quality Assurance Agency for Higher Education (QAA) rating lower than the standard for 'meets UK expectations';
  - C. Your organisation holds a Higher Education Funding Council for England rating that is lower than 'meets requirements' assessment at Annual Provider Review<sup>5</sup>;
  - D. Your organisation has not had an inspection in the relevant time period (3 years for OFSTED, 5 years for QAA, annually for HEFCE assessment) and is unable to provide evidence of an equivalent standard of quality for their delivery and robust processes for quality assurance.
  - E. Your organisation is subject to intervention or enforcement action being taken by the UK Government or any of its agencies or UK regulators. For example, intervention by the Education and Skills Funding Agency or prosecution by HM Revenue and Customs, or enforcement action by the Information Commissioner's Office.
- 2.35. Training Providers who have not been inspected within the relevant time period must demonstrate sufficient capability to meet the equivalent standards, in line with relevant regulatory body outlined above. This may apply to new Training Providers to the market.
- 2.36. Should the quality status of any Training Provider on the approved list change as outlined above, the Training Provider is required to contact Nottingham City Council within 5 working days to advise what the change relates to and provide details of any appeal/remedy period relevant to information about non-compliance.

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<sup>3</sup> The Register of Apprentice Assessment Organisations and the list of which organisations may apply to the register to undertake end-point assessments for each standard is available online at the time of publishing at: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>

<sup>4</sup> This document will be updated in accordance with any significant changes to regulatory bodies, e.g. changes to OFSTED Grade or changes to Regulator responsible for overseeing training provider quality standards.

<sup>5</sup> This document will be updated in accordance with any significant changes to oversight bodies, e.g. changes to relevant inspection regimes or changes by UK Government (including its agencies) or UK Quality Regulators for Education Services to Apprenticeships.



- 2.37. Training Providers will ensure that any subcontractors used to deliver education services meet the eligibility criteria for The DAAP. Lead Training Providers may not use subcontractors who hold quality ratings below the minimum required by the Main Training Provider.
- 2.38. All Training Providers including their staff and subcontractors as relevant, should be familiar and comply with the minimum legal requirements for all relevant industry legislation and requirements including but not limited to:
- a) UK Government Tax and Apprenticeships Funding Rules;
  - b) UK Government guidance relevant to Education Services and any standards or best practice set by the Training Providers' Quality Regulators for Education Services <sup>6</sup>;
  - c) Anti-discrimination legislation including the Equality Act 2010;
  - d) The Data Protection Act 1998 (as amended), or its successors; and any associated legislation;
  - e) Safeguarding, (including PREVENT, whistleblowing and health and safety).
  - f) The Competition Act 1998;
  - g) The Freedom of Information Act 2000;
- 2.39. Training will be delivered in accordance with relevant Employer policies set by the Apprentices' Employer, including but not limited to Safeguarding (including PREVENT, Whistleblowing and Health and Safety) and Equality and Diversity policies. For latest versions of policies, Training Providers should access Employer websites directly. For example: <http://www.nottinghamcity.gov.uk/community/equality-diversity-and-inclusion/equality-and-diversity-policy-and-resources/> The training will be delivered in accordance with relevant legislation and best practice applicable to Apprenticeships training.
- 2.40. All Training Providers' are required to have business continuity provisions in place to prevent any detrimental impact on Apprenticeship Training and Assessment in the event of potential or actual delivery issues being identified.
- 2.41. Any change of subcontractor or staff contracted to deliver training to Apprentices during Apprenticeship delivery will be agreed with the Employer at least 28 days in advance of the change. The Training Provider will be responsible for due diligence and ensuring that any subcontractors perform to the quality standards as outlined in the specification.
- 2.42. Training Provider employees contracted to deliver education services must possess a relevant Disclosure and Barring Service (DBS) certificate for activities they offer to undertake see, where required: <https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers>.
- 2.43. Training Providers should be suitably qualified and experienced in the delivery of their chosen course subject and in training a range of individuals. For example, skills and experience delivering training for adults with additional learning needs. Employees are required to undertake the following training where relevant; equality and diversity training, training on disabilities and mental health (including hidden disabilities), and unconscious bias training.
- 2.44. An accessible complaints procedure will be available for Apprentices and Employers which offers a route to resolution within 8 weeks from receipt of complaint and includes an independent appeal process.
- 2.45. Training Providers must designate an authorised Contract Manager to act on behalf of the Training Provider for all purposes connected with The DAAP and any related Call-off Contracts. Training Providers are required to work in co-operation with the Employer, Nottingham City Council and any other appropriate agencies to implement best practice and continuously

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<sup>6</sup> Including but not limited to: Department for Education, Education and Skills Funding Agency, the Institute for Apprenticeships, Office of Qualifications and Examinations Regulation (Ofqual), Ofsted, QAA, HEFCE and the future Office for Students (OfS) from 2018.

improve working practices so that apprentices are supported and have the best chance to succeed.

- 2.46. Where Training Providers process Personal Data as a Data Processor for the Employer, each Training Provider shall ensure that it has in place appropriate technical and contractual measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful Processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the Act; and will provide Nottingham City Council with such information as the Council may reasonably require to satisfy itself that the Training Provider is complying with its obligations under the Data Protection Legislation.

### **Reporting Requirements**

- 2.47. Unless agreed otherwise, active Training Providers will be required to produce monthly progress reports for each Apprentice following the monthly progression review which will be sent to the Employer.
- 2.48. Unless agreed otherwise, active Training Providers will also be required to produce and submit quarterly monitoring reports to Employers that demonstrate the Call-off Contract Key Performance Indicators have been met.
- 2.49. In addition to this, to ensure that the quality of The DAAP can be monitored and maintained by Nottingham City Council, active Training Providers are required to submit quarterly monitoring and information reports to NCC on the monitoring template spreadsheet provided with the tender pack.

### **Social Value**

- 2.50. The Public Services (Social Value) Act 2012 requires public bodies to consider how the services they procure might improve the economic, social and environmental well-being of the areas. As a result, Training Providers are required to support the following Social Values:
- i. Maximise the benefits realised by the community;
  - ii. Increase quality standards;
  - iii. Realise savings;
  - iv. Support smaller organisations;
  - v. Provide added value.
- 2.51. Training Providers on The DAAP are required to implement the 'Local Apprenticeships Standard' outlined in Appendix 2.
- 2.52. Training Providers will be expected to adhere to and promote the Local Apprenticeships Standard to all Employers they work with. Employers may seek to work with Training Providers to agree appropriate examples of how these standards may be fulfilled.

## Section 3: Operation of the DAAP

### Local Apprenticeship Service Overview

- 3.1. Nottingham City Council intends to provide Training Providers with expertise in a variety of sectors, the chance to compete for opportunities with multiple employers across England. The DAAP and Call-off procedure provides a fair, transparent and compliant process that enables timely access to both existing and new Apprenticeship courses. It will be structured in a way that enables Employers to compare a range of Training Providers for each course on a like for like basis, see Section 4: Call-off Procedure.
- 3.2. Nottingham City Council will offer a Local Apprenticeship Service to support Employers to Call-off The DAAP, and where appropriate co-ordinate needs to enable more courses to be delivered. Where the service identifies that common needs cannot be met by the current market, Nottingham City Council will facilitate bringing Employers together to identify suitable alternative provision or to develop new Apprenticeships Standards to meet their needs.
- 3.3. After an initial implementation period, relevant content relating to The DAAP will be made available by Nottingham City Council via a website and/ or other suitable communication means. This will enable information to be easily accessible to both Employers and Training Providers.
- 3.4. The DAAP will be established, updated and utilised following the stages outlined in the table below:

<b>Stage 1: <u>Gateway Criteria</u></b>	Training Providers are required to meet the Gateway Criteria covering the requirements that must be satisfied in order to successfully operate as part of The DAAP. All questions are scored either Pass or Fail. Training Providers who Fail will be ineligible to become part of The DAAP until it is reopened.
<b>Stage 2: <u>Call-off Procedure</u></b>	Training Providers will also submit a Course Information Spreadsheet which will be used to implement the Call-off Procedure outlined in Section 4. The needs of the Apprentice alongside an assessment of best value will inform the final choice regarding which Training Provider is awarded each call-off contract. A key consideration for Employers as part of this choice will be if the training is capable of being delivered within 45 minutes of the Apprentices' normal place of work or home.

### Re-opening the list

- 3.5. When The DAAP is re-opened, Training Providers who are not already approved on the list may apply by completing stage 1 and 2 of the process. In addition to this, Training Providers already approved may apply to deliver additional or alternative courses by refreshing stage 2 of the process.
- 3.6. The DAAP may be amended when re-opened to reflect any significant changes implemented by the UK Government to Legislation, Apprenticeship Funding Rules or guidance relevant to Education Services during the life of the contract.
- 3.7. Nottingham City Council reserves the right not to re-open The DAAP where it deems this to be unnecessary. The Council may also restrict the list re-opening to specific courses or locations to enable increased competition for particular courses and/or particular locations.
- 3.8. Training Providers who have been terminated from The DAAP or who have previously failed to meet the gateway criteria are able to re-apply within a timeframe decided by Nottingham City

Council. Upon re-application, such Training Providers will be required to submit evidence to show that steps have been taken to ensure that prior issues resulting in their removal will not re-occur. Nottingham City Council reserves the right to refuse any application whereby the Training Provider has previously been terminated from the DAAP.

### **Management Fee**

- 3.9. The DAAP is intended to save Training Providers and Employers time and money. Training Providers will be able to reach a wide range of Employers, reducing the resource spent engaging in multiple and varied procurement exercises.
- 3.10. As a public body, Nottingham City Council has an obligation to recover costs incurred in the management of The DAAP and Local Apprenticeship Service. This obligation is met by means of a Management Fee which will be payable by Approved Training Providers to Nottingham City Council based on the value of each apprenticeship placement awarded as a result of Employer call-offs. Details of how the management fee will be paid can be found in Section 6.
- 3.11. The Management Fee must be paid from a legitimate source which does not conflict with ESFA Funding Rules.

### **Summary of Party Responsibilities**

- 3.12. Nottingham City Council will be responsible for:
- a) Communicating information on the Apprenticeship Training available through the DAAP to Employers seeking to contract with approved Training Providers.
  - b) Providing standard Call-off terms for use by all Employers and approved Training Providers.
  - c) Management, including re-opening it to the market when necessary.
  - d) Responding to changes in the UK Government's approach to Apprenticeships or to Education Services oversight body arrangements by adapting The DAAP as required.
  - e) Overall contract management and quality monitoring including reviewing Training Provider eligibility to remain on The DAAP.
  - f) Reviewing and responding to formal complaints escalated to Nottingham City Council within 8 weeks. If an Employer has requested the removal of a provider, Nottingham City Council will review the formal complaint and decide if removal is reasonable<sup>7</sup>.
  - g) Terminating Training Providers where evidence demonstrates that they are no longer eligible to remain on the list.
  - h) Collecting Management Fee payments from Training Providers.
- 3.13. Employers who use The DAAP will be responsible for:
- a) Compliance with the User Access Agreement and Call-off Procedure. This includes ensuring compliance with the UK Apprenticeship Funding Rules and supplying information about contracts awarded as a result of Call-off.
  - b) Notifying Nottingham City Council of the outcome of each Call-off undertaken and the reasons for decision in line with the Call-off Procedure within 5 working days of completing the contract award. Information to be provided is:
    - Effective start date of the Call-off Contract between the Employer and Training Provider
    - The Call-off Contract award value
    - Name and address of the employer and normal place of work of the apprentice
    - Training Provider UKPRN, name and address

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<sup>7</sup> In considering any complaint, Nottingham City Council may request Training Providers, Employers of Apprentices to make Representations. If removal from the Approved List is proposed Training Providers will have 10 working days to appeal the decision to Nottingham City Council. A final decision will then be made by a Senior Officer.

- For each apprenticeship course: course name, course level, the number of Apprenticeship(s) and the location(s) for delivery
  - reasons for the decision to select the above Training Provider
  - A copy of the signed call-off contract
- c) Monitoring Training Provider compliance with individual call-off Contracts and the call-off key performance indicators.
- d) Notifying Nottingham City Council when a Training Provider has received default notices under a Call-off Contract used by the Employer.

3.14. Approved Training Providers will be responsible for:

- a) Adhering to both The DAAP and individual Call-Off contract terms and conditions.
- b) Notifying Nottingham City Council and Employers with whom they have active Call-off Contracts in place with, of any change to their UKPRN, organisational status, regulated rating or ESFA register status within 10 working days. Training Providers will be required to refund Employers for any undue contractual or administrative costs incurred as a result of any late notification.
- c) Preparing and providing monthly Apprenticeship progress reports for Employers who have active Call-off Contracts in place.
- d) Submitting quarterly monitoring information to Nottingham City Council and Employers who have active Call-off Contracts in place.
- e) Paying any Management Fees due to Nottingham City Council within 28 days of receipt of invoice.

## Section 4: Call-off Procedure

Nottingham City Council intends to establish a Course Information Catalogue which will be used in place of the SFA 'Find an Apprenticeship' website by Employers when Calling-off. Training Providers will provide the course information required when requested by Nottingham City Council. This information will form the basis of the Course Information Catalogue. The Course Information Catalogue will include the following information for each course, delivered by each provider approved onto the list:

<b>The Course Name &amp; Detail</b>
<b>The Course Delivery Requirements</b>
<b>The Cost</b>
<b>The Location Required</b>

### Call-off from The DAAP

- Step 1: Access Directory of Approved Apprenticeship Providers:** Employers will sign a User Access Agreement which will permit access to The DAAP.
- Step 2: Identify Suitable Training Providers:** The Employer will search for a Training Provider by matching the course details and delivery location(s) to the known Apprentice(s) needs. Employers will consult the Directory of Approved Apprenticeship Providers to select only Approved Providers offering the required course in the delivery location.
- Step 3: Contact Training Providers and relevant third parties:** The Employer may take steps to clarify Training Provider(s) ability to cater for the Apprentice(s) needs and/or to confirm the whole apprenticeship cost based upon the individual circumstances. The Employer may also contact relevant third parties where some or all of the training and/or assessment is to be delivered by a third party.
- Step 4: Select the route for Call-off Contract Award:** The Employer may choose either of the following Call-off Options:
- Option A – Direct Award:** The Employer will directly award the Call-off contract to the most suitable Training Provider identified based on the closest match to known Apprentice(s) needs, subject to any exclusions (as set out below).
- Option B – Quote for Further Competition:** The Employer will circulate all relevant information about the Apprenticeship required to all potentially suitable Training Providers identified and request quotes. The Employer will select a Training Provider in a fair and consistent manner which demonstrates value for money will be achieved and the relevant needs of the Apprentice(s) will be met. This will be subject to any exclusion (as set out below).
- Step 5: Notification of Call-off Contract Award**
- Option A:** The Employer will contact the preferred Training Provider with a written request for services detailing the Apprentice(s) needs and any Employer specific requirements. The Employer will set the number of working days required for the Training Provider to respond to the request for services. Once, accepted the Employer will confirm the Call-off Contract award in writing with the successful Training Provider.

**Option B:** The Employer will follow the same procedure as outlined above in Option A when requesting services to be delivered by the preferred provider identified. In addition to this, the Employer will also contact all other Training Providers who submitted quotes to confirm their intention not to award to them.

**Step 9: Award Call-off contract:** The Employer will then establish the Call-off contract with the winning bidder, a copy of the signed contract will be sent to Nottingham City Council within 5 working days of contract completion, this will be accompanied by the reasons for the Call-off outcome.

## Exclusions

The Employer can exclude any offer during the Call-off procedure under the following conditions:

- a) A Training Provider who matches the Apprentice needs has **insufficient availability to deliver at the time required, in the manner required.**
- b) The offer is considered to be **poor value for money** including if it is unaffordable, above budget limits set by the Employer or cannot be funded from the intended funding source.
- c) If the Employer considers the Training Providers' **performance to indicate an unacceptable quality delivery standard.** Employers may consider publicly available information published from an official source about the provider performance. This includes official sources such as Training Provider websites and any information published by Quality Regulators for Education Services, including but not limited to: Department for Education, Education and Skills Funding Agency, the Institute for Apprenticeships, Office of Qualifications and Examinations Regulation (Ofqual), Ofsted, QAA, HEFCE and the future Office for Students (OfS) from 2018.
- d) Where the Training Provider **does not respond** to the Employer request for services, or offer of contract (award) within the timescale required or otherwise indicates it does not wish to take up the offer.
- e) The Training Provider is **unwilling or unable to contract** with the Employer choice(s) of End Point Assessor or other awarding body or the Employer choice(s) of subcontractor(s).
- f) There is an **objectively justifiable reason for not contracting** with that Training Provider, or their proposed subcontractors. This may include but is not limited to; conflict of interest, unsatisfactory fit with organisational values, outstanding disputes, past failures to deliver to contract standards, risk of negative financial or reputational impact for the Employer, loss of registration to the UK Register of Apprenticeship Training Providers or loss of other regulated status, failure to maintain the **Minimum Standards for Quality Assurance** required for entry to, and suspension from The DAAP.

## Section 5: Performance and Contract Management

### Data submissions required

- 5.1 Unless agreed otherwise, active Training Providers are required to complete and submit regular monitoring information regarding individual apprentice progression and the quality of training this includes;

Type of monitoring:	Submit to:	Regularity:
Monthly Apprentice Progression Report	Employer	Monthly
Call-off KPI Monitoring	Employer	Quarterly
KPI Monitoring and Management Information	NCC	Quarterly

- 5.2 All Approved Training Providers are required to ensure that Nottingham City Council and any Employers with whom they have active Call-off Contracts in place are kept informed about performance against published quality standards. This includes but is not limited to outcomes of inspection visits from OFSTED and/or HEFCE and published performance measures, where applicable.

### Monthly Apprentice Progression Report

- 5.3 Individual Apprentice Progression Reports must be communicated to all Employers with an active Call-off Contract in place on a monthly basis, unless agreed otherwise.
- 5.4 The content of the Apprentice Progression Report will be agreed between the employer and the Training Provider but are likely to cover the following, as applicable:
- Learning progress
  - Attendance
  - Effort and attitude
  - Support from managers
  - Pace relative to other learners within cohort

### Call-off Contract Key Performance Indicators

- 5.5 Training Providers with active Call-off Contracts are required to report on performance against the Call-off Contract KPIs. This information should be submitted to the Employer retrospectively on a quarterly basis. Training Providers may be required to attend review meetings if requested by the Employer to agree any improvements needed.
- 5.6 Training Provider performance will be assessed by the Employer, as falling into one of the three Performance Bands outlined in the table below:

<b><u>Call-off Contract KPIs</u></b>	<b>Performance Bands</b>		
	<b>Green</b>	<b>Amber</b>	<b>Red</b>
Apprentice signed up and begins training within 10 working days of the start date outlined in the Apprenticeship Agreement.	100%	91%-99%	Up to 90%
Individual monthly reviews held between the apprentice and the assessor/tutors.	100%	91%- 99%	Up to 90%
Progress report is completed on each apprentice and submitted to the Employer every month.	100%	91%-99%	Up to 90%
Employer is informed of absence within 3 hours if any apprentice does not attend a scheduled session.	100%	91%-99%	Up to 90%
Minimum of 24 hours' notice is given to the Employer for cancellations/alterations to scheduled sessions.	100%	Exceeded on 1 occasion	Exceeded on 2 occasions



<b>Call-off Contract KPIs</b>	<b>Performance Bands</b>		
	<b>Green</b>	<b>Amber</b>	<b>Red</b>
Complete an exit interviews with each apprentice (with the exception of apprentices who have been dismissed) and provide details to the Employer within 7 days of the interview.	100%	91-99%	Up to 90%
Unless agreed otherwise with the employer, percentage of apprentices who complete their training within the agreed end date.	100% - 96%	95-99%	Up to 95%
Training Provider alignment with any additional delivery standards as agreed between the Training Provider and the Employer under a Service Level Agreement.	Meets delivery standards	1 instance of failure	2 or more instances of failure

5.7 The following actions will apply to each Call-off Contract Key Performance Indicator depending on the banding it fall within:

<b>GREEN BAND</b>	No action will be taken, this is considered acceptable performance.
<b>AMBER BAND</b>	The Employer and the Training Provider will discuss and agree upon a performance improvement plan to be implemented, and any timescales for improvement. If performance against any Call-off Contract KPI falls within the Amber Performance Band in 2 consecutive months OR 3 times in any 12 month period during the Term of the Call-off Contract this will constitute performance falling within the Red Performance Band.
<b>RED BAND</b>	The Employer will issue a Default Notice. If the Training Provider fails to remedy the default to the standard set out in Green Performance Band within 30 calendar days, the Employer can terminate the Call-off Contract.

### **Employer and Apprentice Feedback to Nottingham City Council**

5.8 Both Employers and Apprentices have the right to submit feedback about any Training Provider on the approved list. Feedback received by Nottingham City Council may be in the form of comments, compliments or complaints. Where a formal complaint is received about an approved Training Provider, Nottingham City Council will implement the following procedure:

**5.8.1 Step One:** Once a complaint has been received The Council will review the information and conduct an independent investigation. This may include reviewing whether the Training Provider complaints procedure has been followed. The Training Provider will be asked to provide necessary information and will be able to appeal the complaint, where appropriate.

**5.8.2 Step Two:** The Council will aim to respond to the complainant with the outcome of the issues raised within 10 working days of the complaint being received. The Training Provider may be required to implement an improvement plan or, where applicable may be removed from The DAAP

**5.8.3 Step Three:** If the complainant is not satisfied with the outcome they will be able to ask for a review and will be required to provide reasons for this. The process will be repeated with the aim of responding with a satisfactory resolution within 25 working days.

### **DAAP Key Performance Indicators**

5.9 Training Providers with active Call-off Contracts are also required to report on performance against the DAAP KPIs. This information should be submitted to Nottingham City Council retrospectively on a quarterly basis. A monitoring spreadsheet has been provided for this purpose. Training Providers may be required to attend review meetings if requested by Nottingham City Council to agree any improvements needed.

5.10 Training Provider performance will be assessed by the Nottingham City Council, as falling into one of the three Performance Bands outlined in the table below:

<b>DAAP KPI's</b>	<b>Standard Criteria</b>		
	<b>Satisfactory</b>	<b>Requires Improvement</b>	<b>Termination</b>
Default notices received from Employer(s).	0-1 during any 12 month period	2-4 during any 12 month period	5 or over during any 12 month period
Compliance with Minimum Standards for Quality Assurance outlined in Section 2 of this document (Pages 10 – 12).	Maintains all minimum standards	Any incidence of confirmed non-compliance	Failure to resolve issues within specified time period
Number and type of complaints received from Employer(s) or Apprentice(s).	0-1 during any 12 month period	2-4 during any 12 month period	5 or over during any 12 month period
Time taken to resolve issues identified as a result of complaints received.	Resolved in 8 weeks	Complaint resolved within 8 – 12 weeks	Failure to resolve complaint within 13 weeks
Supplying all monitoring reports required accurately and on time.	0 incidences of late /inaccurate reporting in any 12 month period	1-4 incidences of late /inaccurate reporting in any 12 month period	5 + incidences of late /inaccurate reporting in any 12 month period
Management Payments made in full and on time	0 incidences of failure to pay in full and on time	1-4 incidences of failure to pay in full and on time	5+ incidences of failure to pay in full and on time

5.11 The following actions will apply to each DAAP Key Performance Indicator depending on the banding it falls within:

<b>SATISFACTORY</b>	No action will be taken; the Training Provider will remain on The DAAP.
<b>REQUIRES IMPROVEMENT</b>	Nottingham City Council and the Training Provider will discuss and agree upon a performance improvement plan to be implemented, and any timescales for improvement. The Training Provider will be suspended from the list and no further Call-off Contracts will be placed until the improvement plan has been signed off by Nottingham City Council as complete. If performance against any DAAP KPI requires improvement for 2 consecutive months OR 3 times in any 12 month period, Nottingham City Council reserves the right to consider escalating the performance indicator to Termination.
<b>TERMINATION</b>	Nottingham City Council will issue a Termination Notice and the Training Provider will be removed from the DAAP. Employers will have the right to terminate any existing Call-off Contracts and move apprentices to another Training Provider of their choice. Training Providers are required to work in co-operation with the relevant Employer(s) and any Training Provider(s) to minimise the risk of disruption to the apprentice(s) learning and achievement. Actions required will be agreed with the Employer(s) and will aim to ensure that the needs of all parties concerned continue to be met, including appropriate sharing of data as necessary.

## Management Information

- 5.12 In addition to DAAP KPI Monitoring, Training Providers are also required to submit the following management information on the quarterly monitoring spreadsheet:

Details of each Call-off contract implemented	Region and locality of delivery
	Date the Call-off contract started
	Total value agreed
	Name and address of the employer
	Normal place of work for each apprentice
	Name of the course
	Level of the course
	Number of apprentices enrolled on the course
	Location(s) for delivery of the course
Management Fee	Total value of all business received as a result of the APL
	Quarterly management fee due to be paid to NCC
	Purchase order number for the management fee to be paid
Contact Details	Any update to the contract managers contact details

## Section 6: Finance Schedule

### Cost of Education Services to the Employer

- 6.1 The 'Total Cost to the Employer' must not exceed the Funding Band for that course as published by the UK Government.
- 6.2 Employers who Call-off The DAAP will pay Training Providers using funding from the Apprenticeships Levy or Co-Investment funding. For any Apprenticeships paid for via Co-Investment funding, the same or lower 'Total Cost to the Employer' is required, including any UK Tax payable, such as Value Added Tax (VAT). Training Providers will be responsible for ensuring that any funds paid are used only in accordance with UK Government Tax and Funding Rules for Apprenticeships<sup>8</sup>. Any additional costs forming part of the offer must be funded by the Training Provider from other legitimate sources.
- 6.3 Training Providers must commit to cover the following costs where associated with their offer of delivery of training and assessment, regardless of the funding source:
- a) Any costs associated with training, assessment and delivery costs (e.g. training materials and equipment, venue and travel costs), including UK Government Tax payments where applicable.
  - b) Off-the-job training, including the costs associated with mandatory and voluntary qualifications
  - c) Distance, online or blended learning relating to the off-the-job training element of an Apprenticeship.
  - d) Planned on-programme assessment (e.g. progress reviews, mock testing) and any costs associated with the completion for the Apprenticeship, the formal End Point Assessment, certification or qualification as relevant.
  - e) Any administration including on-programme assessment, End Point Assessment, certification and qualification as relevant. This includes costs relating to the development of teaching materials, lesson planning, the processing of the Individual Learning Record and quality assurance.
  - f) Any costs associated with re-take or reproduction of qualifications, certification or the end-point assessment whether or not any additional learning takes place. Any re-takes will be funded by the Training Provider and agreed with the Employer in advance.
  - g) Accommodation costs for learning delivered through residential modules where the residential learning is a requirement for all Apprentices. Any costs for residential modules must represent value for money.
  - h) End Point Assessment, certification or qualification costs incurred by the Training Provider but not included in any price agreed with the Apprentice Assessment Organisation or the awarding body.

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<sup>8</sup> Funding Rules for Apprenticeships are available online at the time of publication from:

<https://www.gov.uk/government/publications/apprenticeship-funding-and-performance-management-rules-2017-to-2018>

- 6.4 Training Providers also agree to negotiate the following costs with employers where associated with their offer of delivery of training and assessment, regardless of the funding source:
- i) Time spent supporting or mentoring Apprentices, arranging training support, including for example, any time spent arranging travel and accommodation and End Point Assessment or other tests and exams.
  - j) Costs of an Apprentice taking part in a skills competition where the Employer and the Training Provider have agreed that participation in the competition directly contributes to helping that individual achieve the Apprenticeship standard.
  - k) Enrolment, induction, prior assessment, initial diagnostic testing or similar activity for example, a training provider checking eligibility for the course.
  - l) Training, assessment, exams or tests in any skills and knowledge solely and required to obtain licences or the certification of any licence to practise, where it is a legal (or statutory) requirement for all practitioners to obtain a licence which confirms the licence holder meets prescribed standards of competence, including situations in which it is unlawful to carry out a specified range of activities for pay without first having obtained a licence. This applies including where such a licence is required in the Apprenticeship standard and the assessment plan.
  - m) English and Maths Functional Skills where required to complete the Apprenticeship.
  - n) Any additional arrangements agreed with the Employer, for example:
    - o English for Speakers of Other Languages (ESOL) courses, community free access to venue space, sign language training and support.
    - o Access to any non-mandatory equipment that is not commonly available and so adds significant value to the Apprenticeship.
    - o Registration and examination, including certification costs, for non-mandatory qualifications (qualifications that are not specifically listed in the standard or framework).
    - o Any optional learning and preparatory skills

6.5 Training Providers will be paid for the delivery of each Call-off Contract from the contracting Employers Digital Account as per the ESFA Funding Rules which can be found at: <https://www.gov.uk/government/publications/apprenticeship-funding-and-performance-management-rules-2017-to-2018>

### **Management Fee**

- 6.6 The management fee will be at a rate of 1% of the business transacted. The value of the rebate will be calculated as a 1% of each Call-off contract at the time of the award. Providers will be invoiced quarterly for the value of rebate due from contracts awarded in the previous quarter.
- 6.7 Nottingham City Council reserves the right to vary the fees during the life of the contract.
- 6.8 Training Providers must communicate a purchase order number for the amount of rebate due. Training Providers will have 28 days from receipt of the invoice to pay in full. Rebate payments will be plus UK Government Value Added Tax (VAT) at the prevailing rate.

## Appendix 1: List of Potential Employers

1. The DAAP is intended to be open to Local Authorities and their maintained schools, Police services, Fire and Rescue services and NHS services wishing to train apprentices across England.
2. UK Employers based in Scotland, Wales and Northern Ireland are not included.
3. The list of relevant Employers can be found online at the time of publication:
  - a) Local Authorities in England: [local-authority-eng.register.gov.uk/](http://local-authority-eng.register.gov.uk/)
  - b) Local Authority Maintained Schools in England: [www.gov.uk/government/publications/schools-in-england](http://www.gov.uk/government/publications/schools-in-england)
  - c) Police services in England: [www.police.uk/forces/](http://www.police.uk/forces/)
  - d) Fire and Rescue services in England: [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/562339/fire-statistics-data-tables-fire1102.xlsx](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/562339/fire-statistics-data-tables-fire1102.xlsx)
  - e) NHS services in England: [www.jobs.nhs.uk/xi/employer\\_list/](http://www.jobs.nhs.uk/xi/employer_list/)

## Appendix 2: Local Apprenticeships Standard

### Local Apprenticeships Standard

- The Local Apprenticeships Standard is outlined below:

Local Apprenticeships Standard	Example of how standard may be fulfilled
✓ Be a good employer	E.g. above minimum legal employment standards such as pay, holiday or rest breaks and training normally within 45 minutes travel time of home or work.
✓ Be fair and transparent	E.g. equality of access for Apprentices, such as recruitment and employment policies that promote inclusivity, social mobility and equality and diversity.
✓ Environmentally responsible	E.g. encourage use of public transport or low carbon approaches for Apprenticeships
✓ Support the growth of the local economy	E.g. employ local Apprentices and support the local supply chain

- Once awarded a contract to be part of The DAAP, Training Providers must be willing to commit to the 'Local Apprenticeships Standard', either by fully adopting the Local Apprenticeships Standard at the time of signature or alternatively making a commitment to full adoption within a clear timetable.
- Providers will be expected to adhere to and promote the Local Apprenticeships Standards to other local employers they work with.
- Local Authorities in Training Provider delivery locations may seek to work with Training Providers to agree alternative examples of how these standards may be fulfilled.
- Training Provider implementation of the Local Apprenticeships Standard may be reviewed periodically by Nottingham City Council and Training Providers may be requested to provide information about the steps taken to meet the Local Apprenticeships Standard.

## Appendix 3: Glossary of Terms

<b>Active Training Provider</b>	A Training Provider on The DAAP with an active call off contract in place.
<b>Apprentice Assessment Organisation</b>	An organisation who delivers independent end-point assessment and who is approved on the RoAAO.
<b>Apprentice Progress Report</b>	The report that the Training Provider will complete for the employer to capture each individual Apprentice's progression.
<b>Apprentice</b>	The individual who will complete the apprenticeship programme as a result of the Call-off contract.
<b>Apprenticeship</b>	A job with an accompanying skills development programme. This includes the training and where applicable, end-point assessment.
<b>Apprenticeship Agreement</b>	An agreement between the Employer and the Apprentice in accordance with the Apprenticeships, Skills, Children and Learning (ASCL) Act 2009.
<b>Apprenticeship Levy Funding</b>	Funding paid to the Employer by UK Government drawn down from the Digital Account and paid to Training Providers for delivery of apprenticeships training and assessment.
<b>The DAAP</b>	A list of approved Training Providers established by Nottingham City Council to deliver this service.
<b>DAAP KPI</b>	The key performance indicators reported on by every active Training Provider, to Nottingham City Council on a quarterly basis.
<b>Break in Learning</b>	When an Apprentice does not continue with their learning but intends to resume learning in the future.
<b>Call-off Contract</b>	The contract in place between the Training Provider and the Employer as a result of call-off from The DAAP.
<b>Call-off Information</b>	The information required from Training Providers at the point of tender to inform the Course Information Catalogue.
<b>Call-off KPI</b>	The key performance indicators reported on by every active Training Provider, to the Employer on a quarterly basis.
<b>Call-off Procedure</b>	The procedure that will be followed by Employers when calling-off The DAAP.
<b>Co-Investment Funding</b>	Apprenticeship Funding drawn down by the Employer from their Digital Account which is 90% UK Government funded and 10% Employer funded.
<b>Commitment Statement</b>	A statement between the Training Provider, the Apprentice and their Employer which sets out the support required to achieve success.
<b>Course Information Catalogue</b>	The catalogue of available courses that will be provided to Employers to enable the call-off procedure to be implemented.
<b>Digital Account</b>	The account by which Employers access Apprenticeship Levy Funding, manage their account and plan spending.
<b>Distance Learning</b>	Learning delivered remotely (not face-to-face). This could include, but is not limited to, e-learning and webinars.
<b>Employer</b>	Any public body Employer who is able to call off The DAAP to meet their apprentice training needs.
<b>Employment Contract</b>	The contract that is established between the Employer and the Apprentice.
<b>Evidence Pack</b>	Evidence brought together to form a single point of reference relating to the learning taking place, which subsequently validates the apprenticeship.
<b>Functional Skills</b>	Applied practical skills in English, maths and ICT that provide the essential knowledge, skills and understanding.



<b>Gateway Criteria</b>	The minimum pass or fail criteria that each Training Provider must satisfy in order to be awarded a contract on The DAAP and maintain this status.
<b>Learning Planned End Date</b>	The date when the Apprentice is expected to complete their learning and is entered onto the 'individual learner record'.
<b>Local Apprenticeship Service</b>	The service offered to Employers and Training Providers by the Economic Development team resulting from The DAAP.
<b>Local Apprenticeship Standard</b>	The standard that all Training Providers on The DAAP will sign up to implementing.
<b>Management Fee</b>	The fee that active Training Providers must pay Nottingham City Council for each Call-off.
<b>Management Information</b>	Data that will be submitted to Nottingham City Council on a quarterly basis by active Training Providers.
<b>Economic Development Team</b>	The team within Nottingham City Council who will manage the Approved Provider List and implement the Local Apprentice Service.
<b>Progression Review Meeting</b>	The monthly review meeting that will need to take place between the Training Provider and each Apprentice.
<b>Register of Apprentice Assessment Organisations</b>	A Register of Assessment Organisations (RoAAO) established by the Education and Skills Funding Agency.
<b>Register of Apprenticeship Training Providers</b>	The Register of Apprenticeship Training Providers (RoATP) established by the Education and Skills Funding Agency.
<b>Start of Learning</b>	The date on which learning begins which does not include enrolment, induction, diagnostic assessment or prior assessment.
<b>User Access Agreement</b>	The agreement that the Employer will sign to Call-off The DAAP.
<b>Whole Apprenticeship Cost</b>	Includes all costs offered by the Training Provider for any Call-off Contract which will be funded by the Apprenticeship Levy and which qualifies for funding within the Funding Cap for the course.