**National Careers Service: Questions and Answers**

Version 3: 26/07/2021

The purpose of this document is to outline a number of the questions received through the

call process and to collate and make publicly available all answers to questions posed as part of the EOI process. All questions have been sent to [alerts@the-futures-group.com](mailto:alerts@the-futures-group.com)

**Q.1. Is there a pricing schedule? It is difficult to identify costs and numbers without some idea of the value of the programme.**

A.1. The National Careers Service is a payment by results (PBR) contract. Subcontractors earn up to four separate payments (in sequence) for each adult customer for the following outcomes (Priority Groups – PG and Non Priority Groups – NPG)

|  |  |  |
| --- | --- | --- |
| Customer Satisfaction | £45 PG | £10 NPG |
| Career Management | £50 PG | £10 NPG |
| Learning | £60 PG | £20 NPG |
| Jobs | £70 PG | £30 NPG |

Please be advised that this is the current contractual funding structure, Futures cannot guarantee this will in place without change for the 2022 contract.

All proposed volumes stated by subcontractors within the EOI will be subject to further discussion once final ITT information and funding rules have been disclosed by the ESFA. We anticipate this will take place with successful subcontractors after the submission and scoring of the EOIs.

Futures is unable to provide a total value of the programme as this procurement is taking place before the 2022 NCS ITT has been published by the ESFA.

**Q.2. Having reviewed the Futures National Careers Service EoI form I would like to see clarity for the following two questions:**

**For question 6, we are assuming that as an existing provider you are wanting our overall turnover – not what we have received from Futures for existing NCS. Is this correct?**

A.2. Yes, please provide your organisation’s overall turnover.

**Q.3** **Please could you advise what the word limits are for questions 4, 5, and 7 to 16. Is it 250?**

A.2 There are no words limits on 4,5 and 7 to 16.

**Q.4 Part B - Delivery Experience - Q13 - Is this specifically a mandatory requirement to hold a Level 4 IAG - or an equivalent training certificate?**

A.4 Futures requires that all subcontractor delivery staff hold a level 4 IAG award. This in line with our own delivery and with the guidance provided in the last ITT (2018), that a majority of staff hold a level 4 to 6 by certain date. See below:

*“The minimum acceptable qualification for staff delivering front line careers advice and guidance is a level 3 award in Careers Information, Advice and Guidance. Prime Contractors must commit to ensuring that a majority of careers advisers hold a level 4 or 6 Careers IAG qualification within 18 months of the commencement of the Contract.”*

**Q.5** **Part B - Q8 - We have a number of different volunteering role placements that we can offer - which do not all result in accredited qualifications - are all participants required to achieve an accredited qualification?**

A.5 Not all participants are required to achieve an accredited qualification; this is determined by the individual’s own goals and their Careers and Skills Action plan. To achieve a Learning Outcome it must meet the below criteria:

*“Learning or training must be accredited through the Register of Regulated Qualifications managed and operated by Ofqual – The Office of Qualifications and Examinations Regulation and must be the relevant to the careers and skills action plan.”*

**Q.6 Would all of the support be individualised support, or could group support be part of the offer?**

A.6 Yes. Subcontractors are expected to provide personalised careers information, advice, and guidance via both individual and group sessions.

**Q.7 Question 2 states "Please refer to the NCS overview" - please can you send a copy of that?**

A.7 The NCS overview is included within the EOI document, under the introduction section. For ease, we have also included the information below:

**National Careers Service (NCS)**

The National Careers Service is designed to provide high quality, impartial and professional information and advice to help people negotiate learning, training and employment opportunities.

The service supports individuals in transitions to and within the labour market, and helps them to make effective use of their skills and be resilient in the face of change. The service has particular focus on 6 priority groups:

* Young People - 18-24 year olds not in education, employment or training (NEETs)
* Low-skilled adults without a Level 3 qualification\*
* Adults who have been unemployed for more than 12 months
* Lone parents
* Over 50’s
* Adults with special educational needs and/or disabilities

\*Please note this will be a change for the 2022 contract, from Level 2 to Level 3, in line with the Lifetime Skills Guarantee.

Providers must be able to support Customers to achieve the following outcomes:

*Customer Satisfaction* - defined as the delivery of high quality, impartial careers information, advice and guidance. This will include providing the Customer with relevant information and clear steps to advance their career planning, development and achievement of their short, medium and long-term goals.

*Personal Career Management* - defined as the provision of careers information, advice and guidance to help Customers understand the value and importance of managing their own careers and encouraging them to continue to manage their career on their own initiative throughout their lifetime.

*Job and Learning progression* - defined as progress made in learning or working life in alignment with the Careers and Skills Action Plan. It may constitute starting a formal learning programme, or completing an accredited course, starting a job or securing a promotion.

**Q.8 How will you meet the information technology requirements of the contract? - What are the IT requirements of the contract?**

A.8 All subcontractors will be responsible for the collection, sharing, processing and consumption of information on behalf of the National Careers Service. As such, your organisation is responsible for the quality of data they manage on behalf of the National Careers Service.

As we are conducting this EOI before the 2021 ITT has been released we do not have final version of the Information Technology requirements. We have uploaded the 2018 requirements; please use this to inform your response.

Please be aware we anticipate ESFA will be looking for greater integration with the NCS digital platforms such as the NCS website and web chat function.

**Q.9 Is there a minimum number of participants that must be engaged each year?**

Yes, Futures will agree this individually with all approved subcontractors after successful EOI submissions.