Department for Education
Education & Skills Funding Agency

Guidance

# ESFA Apprenticeship Agreement for Employers (for use of the Apprenticeship Services funded apprenticeship training) 3 January 2020

Updated 13 August 2020

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## Background

A. This Agreement sets out the terms for use of the Apprenticeship Service by the Employer and the terms on which the Employer agrees to be bound.

B. This Agreement applies to all employers including those that pay the Apprenticeship Levy and those wishing to receive that do not pay the Apprenticeship Levy.

## 1. Agreed Terms

1.1 Terms in this Agreement which are defined have the first letter of each word capitalised and are set out in 1.2 Schedule 1 (Definitions and Interpretation).

1.2 Unless the context requires otherwise, words in the singular shall include the plural and in the plural shall include the singular.

1.3 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.

1.4 A reference to a person or body includes a reference to its successor.

1.5 Any phrase introduced by the terms include, include in particular or similar clause the context requires otherwise and the actions and non-actions of a Connected Employer shall be deemed to be those of the Employer for the purposes of this Agreement.

1.6 The Apprenticeship Service is the Apprenticeship Service 2017 or any successor or any similar organisation shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

## 2. Commencement and Duration

2.1 This Agreement will start on the date the Employer enters into this Agreement on https://accounts.manage-apprenticeships.service.gov.uk and will continue in force until terminated in accordance with clause 11.

2.2 By entering into this Agreement, the Employer is agreeing to be legally bound by its terms and conditions.

## 3. Purpose and Use of Funding

3.1 Subject to Funding being available and any applicable Special Contracts, the Employer, or the Training Provider on behalf of the Employer, may access Funding for the purpose of training and assessing Apprentices in accordance with the Apprenticeship Agreement.

3.2 The Employer acknowledges and accepts that the Funding which is made available through the Employer's Apprenticeship Service Account is subject to and subject the Training and Cost Rules and Apprenticeship Standards.

3.3 The use of Funding must at all times comply with the Funding Rules.

## 4. Payments and Approvals

4.1 The Employer and Training Provider must agree the Apprenticeship Details before the Apprenticeship begins and this information must be recorded on the Apprenticeship Service Account.

4.2 In order for the ESFA to pay the Training Provider, the Employer or the Training Provider must create a Payment Due Notice and submit it to the ESFA. Payments are to be made to the Apprenticeship Service and the Employer must use the Apprenticeship Service to approve the Apprenticeship Details.

4.3 The Employer must check the Apprenticeship Details submitted by the Training Provider and approve them in the Apprenticeship Service. If the Apprenticeship Details are not match, or the Employer has not approved the Apprenticeship Details on the Apprenticeship Service, the ESFA will not make the payment to the Training Provider.

4.4 The ESFA reserves the right to change or discontinue all or any part of the Apprenticeship Service at any time.

4.5 The ESFA reserves the right to limit (or remove an Employer's access to the Apprenticeship Service if the Employer breaches the terms of this Agreement. The Employer has breached this Agreement and / or the Funding Rules.

4.6 The Employer agrees to pay the Training Provider directly for any Employer Co-Investment which is payable in accordance with the Training and Cost Rules.

4.7 Where the Employer's Liability to pay Co-Investment exceeds £3,000 (or £1,500 where a change in the Training Provider is made) the Employer must (if requested previously in the Apprenticeship Service Account), the Employer agrees to pay upon request the Employer Co-Investment to the ESFA.

## 5. Requirements

5.1 An Employer must:

5.1.1 ensure that information on the Apprenticeship Service Account is accurate and kept up to date, including the Employer's name, address, charity registration number and the Training Provider on behalf of Employer;

5.1.2 comply at all times with the Funding Rules;

5.1.3 assist and cooperate with the Training Provider and / or End Point Assessment Organisation to enable them to deliver the Training in compliance with the Funding Rules. This includes, but is not limited to, ensuring that the Employer is available for the Training Provider;

5.1.4 pay the Employer Co-Investment promptly when it is liable to pay it and as agreed with the Training Provider;

5.1.5 promptly inform the ESFA by contacting the Helpdesk 08000 150600 or https://www.gov.uk/contact-apprenticeship-service/ if any of the information in the Apprenticeship Service Account changes or becomes inaccurate or incomplete;

5.1.6 have procedures in place to deal with conflicts of interest in relation to the Apprenticeship Training;

5.1.7 have procedures and processes in place to deal with the prevention of fraud and / or administrative malfunction;

5.1.8 upon request, supply the Training Provider with any information it may reasonably require in relation to any Apprentice or the delivery of Training;

5.1.9. have a contract for services with a Training Provider for the provision of Training to Apprentices;

5.1.10. inform the Training Provider of any change in the Employer's or any Apprentice's circumstances which may affect the Training, including, but not limited to, any connected with the running for services within 10 Working Days;

5.1.11. ensure all financial and other information disclosed to the ESFA is true and accurate;

5.1.12. ensure that it has the appropriate registrations with the Information Commissioner's Office for the purposes of processing data and that it maintains them for the duration of this Agreement;

5.1.13. adhere to the Computer Misuse Act 1990;

5.1.14. comply with Legislation and Guidance relating to Health and Safety and safeguarding;

5.1.15. not commit a Prohibited Act.

## 6. Information, Audit and Reporting

6.1. The Employer shall, upon request, supply any documents, information, data, reports, records and explanations as may be reasonably required by the ESFA, its agents and / or any bodies from which may be reasonably required by the ESFA to carry out its functions in connection with the Apprenticeship Agreement. This Agreement or the Apprenticeship Service, including any requirements set out in the Funding Rules and Scheme of the Employer.

6.2. The Employer shall assist and co-operate with the ESFA in relation to any audit or investigation of the Apprenticeship Service Account, including providing reasonable access to its premises as may be required to allow, with or without notice, the ESFA to remove and / or copy any relevant documents and records (including electronic documents and records) and / or to interview any of the Employer's employees, workers or staff carrying out activities in connection with this Agreement or any Apprentice receiving Training under this Agreement.

## 7. Intellectual Property Rights

7.1. The ESFA and the Employer agree that all rights, title and interest in or to any Intellectual Property Rights that subsist or will subsist in the Apprenticeship Service and any other Intellectual Property Rights which whatsoever owned by either the ESFA or the Employer before the Commencement Date or developed by either party during the Term of this Agreement, shall remain the property of that party.

7.2. Subject to Clause 7.3 below, the Employer may not use any Intellectual Property Rights belonging to the ESFA or the Crown without prior written consent from the ESFA.

7.3. The Employer may use the Apprenticeship Logo for the purposes of advertising and promoting Apprenticeship Training following prior consent from the ESFA.

7.4. Where the ESFA has allowed the Employer to use any of its Intellectual Property Rights in accordance with this Agreement, the Employer shall not modify or alter any such Intellectual Property Rights without the express consent or upon termination of this Agreement.

7.5. In the event of Clause 7.4 applying, the Employer must at the election of the ESFA either return or destroy such Intellectual Property Rights as requested by the ESFA (or where relevant, shall put arrangements in place to ensure that any Connected Employer also complies with the provisions of this Clause 7.)

## 8. Confidentiality

8.1. Subject to Clause 8.2 (Freedom of Information), each party shall during the Term of this Agreement and at all times after any confidential and all information, Intellectual Rights or Know-How or other business, technical or commercial information disclosed to it by the other party which is not in the public domain and which is of a confidential nature except to the extent necessary to perform its obligations in accordance with the terms of this Agreement or except as expressly authorised in writing by the other party.

8.2. The obligations of confidentiality contained in this clause shall not apply to any information which is required to be disclosed by law or by any court of competent technical or commercial information which:

8.2.1. at the time of its disclosure by the disclosing party is already in the public domain or which subsequently enters the public domain other than by breach of the terms of this Agreement by the receiving party;

8.2.2. is already known to the receiving party as evidenced by written records at the time of its disclosure by the disclosing party unless such knowledge arises from information coming from the disclosing party under any obligations of confidentiality;

8.2.3. is at any time after the date of this Agreement acquired by the receiving party from a third party having the right to disclose the same to the receiving party without breach of the obligations owed by that party to the disclosing party;

8.3. As an exemption to the duty of confidentiality set out in this Clause 8, the ESFA may disclose confidential information received from the Employer:

8.3.1. to any other Central Government Body, Non-Departmental or Quasi-Government Body or agency, central or local;

8.3.2. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement; or

8.3.3. to any professional adviser, consultant, contractor or other person engaged by the ESFA in connection with this Agreement or the Apprenticeship Service and which needed be confidential before receiving such data.

8.4. The Employer shall, where relevant, put in place arrangements for ensuring that any Connected Employer complies with the provisions of this Clause 8 as though it were a party to this Agreement.

## 9. Freedom of Information

9.1. The Employer acknowledges that the ESFA is subject to the requirements of the Freedom of Information Act 2000 ("FOIA") and the Environmental Information Regulations 2004 (EIRs).

9.2. The Employer will:

9.2.1. provide all necessary assistance and co-operation as reasonably requested by the ESFA to enable the ESFA to comply with its obligations under the FOIA and EIRs;

9.2.2. transfer to the ESFA all requests for information relating to this Agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;

9.2.3. provide the ESFA with a copy of all Information in its possession or control in the form that the ESFA requires for information, provide the ESFA with a copy of all information in its possession or control in the form that the Employer's organisation and assistance as requested by the request; and

9.2.4. not respond directly to a request for information unless authorised in writing to do so by the ESFA.

9.3. The Employer acknowledges that the ESFA may be required under the FOIA and EIRs to disclose Information concerning the Employer or the Apprenticeship Service Employer. The ESFA shall take reasonable steps to notify the Employer of a request for information to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Agreement) the ESFA shall be responsible for determining in its absolute discretion whether any Information is exempt from disclosure in accordance with the FOIA and / or the EIRs.

9.4. Where the Employer is an Exempt Body in accordance with FOIA and the EIRs, the ESFA will not disclose any Information that the Employer would be exempt from disclosing if an information, in the same manner described in Clauses 9.1 to 9.3 above.

9.5. The Employer shall put in place arrangements for ensuring that any Connected Employer complies with the provisions of this Clause 9 as though it were a party to this Agreement.

## 10. Anti-Discrimination

10.1. The Parties shall not unlawfully discriminate within the meaning and scope of Equalities Legislation.

10.2. The Employer shall take all reasonable steps to make sure that all people and bodies involved on behalf of the Employer in delivering the Training comply with Clause 10.1.

## 11. Limitation of Liability

11.1. Subject to Clause 11.3, the ESFA accepts no liability whatsoever for any consequences, whether direct or indirect, that may come about as a result of the actions and / or omissions of the Employer or a Connected Employer in relation to this Agreement or the Apprenticeship Service. The Employer indemnifies the ESFA against any claim of contract for services between the Employer and a Training Provider.

11.2. The Employer on behalf of itself and any Connected Employer shall indemnify and keep indemnified the ESFA against all losses, damages, costs or expenses and any claims, demands, actions, suits, expenses, losses, damages and costs which may be incurred arising or incurred as a result of this Agreement including but not limited to under a contract for services between the Employer and a Training Provider.

11.3. Neither party seeks to limit or exclude its own liability for death or personal injury resulting from its own negligence, fraud or fraudulent misrepresentation or any liability which cannot be limited or excluded by Legislation.

11.4. Subject to Clauses 11.1 and 11.2 above, the ESFA's liability under this Agreement is limited to paying the Funding in accordance with the Funding Rules.

## 12. Withholding, Suspension and Repayment of Funding

12.1. Without prejudice to the ESFA's other rights and remedies, the ESFA may at its discretion withhold subsequent payment of Funding for the Training if:

12.1.1. the Employer materially breaches any of the terms or conditions set out in this Agreement;

12.1.2. the ESFA becomes aware of any fraud, financial irregularity, dishonesty or misrepresentation by the Employer in relation to the Apprenticeship Service Account;

12.1.3. the Employer's other behaviour or acts or an omission of any Connected Employer or a Connected Employer has (a) acted dishonestly or negligently at any time in relation to the Apprenticeship Service Account or (b) brought the Apprenticeship Service into disrepute, in the reasonable opinion of the ESFA, including in relation to the Apprenticeship Service's Anti-Discrimination;

12.1.4. the Employer was not entitled to receive the Funding Rules in relation to one or more Apprenticeships;

12.1.5. there occurs, in respect of the Employer or a relevant Connected Employer, any Insolvency Event or Change of Control which, in the reasonable opinion of the ESFA, may affect the Employer's ability to comply with its obligations under this Agreement;

12.1.6. the Employer has failed to comply with any of the terms and conditions of this Agreement (including requirements in the Funding Rules) and fails to rectify any such failure within 30 days of receiving notice from the ESFA to do so;

12.1.7. the ESFA has received a right to recover from the Employer any Funding paid to it by the ESFA or any other public body, including but not limited to under the Overpayment Recovery Policy, or otherwise under the Funding Rules, or the Apprenticeship Funding was based on wrong, inaccurate or misleading information. The ESFA will act in accordance with its Overpayment Recovery Policy by the Employer to recover any sums the Employer under this clause;

12.1.8. the ESFA has ceased to carry on all or any part of its functions including but not limited to Clauses 11.1.1 to 11.1.8.

12.1.9. the ESFA becomes aware of a fraud or financial irregularity by the Employer or a Connected Employer in connection with this Agreement or any other Agreement with the ESFA.

12.1.10. any employer or other individual or company acting on behalf of the Employer or a Connected Employer has (a) acted dishonestly or negligently at any time in relation to the Apprenticeship Service Account or (b) brought the Apprenticeship service into disrepute, in the reasonable opinion of the ESFA, including in relation to the Apprenticeship's Anti-Discrimination.

12.2. Without affecting any other right or remedy available to it, either party may terminate this Agreement with immediate effect by giving written notice to the other party if the other party commits a material breach or a series of breaches which, in aggregate, are material.

12.3. Following the termination of this Agreement, the following clauses shall remain in full force and effect: Definitions and Interpretation, Confidentiality, Audit and Reporting), 7 (Intellectual Property Rights), 9 (Freedom of Information), 10 (Data Protection), 11 (Anti-Discrimination), 13 (Limitation of Liability), 14 (Withholding, Suspension and Funding), 16 (Notices), 19 (Dispute Resolution), 21 (Joint and Several Liability) and 22 (Governing Law).

## 13. Assignment

13.1. The Employer may not, without the prior written consent of the ESFA, assign, transfer, sub-contract or in any other way make over to any third party its benefit and / or the burden of this Agreement.

## 14. Variation

14.1. The ESFA fully reserves the right to vary the terms of this Agreement. The Employer will be notified of any proposed changes to the new terms and conditions through the Apprenticeship Service Account.

## 15. Waiver

15.1. No failure or delay to either party to exercise any right or remedy under this Agreement shall be construed as a waiver of any other right or remedy.

## 16. Notices

16.1. All notices and communications in relation to this Agreement shall be in writing and shall be deemed duly given if left at the ESFA's or the Employer's address or if sent by recorded party, or by electronic or (in the case of an email address or correspondence address, as notified by the relevant party in writing. The notice or communication shall be deemed to have been received:

16.1.1. if personally delivered, when handed over to the addressee;

16.1.2. if sent by email, on the day the email is sent if sent on a Working Day and otherwise on the next Working Day;

16.1.3. if sent by first class post, on the second Working Day after the day on which it is posted.

## 17. Dispute Resolution

17.1. Any complaint or dispute arising in relation to this Agreement shall be resolved in accordance with the ESFA's Complaints Procedure which can be accessed at https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure.

## 18. No Partnership or Agency

18.1. This Agreement shall not create any partnership or joint venture between the ESFA and the Employer, nor any relationship of principal and agent, nor authorise any party to make or enter into any commitments for or on behalf of the other party.

## 19. Joint and Several Liability

19.1. Where the Employer is not a company nor any other separate legal entity, the Employer agrees that each of the individuals who sign this Agreement shall be jointly and severally liable for the Employer's obligations and liabilities arising under this Agreement.

## 20. Governing Law

20.1. This Agreement shall be governed by and construed in accordance with the law of England and Wales and each party agrees to irrevocably submit to the exclusive jurisdiction of the English and Welsh courts.

## Schedule 1

### Definitions and Interpretation

In this Agreement the following terms shall have the following meanings:

**Apprentice**: a person who works under an Apprenticeship Agreement.

**Apprenticeship**: a job with training. This includes the training and duties required by Certified Assessment Plan for the full definition of an Apprenticeship. Further information about Apprenticeships, including the Apprenticeship Standards, can be found in Part 1 of the Apprenticeships, Skills, Children and Learning Act 2009.

**Apprenticeship Agreement**: an agreement between an Employer and an Apprentice (https://www.gov.uk/government/publications/apprenticeship-agreement) as defined in the Apprenticeships, Skills, Children and Learning Act 2009 and the Apprenticeships (England) Regulations 2017.

**Apprenticeship Contract**: the details of the Apprenticeship and their Apprenticeship including but not limited to: the Apprenticeship Standard, the agreed cost of the Apprenticeship, the Planned Duration Period, the Start Date, the Planned End Date and Planned Learner Number and the Apprenticeship Start Date.

**Apprenticeship Levy**: the levy payable by all employers with an annual pay bill of more than £3 million which is used to support the funding of Apprenticeships.

**Apprenticeship Logo**: consisting of the word 'Apprenticeships' in plain block capitals, the word 'Apprenticeships' in plain block capitals, the word 'Apprenticeships' in plain block capitals of the entire. It, the intellectual Property Rights in which are owned by the ESFA.

**Apprenticeship Service**: the digital service provided by the ESFA to manage and fund Apprenticeship Training, including the Apprenticeship Service Account and the Apprenticeship Training Provider search on the Register of Apprenticeship Training Providers (RoATP).

**Apprenticeship Service Account**: the part of the Apprenticeship Service where the Employer can add Apprenticeship Details and see information about Funding and Apprentices they have previously added to their account.

**Apprenticeship Standard**: the apprenticeship standards designed by employers that apply to this Agreement, as approved by the Institute for Apprenticeships and Technical Education for Apprenticeships and Technical Education (IfATE), and as updated from time to time by IfATE with guidance at https://www.instituteforapprenticeships.org/, alongside their allocated funding bands.

**Apprenticeship Training**: the training and assessment of an Apprentice that is arranged by the Employer in accordance with the Apprenticeship Agreement.

**Bribery Act**: the Bribery Act 2010 and any subordinate regulations made under that Act from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation.

**Change of Control**: has the meaning given in section 1124 of the Corporation Tax Act 2010.

**Commencement Date**: the date on which the Employer signs this Agreement through the Apprenticeship Service Account, which is the date of this Agreement.

**Connected Employer**: any entity that directly or indirectly controls, is controlled by, or which is connected with the Employer within the meaning of Schedule 7 Part 1 and 2 of the Finance Act 2016 and any entity that is treated as a single person with the Employer under the Corporation Tax Act 2010 or the Income Tax (Trading and Other Income) Act 2005.

the Apprenticeship Service or employs an Apprentice whose Training is funded through the Employer's Apprenticeship Service Account.

**Data Protection Legislation**: means (i) the General Data Protection Regulation (Regulation (EU) 2016/679), the Data Protection Act 2018, including Part 3 which implements the Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Laws as amended from time to time.

**Employer**: the employer which enters into a contract with a Training Provider to commission Training (a) for its own Apprentices and / or (b) on behalf of a Connected Employer for the Connected Employer's Apprentices, to be funded through the Employer's Apprenticeship Service Account.

**Employer Co-Investment**: a financial contribution towards the cost of Training which is payable by the Employer to the Training Provider in accordance with the Funding Rules.

**End-Point Assessment**: the independent assessment of the Apprentice's knowledge, skills and behaviours carried out by an End-Point Assessment Organisation, after the Apprentice has passed their gateway assessment, to confirm that they have met the requirements of any relevant Apprenticeship Standard.

**End-Point Assessment Organisation**: any organisation on the Register of End-Point Assessment Organisations which is selected by an Employer and contracted by a Training Provider to carry out End-Point Assessment.

**Equalities Legislation**: The Equality Act 2010 and any other law, enactment, order, or regulation relating to discrimination whether in race, gender, religion, disability, sexual orientation, age or otherwise in employment.

**ESFA**: the Secretary of State for Education, acting through the Education and Skills Funding Agency, an executive agency of the Department for Education, whose principal address is at Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

**Funding**: the funding paid to the Training Provider on behalf of the Employer towards the cost of Training and End-Point Assessment in accordance with this Agreement.

**Funding Rules**: the ESFA's rules for funding Apprenticeships published on GOV.UK https://www.gov.uk/guidance/apprenticeship-funding-rules as revised and amended from time to time.

**Guidance**: any applicable guidance or directions with which the Employer is bound to comply.

**Health and Safety**: procedures intended to prevent accident or injury in workplaces or public environments.

**Insolvency Event**: means any of the following circumstances:

a. a party suspends or threatens to suspend payment of its debts or is unable to pay its debts as they fall due or is deemed unable to pay its debts within the meaning of any relevant provision of the Insolvency Act 1986;

b. a party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with any of its creditors (other than for the sole purpose of a bona fide reconstruction or amalgamation);

c. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the relevant party (other than for the sole purpose of a bona fide reconstruction or amalgamation);

d. a receiver, administrative receiver or similar officer is appointed over the whole or any part of the relevant party's business or assets;

e. an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given;

f. any event occurs, or proceeding is taken, with respect to the relevant party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in (a) - (e)(inclusive); or

g. the relevant party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

**Intellectual Property Rights**: all patents, trademarks, logos (including the Apprenticeships Logo), copyrights and design rights (whether registered or not) and all applications for any of the foregoing and all rights of confidence and Know-How however arising for their full term and any renewals and extensions.

**Know-How**: information, data, know-how or experience whether patentable or not and including but not limited to any technical and commercial information relating to research, design, development, manufacture, use or sale.

**Legislation**: means any Act of Parliament or subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, any exercise of the Royal Prerogative, and any enforceable community right within the meaning of Section 2 of the European Communities Act 1972, in each case in the United Kingdom.

**Prohibited Act**: means:

a. offering, giving or agreeing to give to any servant of the Crown any gift or consideration of any kind as an inducement or reward for:

i. doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of this Agreement or any other contract with the Crown; or

ii. showing or not showing favour or disfavour to any person in relation to this Agreement or any other contract with the Crown;

b. entering into this Agreement or any other contract with the Crown where a commission has been paid or has been agreed to be paid by the Employer or on its behalf, or to its knowledge, to a servant of the Crown unless before the relevant contract is entered into particulars of any such commission and of the terms and conditions of any such contract for the payment thereof have been disclosed in writing to the ESFA;

c. committing any offence:

i. under the Bribery Act;

ii. under legislation creating offences in respect of fraudulent acts; or

iii. at common law in respect of fraudulent acts in relation to this Agreement or any other contract with the Crown; or

d. defrauding or attempting to defraud or conspiring to defraud the Crown.

**Register of End-Point Assessment Organisations**: the online register of End-Point Assessment Organisations from which the Employer may select an organisation to carry out the End-Point Assessment of Apprentices.

**Register of Apprenticeship Training Providers**: means the register maintained by the ESFA of organisations qualified to receive Funding from the ESFA to deliver Apprenticeships.

**Safeguarding**: action taken to protect vulnerable groups including children and young people from any type of harm from adults or other children.

**Spend Controls**: the controls applied to manage the availability of Funding through the Apprenticeship Service as set out in the Funding Rules.

**Term**: means the duration of this Agreement as set out in Clause 2.1.

**Training**: the delivery of training and on-programme assessment and where relevant End-Point Assessment by the Training Provider and where relevant the End-Point Assessment Organisation to one or more Apprentices.

**Training Provider**: an organisation listed on the Register of Apprenticeship Training Providers which has a contract with the Employer to provide Training to one or more Apprentices.

**Working Day**: means Mondays to Fridays (inclusive) in each week, excluding bank and other public holidays in England.

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