



***The information authority***

Paper 6: Data in the National Apprenticeship Vacancy  
Matching System

Author: Richard Beene

Date: 22<sup>nd</sup> September 2008

## **1. What are we asking the board to do?**

This paper is to update the Board on the expected data content and processes for the National Apprenticeships Vacancy Matching Service and ask for comments on any unforeseen implications.

## **2. Introduction or Background**

The launch of the National Vacancy Matching System (NAVMS) is a central aspect of the Delivery Plan to take forward the aspirations laid out in 'World-class Apprenticeships: Unlocking Talent, Building Skills' (WCA) published in January 2008.

The system, expected to go live in December 2008 and to roll-out fully by April 2009, is intended to be transactional in nature. It provides web-based access for individuals, employers and providers to research, identify and act upon interest in becoming an apprentice (individuals) or offering an apprenticeship place (employers/providers). The ultimate aim is to match individuals with vacancies leading to an apprenticeship "start" as defined by the submission of a valid ILR. NAVMS lies at the heart of the new National Apprenticeship Service (NAS), expected to be fully operational by April 2009. This is vital, as the full benefit of NAVMS will only be realised by the dedicated sub-regional field force making use of "real-time" data to address imbalances between demand and supply. The field force constitutes both a learner-dedicated arm and an employer/provider dedicated arm. A descriptive NAS structure chart for both national and regional functions, showing the interplay with the system, are shown in Appendix 3

The NAVMS project is managed within the LSC's Apprenticeship team under the auspices of the WCA Delivery Plan and the systems development has been commissioned from Cap Gemini.

### **3.1 The System**

- 3.1.1 The system will be web-based and accessible via any internet connection 24/7.
- 3.1.2 Data input will be primarily by individuals interested in apprenticeships and by employers and providers inputting details of vacancies.
- 3.1.3 These two groups have distinct journeys towards a match (see appendix 2) during which a basic application for specific vacancies may be made by an individual and shared with the owners of the vacancy.
- 3.1.4 Individuals may make multiple applications (of which the objective is to successfully convert one) and employers/providers may advertise multiple vacancies (of which the objective is to successfully fill all of them).

- 3.1.5 The focus is to make the system user friendly by user group recognising that all types of learners of all ages, and all types of employer/provider of all sizes are within scope.
- 3.1.6 Each group will have access to view and edit their own information.
- 3.1.7 Individual data is seen only by the individual and NAS, with the proviso that any learner information within an application is of necessity seen by the employer/provider.
- 3.1.8 Employer/provider information and vacancy information is available to view generally as it constitutes the advertisement.
- 3.1.9 All individual data transferred to the Strategic Reporting Platform (SRP) for non-operational reporting and MI will be anonymised.
- 3.1.10 System performance data (access/availability/traffic loads etc) will be used by the NAVMS systems teams within NAS to inform the maintenance and development of the system, and for use in improving service including advice and training

## **3.2 The Wider Service and use of data**

- 3.2.1 The distinctive feature of NAVMS is the opportunity it provides through up-to-the-minute data, to allow the LSC/Skills Funding Agency (via NAS) to work directly or with other agencies and networks to intervene where matches are not possible. This may include insufficient vacancies, insufficient applicants, or significant failures to succeed by individuals or employers/providers e.g. multiple applications without achieving interview.
- 3.2.2 Such interventions will be led and managed by the two arms of the NAS sub-regional field force (Learner Services and Employer Services).
- 3.2.3 Data input will be visible to NAS teams, but not the wider SFA/LSC or external stakeholders.
- 3.2.4 Data will be used to provide daily operational reports to support the work of the team, and issues arising may require review of real-time data to take action.

## **3.3 High Level Reporting**

- 3.3.1 All data that relates to individual users journey milestones will be transferred to the SRP.
- 3.3.2 The data will be used to report on and manage performance to agreed standards and definitions. Specification of high-level reporting is still a work-in-progress.

## **4. FE Sector Implications**

### **4.1 Employers/Providers**

- 4.1.1 The system requires data to be input that describes the employer and/or the provider together with details of apprenticeship vacancies.
- 4.1.2 Employers/providers will need to maintain the currency of information that promotes opportunities as well as maintaining data that reflects the progress of any applications made via the system.

- 4.1.3 The use of the system is not expected to be compulsory initially but cannot be ruled out for the future.
- 4.1.4 The benefit accruing from the additional administration is a nationally supported and promoted recruitment site available free of charge.
- 4.1.5 The site is expected to support the use of Unique Reference Numbers for Employers using the Employer Data Registration Service system and codes to ensure commonality with the ILR and broker service customer relationship management systems, and the UK Provider Reference Number from the UK Register of Learning Providers for providers.

## **4.2 Individuals**

- 4.2.1 Individuals can view and review the site to obtain information regarding apprenticeships.
- 4.2.2 They can also register and use the site to initiate and manage applications and the recruitment process.
- 4.2.2 The site is expected to support the Common Application Process ultimately.
- 4.2.3 The site is expected to utilise Unique Learner Numbers.
- 4.2.4 The site is expected to support Skills Accounts.

## **4.3 All Users**

- 4.3.1 A fuller description of the data content is included in Appendix 1
- 4.3.2 Illustrations of the different journeys for individuals, employers and providers are set out in Appendix 2.

## **5. Next Steps**

- 5.1 The NAVMS project and the surrounding development of the National Apprenticeship Service continue to evolve and the specification and operation of systems and services is still subject to change.
- 5.2 NAVMS is due to first come into service in a limited fashion in early December 2008. Although supported by a project team nationally and regionally, NAS is not scheduled to be fully operational until April 2009 and permanent appointments will only be made within the overall changes related to Machinery of Government changes end 2009.
- 5.3 NAVMS and the NAS will work with *the information authority* secretariat to ensure that common data standards are being employed and that the data burden is being minimised.

## **6. Contact Details**

- |                             |   |
|-----------------------------|---|
| a. Author:                  | Richard Beene                             |
| b. Job Title:               | Senior Policy Manager,<br>Apprenticeships |
| c. Department/Organisation: | Adult Employment & Skills Group<br>LSC    |
| d. E-mail address:          | richard.beene@lsc.gov.uk                  |
| e. Phone Number:            | 0247682 3539                              |
| f. Date Paper Created:      | 22 September 2008                         |

## Appendix 1

### 1. Information in NAVMS

1.1 The information Objects processed by NAVMS-MS are shown in **Table 1 - NAVMS Information Objects**

NAVMS Entity Name	Business Data Type	Classification
Vacancy	Vacancy	Unclassified
Content Composition	Vacancy	Unclassified
Vacancy Provider	User	Unclassified
Application	Vacancy	Protect-Private
Candidate	Demographic	Protect-Private
Registered User	User	Protect-Private
Offer	Vacancy	Protect-Private
Employer	User	Unclassified
Training Provider	User	Unclassified
Profile	Demographic	Protect-Private
Audit	Structured	Unclassified <sup>1</sup>

#### 1.1.1 Protective Marking

Applicant information within NAVMS is personal data and is within the scope of the Data Protection Act. The data is entered by the applicant himself and is not thought likely to be sensitive or damaging.

LSC and NAVMS-MS have adopted the latest government classification scheme which advises a marking of PROTECT for data where compromise would be likely to:

- Cause inconvenience to individuals.
- Cause minor damage to a department's standing or reputation.

The PROTECT marking corresponds to an impact level of 1 or 2. In accordance with CESG Good Practice Guide 9:

a business impact level of 1 is assigned to the NAVMS-MS Data for a single record;

- a large group of records (say, more than about 1000) is assigned an impact level of 2;
- an business impact level of 3 is assigned to the complete dataset.

## 1.2 Users

Users of the NAVMS-MS system and services fall into a number of categories:

Name	Organisation
Visitor	n/a
Candidate	An LSC customer using LSC services to find and apply for an Apprenticeship
Training Provider	Users within an organisation authorised to provide training and to receive funding from LSC.
Employer	Users within an Employer that provides employment to Candidates engaged in an Apprenticeship.
External Organisation Supervisor	The Super User role allocated to an Organisation, this owner of this role has the ability to create NAVMS-MS User Accounts for the organisation's employees
NAS Support	This term is used to denote internal LSC staff using the system. Plus a member of NAS support team responsible for vetting of Employers, Providers and Opportunities.
Capgemini Technical Support and Helpdesk users	Capgemini
Developers	Capgemini

### 1.3 Interconnections and Interfaces

CG-OS-SYSTEMS comprises the following external systems:

System	Description
PIMS	Provider Information Management System. PIMS is the master repository of learning provider data.
PCA	Postcode Anywhere. PCA provides address validation and lookup services.
LASS	LSC Application Security System. LASS provides an authentication and authorisation service within the LSC.
Systems Management	
Messaging Services	
Alerting Services	

OTHER-LSC-SYSTEMS comprises the following external systems:

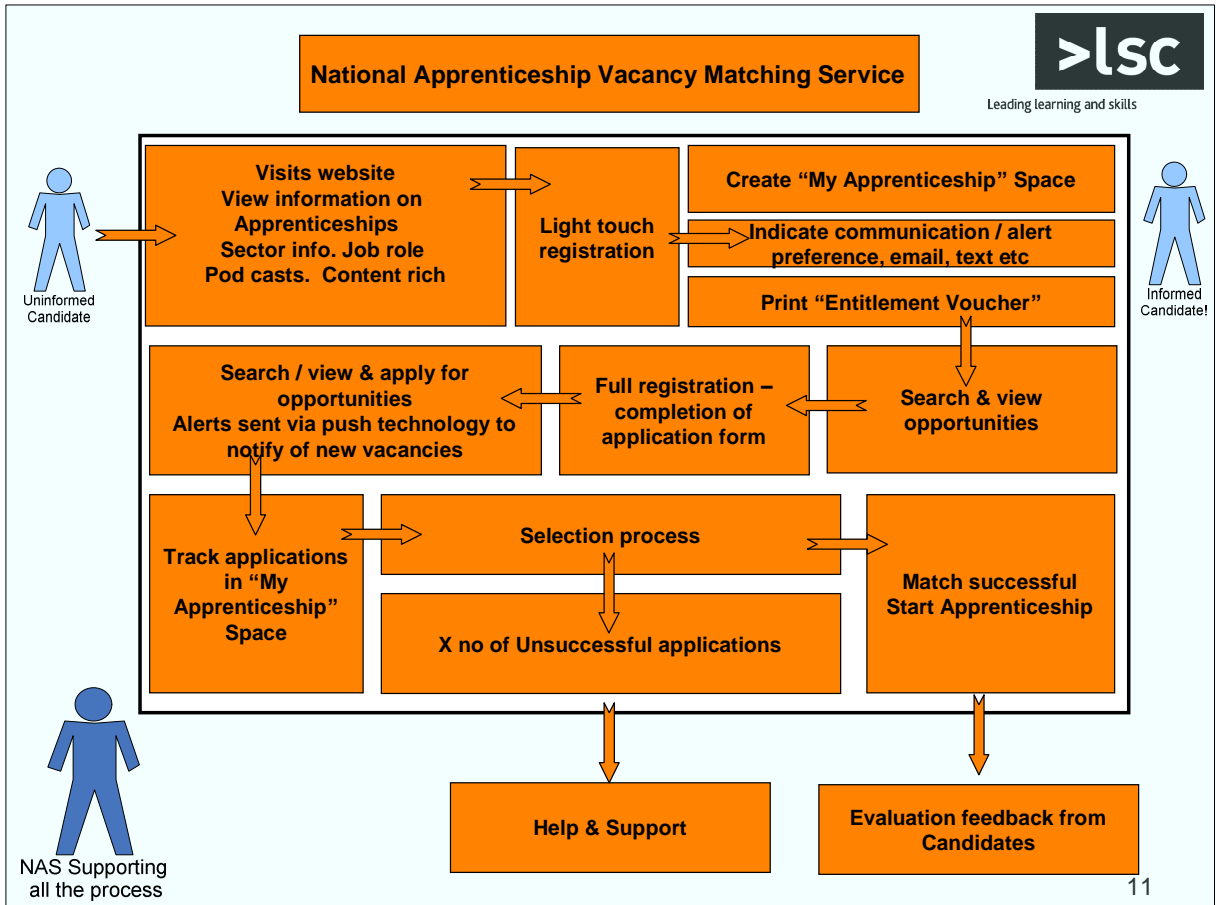
**Table 5 - Other LSC Systems**

System	Description
EDS	Employer Data Service. EDS is the master repository of Employer data.
MIAP - LRS	Managing Information Across Providers – Learner Registration System. MIAP is an external organisation and a collaborative partner of the LSC. MIAP LRS provides access to learners' ULN (Unique Learner Number) records.
LAD	Provides apprenticeship framework information.

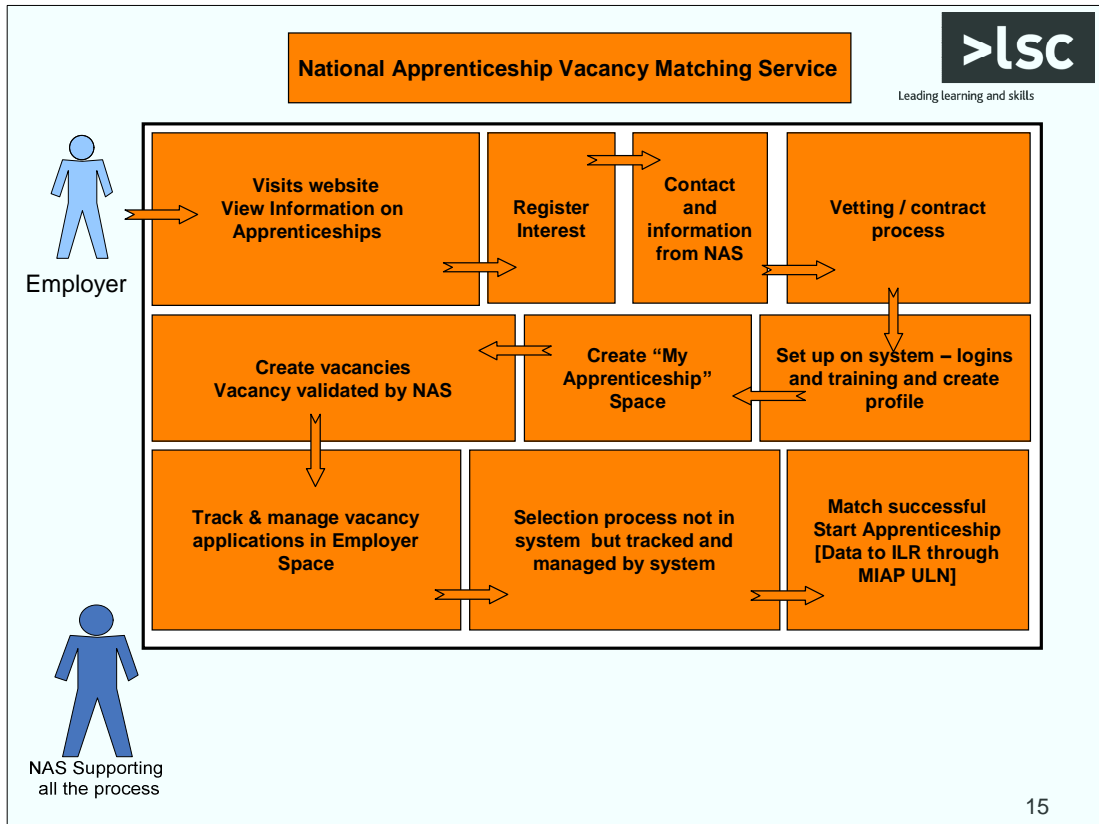
## Appendix 2

### 2. Journeys in NAVMS

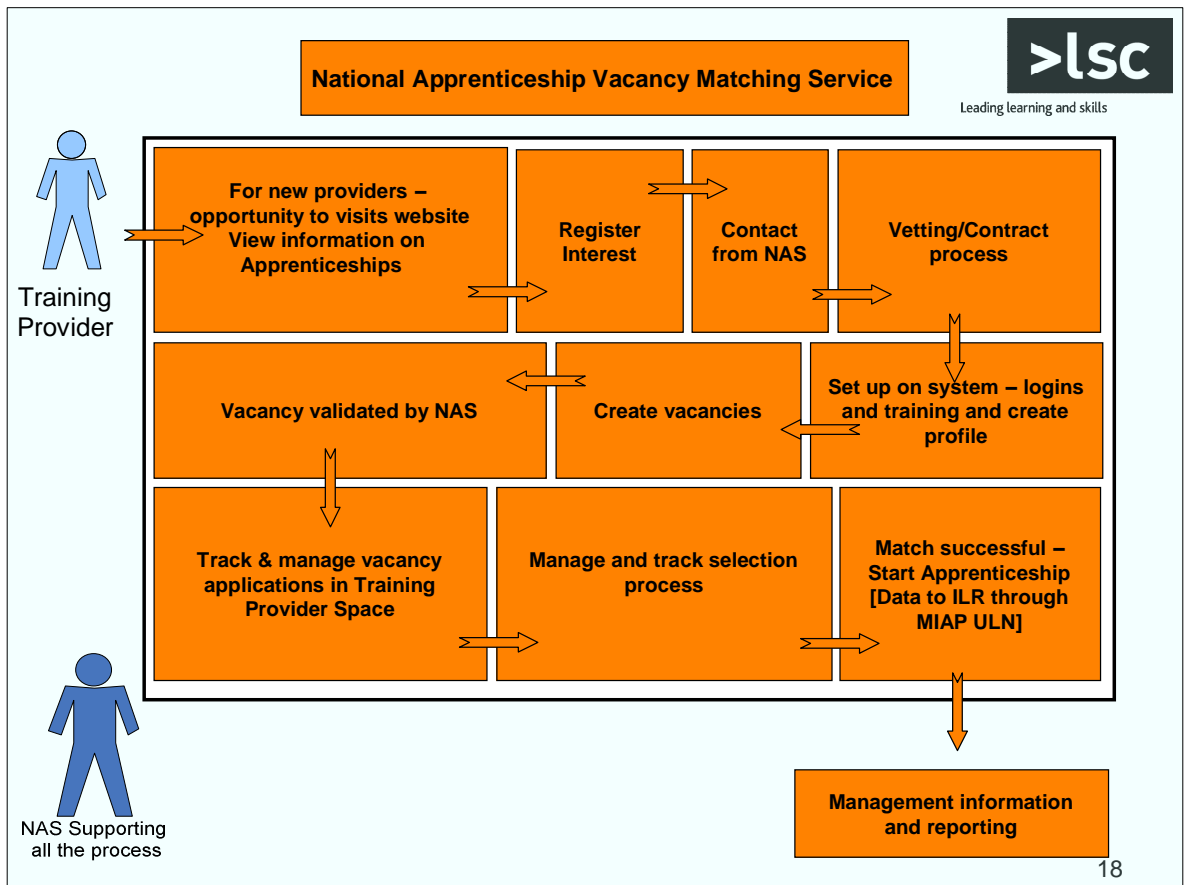
#### 2.1 Individuals



## 2.2 Employers

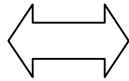


2.3 Providers



## National Apprenticeship Service Structure

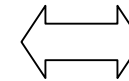
Apprenticeship Programme Board



- National Apprenticeship Director**

  - Leads National Apprenticeship Service
  - Accountable for the end to end Apprenticeship service and Apprenticeship targets
  - Manages relationships with sponsoring departments, Skills Commission and Ministers including twice yearly reporting
  - Manages relationships with LSC/Skills Funding Agency Regional Directors and Regional Apprenticeship Directors for performance delivery
  - Manages direct relationships with key national stakeholders

1 post + 1 Exec Asst + 1 PA post  
Programme Governance – 3 posts



LSC/DIUS/DCSF Senior Management Team SMT

### Operational Services

To ensure that all the systems, processes and practice necessary to support the delivery of the Apprenticeship programme are in place, and operating effectively. Includes:

- Developing and implementing the **Apprenticeship Vacancy Matching Service** across England and the Apprenticeships website
- Overseeing **finance**, funding and **performance** including volume and budget allocations, analysis and reporting and setting framework funding rates, acting as the informed Apprenticeship customer for these shared services
- Procuring and managing **contracted out services** e.g. issue of completion certificates, managing pilots and trials, agreeing service levels with partners for shared or associated functions, acting as the Apprenticeship intelligent customer for NAS to ensure integrated services with the LSC/SFA are fit for purpose for Apprenticeships
- Managing the National Apprenticeship Contracting Service which will contract with approx 20 of the largest **national providers**.

29 posts

### Business Development Services

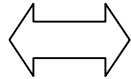
To design and implement operational policy and strategy which support expansion of the Apprenticeship programme and impact of Apprenticeships including:

- Developing operational **policies and strategies arising from WCA** and influencing related LSC/SFA/YPLA policy areas to provide advantage to the achievement of Apprenticeship objectives
- Designing and trialling effective strategies to stimulate demand and participation of **employers and learners** including qualifications, regional, sub-regional and sector specific plans
- Engaging national employer bodies such as AAN and SSCs.
- Developing and publishing the Annual NAS Prospectus and other high profile documents
- Building and nurturing the **reputation** of Apprenticeships through effective marketing and promotional communications including Apprenticeship Week and Apprentice of the Year, ensuring effective integration with internal and external teams and organisations including Government Liaison Office.

14 posts

## Regional/sub-regional Apprenticeship Service Structure

LSC/Skills Funding Agency  
Regional Management  
Team



### Regional Apprenticeship Director

- Leads National Apprenticeship Service regionally/sub-regionally
- Leads Apprenticeship stakeholder relationships regionally, including local Authorities
- Responsible for delivery of regional Apprenticeship targets, employer and learner services and the Vacancy Matching System
- Responsible for promoting a self-regulating Apprenticeship system and action to address market failure  
1 post + 1 PA post

### Apprenticeships Learner Services

Provides a service to assist young people, adults and their advisers in all aspects of Apprenticeship provision, with the aim of successfully engaging learners in, and achieving, Apprenticeships. Includes:

- Matching young people and adults with employers
- Working with careers staff in Connexions and schools
- Acting where potential vacancies fail to gain an Apprenticeship
- Acting in case of learner problems
- Ensuring the statutory entitlement to an Apprenticeship place.

Manages Apprenticeships communications and relationships with x number of Local Authorities and with Connexions, local 14-19 Partnerships, schools, Job Centre Plus and Adult Advancement and Careers Service

9 posts

### Apprenticeships Employer Services

Provides a service to employers in all aspects of Apprenticeship provision, with the aim of successfully engaging employers in the delivery of Apprenticeships. Includes:

- Working with Train to Gain brokers who have identified employers interested in Apprenticeships
- Working with employers who phone the Apprenticeships Helpline
- Enabling employers to make the best use of the Vacancy Matching Service
- Developing employer's interest to the point where delivery is self-sufficient
- Acting with brokers, providers, SSCs and others, to address employer shortages in regions, sub-regions and sectors
- Performance management of contracts within LSC/SFA performance management framework.

Manages Apprenticeship communications and relationships with x number of Local Authorities and with regional/sub-regional employer facing organisations and partnerships. 22 posts

### Communication

Delivers regional marketing, promotional and communications activities, integrated with LSC/Skills Funding Agency activities. Includes managing Apprentice of the Year regional awards

1 post

### Planning and Performance

Inputs to regional planning, commissioning and procurement processes Acts as the Apprenticeship intelligent customer for regional NAS, LSC/Skills Funding Agency integrated services to ensure the systems operate effectively for Apprenticeships. Provides regional performance information and analysis.

3 posts

### Vacancy Matching System (VMS)

Responsible for all aspects of the effective running of the VMS in the region, including technical support and the provision of Management Information

4 posts

Shared services with the LSC/Skills Funding Agency  
Commissioning, procurement, contracting, funding policy, health & safety, provider financial assurance, quality assurance, accommodation, HR, marketing and communications

Total direct staffing = 36 to 41

(No. of staff allocated to functions will depend on the size of the region. It is anticipated that there could be a variance between 70 – 130%.)