

Service Definition

Place-Based Apprenticeship Recruitment Platform

1. What the service is

Workplus is a cloud-hosted Software as a Service (SaaS) platform that enables public sector organisations to commission and oversee the delivery of place-based early-talent campaigns.

The service provides the digital infrastructure and operational delivery required to run time-limited, locally focused campaigns that connect employers with early-talent participants, including apprentices, work-experience candidates, placement students and graduates.

Workplus acts as the primary administrator of the platform and campaigns, configuring, managing and operating campaigns on behalf of the Buyer. Campaigns are configured around a defined geography, employer cohort and timeframe, supporting coordinated delivery rather than ongoing or open-ended recruitment.

The service is accessed via a secure web interface and does not require local installation.

2. Data backup, restore and disaster recovery

The service operates on resilient cloud infrastructure with regular automated data backups. Backups are retained in line with defined retention policies and can be restored in the event of data loss or service disruption. Business continuity and disaster recovery processes are in place to support timely restoration of campaign activity.

3. Onboarding and offboarding support

Buyers receive structured onboarding focused on campaign planning and governance. Workplus configures and administers the platform, while Buyer users are provided with reporting and oversight access. Employers and applicants are supported through in-platform guidance, webinars, FAQs and an integrated helpdesk chatbot. At the end of a campaign or contract period, Buyers are supported with data export and service close-down.

4. Service constraints

The service is cloud-hosted and accessed through a modern web browser. Applicants can access the service using mobile browsers; employer and administrator interfaces are designed for desktop or laptop use. Customisation is limited to configurable settings available within the platform. Planned maintenance may result in short periods of reduced availability.

5. Service levels

The service is designed for scalable performance and high availability across concurrent place-based campaigns. Support is provided during UK business hours. An in-platform helpdesk chatbot provides immediate responses, with escalation to human support where required. Buyer support and governance requests are prioritised.

6. After-sales support

Ongoing support includes campaign administration, employer onboarding workflows, application management, reporting and regular engagement with a named Customer Success Manager. Enhanced or dedicated support options may be agreed separately.

6a. Optional additional services

Optional additional services may be commissioned to support campaign delivery and impact, including:

- Campaign marketing and content development
- Campaign promotion and communications coordination
- Employer and participant engagement events
- Mentor onboarding, guidance and development support

These services complement the core SaaS platform and are commissioned separately.

7. Technical requirements

Users require a modern, standards-compliant web browser, a stable internet connection and secure email access. No additional software, licences or on-premise infrastructure are required.

8. Outage and maintenance management

Planned maintenance is communicated in advance where possible. Unplanned outages are monitored and managed through defined incident response processes, with updates provided to Buyers.

9. Hosting options and locations

The service is hosted on cloud infrastructure provided by Hetzner, with data hosted in UK and/or EU data centres. The service architecture supports portability if hosting arrangements change.

10. Access to data on exit

Buyers may request export of campaign data using built-in tools or assisted extraction. Data can be provided in commonly used formats such as CSV. Following confirmation of contract end, data is securely deleted in line with data protection requirements.

11. Security

The service uses role-based access controls, secure authentication, audit logging and encrypted data storage. Administrative access held by Workplus is protected using multi-factor authentication. Protective monitoring, vulnerability management and incident response processes are in place. Staff supporting the service can meet Baseline Personnel Security Standard (BPSS) requirements where required.