

Terms and Conditions

Place-Based Apprenticeship Recruitment Platform

1. Definitions

Service means the Workplus cloud-hosted, place-based early-talent campaign platform.

Buyer means the public sector organisation procuring the Service via G-Cloud.

Campaign means a time-limited, place-based early-talent campaign delivered using the Service.

Administrator means the Supplier acting as the primary administrator for Campaign configuration, delivery and management.

Employer means organisations participating in Campaigns.

Applicant means individuals applying for opportunities through the Service.

Supplier means Workplus Apprenticeships Ltd.

Additional Services means optional services supporting Campaign delivery, including marketing content, marketing campaigns, events and mentor development.

2. Scope of the Service

The Service enables Buyers to commission and oversee the delivery of place-based early-talent campaigns. The Supplier acts as the primary administrator of the Service, configuring, managing and operating Campaigns on behalf of the Buyer.

The Service supports apprenticeships, work experience, placements and graduate opportunities and is provided as Software as a Service (SaaS) accessed through a secure web interface.

3. Service Access and Roles

Administrator access to the Service is held by the Supplier. Buyer users are provided with oversight, reporting and review access appropriate to their role. Employer and Applicant access is restricted to Campaign participation and is role-based.

4. Buyer Responsibilities

The Buyer is responsible for defining Campaign objectives, geographic scope and policy requirements, approving Campaign parameters, and ensuring lawful use of the Service. The Buyer retains responsibility for decisions relating to public funding, eligibility policy and programme governance.

5. Supplier Responsibilities

The Supplier is responsible for day-to-day administration of Campaigns, including platform configuration, employer onboarding workflows, application management, reporting, and operational support in line with agreed Campaign parameters.

6. Data Protection and GDPR

The Supplier processes personal data in accordance with applicable data protection legislation, including UK GDPR. For Campaign data, the Buyer acts as Data Controller and the Supplier acts as Data Processor. Applicants may exercise data subject rights in line with statutory requirements.

7. Security

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

8. Audit and Monitoring

Audit logs are maintained for Campaign activity and administrative actions. The Buyer is provided with access to relevant audit information and reports on request or through the Service interface, subject to role-based permissions.

9. Availability and Maintenance

The Service is designed for scalable performance and high availability. Planned maintenance is scheduled outside UK core working hours where possible. Temporary interruptions may occur during maintenance or circumstances outside the Supplier's control.

10. Support and Service Levels

Support is provided remotely during UK business hours. An in-platform helpdesk chatbot provides immediate responses for Employers and Applicants, with escalation to human support where required. Buyer support and governance requests are prioritised. A named Customer Success Manager supports Campaign delivery and Buyer engagement.

11. Additional Services

Additional Services may be commissioned separately to support Campaign delivery, including marketing content, campaign promotion, events and mentor development.

These services complement the core SaaS platform and do not alter the SaaS nature of the Service.

12. Customisation

Customisation is limited to configurable settings available within the Service and agreed Campaign parameters. No bespoke software development is included unless agreed separately.

13. Intellectual Property

All intellectual property rights in the Service remain with the Supplier. The Buyer is granted a non-exclusive, time-limited licence to use outputs and reports generated for Campaign governance purposes.

14. Term and Termination

The contract term is defined by the G-Cloud call-off agreement and aligned to Campaign duration. On termination, access is maintained for an agreed transition period to support data export and service close-down.

15. Data Export and Exit

The Buyer may request export of Campaign data using built-in tools or assisted extraction in commonly used formats such as CSV. Following confirmation of contract end, customer data is securely deleted in line with data protection requirements.

16. Subcontracting

The Supplier may use subcontractors for hosting or support services. Responsibility for delivery of the Service remains with the Supplier.

17. Liability

Liability is limited in accordance with the G-Cloud Model Contract. Nothing in these Terms limits liability for matters that cannot be excluded by law.

18. Governing Law

These Terms and Conditions are governed by the laws of England and Wales, or Northern Ireland where agreed, and subject to the exclusive jurisdiction of the courts of that jurisdiction.

19. Precedence

In the event of conflict, the G-Cloud Model Contract takes precedence over these Terms and Conditions.