Triage application process help and guidance.
What is this guidance for?

This guidance is to help you find the most appropriate route to direct your L&D (Learning and Development) request, and what to do if the CSL (Civil Service Learning) offer does not meet your requirements.

This guidance is to be used in conjunction with the Cabinet Office spend control policy for L&D.

The spend control limits refer to the aggregate spend – this is the total level of spend incurred throughout the life of a unique requirement, including any variation or extension options. Where a series of common requirements exists, aggregate spend will include the total value of collective spend, as defined above.

CSL Providers for L&D and what they offer

CSL have three contracts in place for L&D which seek to deliver value-for-money learning services for the Civil Service.

The 3 contracts are with the following providers:

- **KPMG** – this contract covers all core curriculum learning for Grades AA – G6 – Core Curriculum prospectus.
- **Korn Ferry (KF)** – this contract covers all L&D for Senior Civil Servants (SCS) - SCS Prospectus.
- **KnowledgePool (KP)** for profession- or department-specific learning - KnowledgePool catalogue

KP has four different tiers to their L&D offer:

1. Tier 1 – **KnowledgePool catalogue**.
2. Tier 2 – **Sourcing** – KP can source bespoke learning requirements via a procurement process which includes open market engagement – Please note this does not include evaluation data.
3. Tier 3 – **Admin + support** – KP provides end-to-end administration and learner support solutions, this includes full delegate management and course evaluation data.
4. Tier 4 – **Contract management** – KP can act as the single point of contact for the ongoing relationship and performance management of third-party L&D suppliers - Please note this does not include evaluation data.
For all L&D requests consider the following:

- Have you checked the CSL website and the provider catalogues for your L&D need?
- Have you found a topic that meets some of your requirements, and discussed the contextualisation of the topic with the relevant CSL provider?
- Have you contacted the CSL Helpdesk to discuss your L&D requirement and seek advice?
  Phone: 020 3640 7985
  Email: support@civilservicelearning.uk
- If you have a professional/technical learning need that sits outside of the current contracts, have you consulted with your Learning Expert Partner (this is for professions and functions only, not departments)?
  Email: contact.us@cslearning.gov.uk

If you are unsure how your requirements are best met, please contact the CSL Helpdesk - Please see the process map on page 4 for further clarity.

For exceptional L&D requests you will be required to submit a triage application.

What is the triage application process?

The standard route to procure L&D is to contact the relevant CSL provider, or the CSL Helpdesk (detailed in the process map on page 4); however, if on the rare occasion an L&D request can’t be met by the existing CSL offer by their catalogue products, or contextualisation of a catalogue product, the triage application process will be used.

The triage application process is designed to ensure these exceptional L&D requests which can’t be met by the current CSL offer are routed to the appropriate supplier, and ensure value for money, consistent standards, monitoring and quality to the Civil Service. This process also reduces procurement duplication.

The triage application process works in conjunction with the Cabinet Office spend control policy for L&D.

You will be advised by a CSL provider if your L&D need can’t be met and you are then required to submit a triage application.

Please note: before you procure via any L&D route, you must obtain financial approval following your own departmental procurement process. Triage is not approval to spend from your department’s budget, it is approval to spend public money outside of the current CSL offer where applicable.
### Key contacts and definitions of learning.

<table>
<thead>
<tr>
<th>Learning requirement (Including learner Grade) – Regardless of value</th>
<th>Contact details</th>
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<tbody>
<tr>
<td>Core Curriculum – Grades AA-6. A core learning need is learning which is relevant to more than one department and has the potential to be shared across departments, and Civil Servants such as Leadership and Management skills, personal effectiveness, diversity and inclusion. It also includes an introduction to topics such as Project Delivery, commercial awareness and financial awareness.</td>
<td>Civil Service Learning Helpdesk: Phone: 020 3640 7985 Email: <a href="mailto:support@civilservicelearning.uk">support@civilservicelearning.uk</a></td>
</tr>
<tr>
<td>Senior Civil Servants* (SCS). This is learning for all staff who work at grades SCS1, SCS2 and SCS3.</td>
<td>Korn Ferry (KF) Concierge Desk: Phone: 0203 819 2200 Email: <a href="mailto:scsenquiries@civilservicelearning.uk">scsenquiries@civilservicelearning.uk</a></td>
</tr>
<tr>
<td>Professional / Department specific. This is learning which applies to a specific profession or departmental need which is not offered through the core curriculum.</td>
<td>KnowledgePool Helpdesk: Phone: 0203 367 8376 Email: <a href="mailto:Help@knowledgepool.com">Help@knowledgepool.com</a></td>
</tr>
<tr>
<td>If you are unsure about your L&amp;D need or require advice.</td>
<td>Civil Service Learning Helpdesk: Phone: 020 3640 7985 Email: <a href="mailto:support@civilservicelearning.uk">support@civilservicelearning.uk</a></td>
</tr>
<tr>
<td>If the learning requirement is profession / department specific, over £10,000.00 and KnowledgePool are unable to meet up to 80% of your requirement please submit a triage application.</td>
<td>Triage Application desk: Email: <a href="mailto:csl.triage@cslearning.gov.uk">csl.triage@cslearning.gov.uk</a></td>
</tr>
<tr>
<td>If you feel your L&amp;D requirement is a cross-government need and would benefit from being added to the core curriculum, please contact the Learning Delivery team to discuss.</td>
<td>Learning Delivery Team Email: <a href="mailto:contact_us@cslearning.gov.uk">contact_us@cslearning.gov.uk</a></td>
</tr>
</tbody>
</table>

*If there is a mix of learners and the ratio is over 50% SCS, this learning is to be routed via Korn Ferry, if the SCS level is under 50%, please follow the standard route for grades AA-G6.
Learning and Development requirement process map.

What is your L&D requirement?
If you are unsure contact –
Civil Service Learning Helpdesk:
Phone: 020 3640 7985
Email: support@civilservicelearning.uk

Professional / Department Specific.

Core Curriculum Grades AA-G6

Senior Civil Servants (SCS 1,2,3)

Is your L&D requirement in the KnowledgePool catalogue – even if contextualisation is required?

Does your L&D require contextualisation?

Yes
Contact KPMG to discuss your requirements and for next steps
Civil Service Learning Helpdesk:
Phone: 020 3640 7985
Email: support@civilservicelearning.uk

No
Book L&D either via the KPMG core curriculum catalogue or by contacting the CSL helpdesk
Civil Service Learning Helpdesk:
Phone: 020 3640 7985
Email: support@civilservicelearning.uk

Does your L&D require contextualisation?

Yes
Contact Korn Ferry to discuss your requirements and for next steps
Korn Ferry (KF) Concorde Desk:
Phone: 0203 819 2200
Email: servicesenquiries@civilservicelcearning.uk

No
Book L&D either via the SCS prospectus, or by contacting Korn Ferry
Korn Ferry (KF) Concorde Desk:
Phone: 0203 819 2200
Email: servicesenquiries@civilservicelcearning.uk

Contact KnowledgePool to discuss and book this course – Discuss contextualisation if required.
KnowledgePool Helpdesk:
Phone: 0203 367 8378
Email: Help@knowledgepool.com

Under £10,000.00
Procure Locally following your departmental procurement process. Alternatively Contact KnowledgePool.

Over £10,000.00
Contact KnowledgePool to discuss requirements, their tender offering and next steps.
FAQs.

Q - Where can I find the triage application form?
A - Please download the latest triage application form here - Cabinet Office spend control policy for L&D or request it from csl.triage@cslearning.gov.uk.

Q - Do I always need to submit a triage application?
A –
- If you wish to procure L&D that is under the Core Curriculum (Grades AA-G6) and this does not meet your requirements, after discussions with the CSL Helpdesk you will be asked to submit a triage application regardless of the aggregate spend.

- If you wish to procure L&D that is under the SCS prospectus and this does not meet your requirements, after discussions with Korn Ferry you will be asked to submit a triage application regardless of the aggregate spend.

- If you wish to procure L&D that is profession / department specific and your aggregate spend is under £10,000.00 please check the KnowledgePool catalogue. If the catalogue does not meet your requirements please be aware KnowledgePool can contextualise courses to meet your requirements. If your requirements still can’t be met please procure locally following your own departmental procurement route – In this circumstance you are not required to submit a triage application.

- If you wish to procure L&D that is profession / department specific and your aggregate spend is over £10,000.00 please check the KnowledgePool catalogue. If the catalogue does not meet your requirements please be aware KnowledgePool can contextualise courses to meet your requirements and discuss the service tiers available (on Page 2). If your requirements still can’t be met you must submit a triage application.

Q – Why can’t I just go to a provider I know can deliver my learning need (Outside of the CSL offer)?
A – Civil Service HR have 3 central contracts for L&D which apply to all departments who have signed up to the CSL offer. These contracts are with KPMG, Korn Ferry and KnowledgePool. These contracts are in place to deliver the majority of L&D needs and value for money to the Civil Service.
The Cabinet Office spend control policy for L&D applies to all departments regardless of the department being signed up to the CSL expert service. This policy clearly states that to procure L&D external to CSL in certain circumstances requires approval through the triage process.

Q - What should I do if I feel the learning should be added to the core curriculum?
A - Please contact the Civil Service Learning team on contact_us@cslearning.gov.uk. If relevant, our Curriculum and Continuous Improvement Board will discuss the learning request, to validate the requirement and discuss the commercial viability of adding it to the core curriculum.
## Learning and Development examples.

<table>
<thead>
<tr>
<th>L&amp;D subject</th>
<th>Budget</th>
<th>Delegate Grades</th>
<th>More Info</th>
<th>Who delivers this L&amp;D</th>
<th>Outcome</th>
</tr>
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<tbody>
<tr>
<td>Fire Risk Assessor</td>
<td>Over £10,000.00</td>
<td>AA – G6</td>
<td>This topic is on the KnowledgePool catalogue, but we require a more bespoke product.</td>
<td>KnowledgePool – You would review the catalogue, then contact KnowledgePool helpdesk who would discuss contextualisation of this topic.</td>
<td>Although this L&amp;D is over £10,000.00, as it is supplied via KnowledgePool (A CSL provider), you can book directly with KP and discuss your requirements to this topic.</td>
</tr>
<tr>
<td>CISMP Certificate in Information Security management principles</td>
<td>Under £10,000.00</td>
<td>HEO</td>
<td>This is for an individual to obtain a certificate needed specific to their role.</td>
<td>KnowledgePool – This topic is on the KnowledgePool catalogue.</td>
<td>Book this topic via the KnowledgePool catalogue, or by contact KnowledgePool directly.</td>
</tr>
<tr>
<td>Building capability.</td>
<td>Over £10,000.00</td>
<td>SCS 1</td>
<td>A programme to build capability and a learning culture with the long-term goal of ensuring that our very senior leaders thrive in a context of rapid transformation, that they role model continuous learning across the organisation and build and maintain high performing teams.</td>
<td>Korn Ferry - This topic is for SCS staff only.</td>
<td>Contact the Korn Ferry concierge desk to discuss your L&amp;D requirement and contextualising this to meet your needs.</td>
</tr>
<tr>
<td>Leading people through change.</td>
<td>Under £10,000.00</td>
<td>SCS1- SCS2</td>
<td>Increasing self-awareness and developing agile mind set to respond to change.</td>
<td>Korn Ferry – This is for SCS staff only.</td>
<td>Book this topic via the Korn Ferry SCS catalogue, or by contact the Korn Ferry concierge desk.</td>
</tr>
<tr>
<td>Coaching in performance management.</td>
<td>Over £10,000.00</td>
<td>EO-SEO</td>
<td>Get the most from your employees and help them with performance development and performance improvement.</td>
<td>KPMG – This is a Core Curriculum topic.</td>
<td>Book this topic direct via the KPMG Core curriculum catalogue, or by contacting the CSL Helpdesk.</td>
</tr>
<tr>
<td>Verbal Communication</td>
<td>Under £10,000.00</td>
<td>HEO</td>
<td>How to get the most out of conversations by planning and structuring them.</td>
<td>KPMG – This is a Core curriculum topic.</td>
<td>Book this topic direct via the KPMG Core curriculum catalogue, or by contacting the CSL Helpdesk.</td>
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