

## Order Form

**Contract for the Systems Thinking Practitioner (ST0787) Apprenticeship call off contract, to South, Central and West Commissioning Support Unit**

**1869**

<b>Framework Reference</b>	<b>1086 Apprenticeships and Associated Training Framework</b>
<b>Contracting Authority/Customer</b>	NHS England on behalf of NHS South Central & West Commissioning Support Unit
<b>Address</b>	Omega House, Southampton Road, Eastleigh, Hampshire, SO50 5PB
<b>Invoice Address</b>	ODF PAYABLES M425 PO BOX 312, LEEDS LS11 1HP
<b>Contact Ref:</b>	Name: <span style="background-color: black; color: black;">[REDACTED]</span> e-mail: <span style="background-color: black; color: black;">[REDACTED]</span> <a href="#">@nhs.net</a>  Name: <span style="background-color: black; color: black;">[REDACTED]</span> e-mail: <span style="background-color: black; color: black;">[REDACTED]</span>

**TO**

<b>Supplier:</b>	JGA Limited
<b>Address:</b>	Unit 201, 2nd Floor Metroline House, 118-122 College Road, Harrow, Middlesex, HA1 1BQ Company Number: 04743325
<b>Contact Details</b>	Telephone: +44 (0)20 8426 2666

## 1. TERM

### 1.1 Effective Date

1.1.1 This Contract shall commence on: 15 May 2025 for enrolment with course start date which also anticipated to be July 2025.

### 1.2 Expiry Date

1.2.1 This Contract shall expire on: 3 Years from Course Start Date anticipated to be by 30 June 2028.

## 2. SERVICES

### Service Delivery / Product Requirement

SCW are looking for partner to deliver the Systems Thinking Practitioner (ST0787) Apprenticeship to our employees.

This partner shall deliver the Systems Thinking Practitioner (ST0787) Apprenticeship for 2 (two) learners.

Our requirements are:

- Minimum of 1 intake possible
- Flexible delivery, enabling our geographical area to be covered.
- Facilitated training via MS Teams or Zoom which is interactive and engaging
- Ability for the entirety of the course to be accessible to our learner and our systems. This must be browser based, as we cannot download any Proctor software. If any proctor software is required, there must be the ability to provide the infrastructure to support this e.g. computers at a range of UK locations at no cost to SCW or learner
- Ofsted rating of Good or outstanding as an apprenticeship provider that is achieving high success rates of 70% or above and learner satisfaction survey of above 80%
- Provider that has NHS or Public Sector experience
- Ability to provide SCW monthly reports on our learner and at least quarterly reports with the Apprenticeship & Graduate Manager at SCW
- Provide an opportunity for training/awareness for SCW colleagues involved in supporting the apprentice. For instance mentor training, awareness of the

qualification and the requirement

- Delivery of functional skills if required through facilitated training and the ability to offer individual support
- Opportunities for the learner to build their networking and offer a range of extra activities to support their development in becoming highly skilled and leaders.
- Enrolment to commence from May 2025 with earliest course start date July 2025
- Remote Learning Online interactive workshops

### **Outcomes**

We are looking for a provider that will provide the best possible service to enable our learner to have the best chance of success.

For learners with additional learning needs, we expect support requirements to be in place ahead of them commencing on the programme and for clarity of how learners with additional learning/health needs will be fully supported to achieve.

### **Monitoring and Reporting**

We expect the following:

- Apprentice to have regular reviews, every 6 – 8 weeks either in person or through MS Teams or Zoom
- 12 weeks reviews with manager, apprentice and skills coach
- Monthly reports for all our learners sent to our Graduate and Apprenticeship Manager
- Quarterly reviews to be arranged to discuss all our learners. This will include our Apprenticeship and Graduate Manager
- Any at risk learners to be flagged to the apprenticeship team at SCW in a timely manner and action plan meeting to be arranged within 7 days of a learner being deemed at risk.

### **Service Level Agreement (SLA)**

- Dedicated Account Manager to provide our reporting as requested above.
- At least 3 points in the year whereby learners can enrol onto the apprenticeship programme.
- Adherence to our reporting requirements
- Reviews with learners every 6 – 8 weeks
- End point assessment resit free of charge
- Replies to any learner, manager or apprenticeship team emails within a 48-hour period.
- Dedicated support to any learners at risk and action plans to be developed within a 7-day period of any confirmed learners at risk
- No costs outside of the apprenticeship levy to be invoiced to support our learners, this includes any learners that might require any additional training to be able to complete the apprenticeship programme successfully.

#### Industry Standards or Accreditations

- Systems & Complexity in Organisations (SCiO) for Advanced Practitioner level 7
- Learner satisfaction survey 80% or above
- Apprenticeship success rate of 70% pass or above

### 3. AMENDMENTS TO TERMS AND CONDITIONS

(Please note any amendments made must be agreed by both parties)

#### Additional Amendments to Call Off Terms and Conditions

**ESFA Funding Rules Changes - effective from the commencement date of this framework on the 1<sup>st</sup> August 2018 relevant for all changes made by the ESFA throughout the term of this framework.**

- To reflect the changes made by the ESFA to the funding rules please add the new clause below to reflect the current rules and remove Clause 12 within the terms and conditions which relate to the previous rules.

Please refer to the latest guidance [Apprenticeship funding rules - GOV.UK \(www.gov.uk\)](http://www.gov.uk/government/publications/apprenticeship-funding-rules).

**NEW CLAUSE** "The Parties agree to comply with all ESFA Rules that apply at the time of the delivery and receipt of the services".

### 4. PAYMENT PROVISIONS

<b>Contract Price</b>	Total value of £36,000.00 excluding VAT including end point assessment.  Per each Learner: £18,000.00 excluding VAT including end point assessment.
<b>Funding</b>	<b>Employer levy account</b>
<b>Invoicing Arrangements</b>	<b>NA via levy which SCW will raise a cohort</b>



**SIGNATORY PAGE:**

**BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES** to enter a legally binding contract with the Customer to provide to the Customer the Services specified in this Order Form (together with where completed and applicable, the mini-competition order (additional requirements) set out in this Order Form) incorporating the rights and obligations in the Terms and Conditions set out in the Framework Agreement entered into by the Supplier and YPO.

For and on behalf of the Supplier:

Name and Title	<div></div>
Signature	<div></div>
Date	09 May 2025

For and on behalf of the Customer:

Name and Title	<div></div>
Signature	<div></div>
Date	12/05/2025