

**SCHEDULE 2 (PART 2)**

**Annex C  
TRAINING SUPPORT SERVICE**

**SCHEDULE 2 (PART 2)**

1. Annex C describes the Training Support Services required for all courses at Annexes A and B for principal schools as detailed in **Error! Reference source not found.** of this Statement of Requirement and Lodger Units / interface contracts as detailed in para **Error! Reference source not found.** of this SOR.
2. The requirement has been broken down into the following areas:
  - 1.1 Training Design & Upkeep service.
  - 1.2 Training Quality Assurance service.
  - 1.3 Training Planning service.
  - 1.4 Training Facilitation service.
  - 1.5 International Defence Training and Non-RN Student Training Support Service
3. For the purposes of clarity:
  - 3.1. Training Equipment Availability Service is at Annex D.
  - 3.2. Business Information Service is at Annex E.
  - 3.3. Education Service is at Annex F.
4. Standards, Metrics, Volumes and Performance Indicators have been set against each requirement, and any necessary GFA requirements (in accordance with paragraph **Error! Reference source not found.** of the SOR) have been identified.

**Appendices:**

Appendix 1 to Annex C	Training Design and Upkeep Service
Appendix 2 to Annex C	Training Quality Assurance Service
Appendix 3 to Annex C	Training Planning Service
Appendix 4 to Annex C	Training Facilitation Service
Appendix 5 to Annex C	International Defence Training and Non-RN Student Training Support Service

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## Appendix 1 to Annex C TRAINING DESIGN AND UPKEEP SERVICE

1. This appendix identifies the Training Design and Upkeep Services required to support the RN in the delivery of its courses. The key requirements of training design and upkeep are:

### 1.1. Routine Training Design

1.1.1. Routine Training Design ensures that new training is produced as part of the business as usual modification and improvement of training controlled by the respective Training Change Working Group. Routine Training Design is limited to a value of [£10K] or a timescale of 30 days and does not form part of a larger NC or DE&S project.

1.1.2. The training design process follows the DSAT endorsed process contained in JSP 822 as detailed in figure 4, and chapter 2 Paragraph 5 Mandated Training Design activities as amended.

1.1.3. Routine Training Design includes a new requirement or a change to existing requirements resulting from an Exceptional<sup>1</sup> Change.

1.1.4. All Routine Training Design will identify to the Authority any opportunities to provide accreditation for the new training and/or any amendments or implications to existing accreditation for action in accordance with SOR Appendix 3 to Annex F Accreditation.

1.1.5. All Routine Training Design will include administration for any associated contractual changes necessary to include the new course in the SOR and SOTR/SOTT+ and any new equipment associated with the course onto the GFA Register. The annual change mechanism will capture delivery of the new course thereafter.

### 1.2. Non-Routine Training Design

1.2.1. Training Design that exceeds a value of £10K and/or a timescale of 30 days is to be managed in accordance with Clause 74.5 Training Design.

1.2.2. The process for Non-Routine training design still follows that of the Routine Training Design (Paras 1.1.1 to 1.1.5 above) and the DSAT endorsed process contained in JSP 822 Part 1 Chapter 1 as detailed in Figure 4, and Chapter 2 Para 5 Mandated Training Design Activities as amended.

### 1.3. Training Document Upkeep and Management

1.3.1. Training Document Upkeep and Management ensures that appropriate controls and procedures exist to ensure that the totality of the formal training provided satisfies the operational/workplace performance requirement.

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<sup>1</sup> An Exceptional Change is a change that affects any part of the Role PS, the Training Objectives in the Formal Training Statement or the Assessment Strategy. In this event, the change(s) would have been approved by the Authority.

1.3.2. Training Document Upkeep and Management includes the development of documentation arising from a minor change<sup>2</sup> or other feedback (e.g. In Val, Ex Val, QA Audit) and routine upkeep in accordance with the Document Review and Management Plan.

1.3.3. The training documents include all those documents contained in the Training Document System and any supporting training medium (e.g. PowerPoint presentations, module notes, hand-outs). The Training Document System includes:

- 1.3.3.1. Formal Training Statement (FTS) (including the Training Performance Statement (TPS), Workplace Training Statement (WTS) and Residual Training Gap Statement (RTGS))
- 1.3.3.2. Assessment Strategy and Assessment Specification
- 1.3.3.3. Learning Scalar / Learning Specification (LSpec)
- 1.3.3.4. Training Authorisation Document (TrAD)

1.3.4. Training Document Upkeep and Management includes the development of documentation arising from an Urgent Operational Training Requirement (UOTR) as detailed in Schedule 4 (Change & Change Management).

#### 1.4. Training Media Development and Upkeep

1.4.1. The Media Development Service contained in Appendix 4 to Annex C Training Facilitation supports the provision of Training Design services (routine and upkeep) and the optimisation of training generated by Training Optimisation initiatives and activities from SOR Annex G Training Optimisation.

1.4.2. Training for T45 and QEC platforms<sup>3</sup>, has been developed using the IBM KENEXA Learning Content Management System (LCMS) Premier. The Contractor is expected to conduct document upkeep on courses containing this media content.

- 1.4.2.1. The Authority will provide an IBM Premier Plus KENEXA server and 2 licences as GFA to support the Contractor in this service.

1.4.3. The T45 and QEC courses are integrated with the Interactive Electronic Technical Manual (IETM) and Interactive Electronic Technical Publication (IETP) respectively. The Contractor is to ensure that updates to the IETM and, in future IETP<sup>4</sup> are reflected in the courseware as they arise.

1.4.4. Other media currently in use includes but is not limited to:

- 1.4.4.1. Edited photos and videos (Photo - .jpg, .raw. Video - .wmv, .mp4, .flv etc.)

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<sup>2</sup> A Minor change is a change that does not affect any part of the Role PS, the Training Objectives in the Formal Training Statement or the Assessment Strategy and can therefore be managed by the appropriate training establishment using the internal training activity change procedure.

<sup>3</sup> This potentially includes training for RT997 Radar, RNR and SeaCeptor Missile.

<sup>4</sup> IETPs are specific for QEC training that will be delivered in the future.

- 1.4.4.2. Type 45 media re-use (html / flash .swf, .fla)
- 1.4.4.3. Flash media (.swf, .fla, .html)
- 1.4.4.4. Unity (.fbx, .3ds, .obj etc. unity3d)
- 1.4.4.5. E-learning authoring tool Articulate Storyline

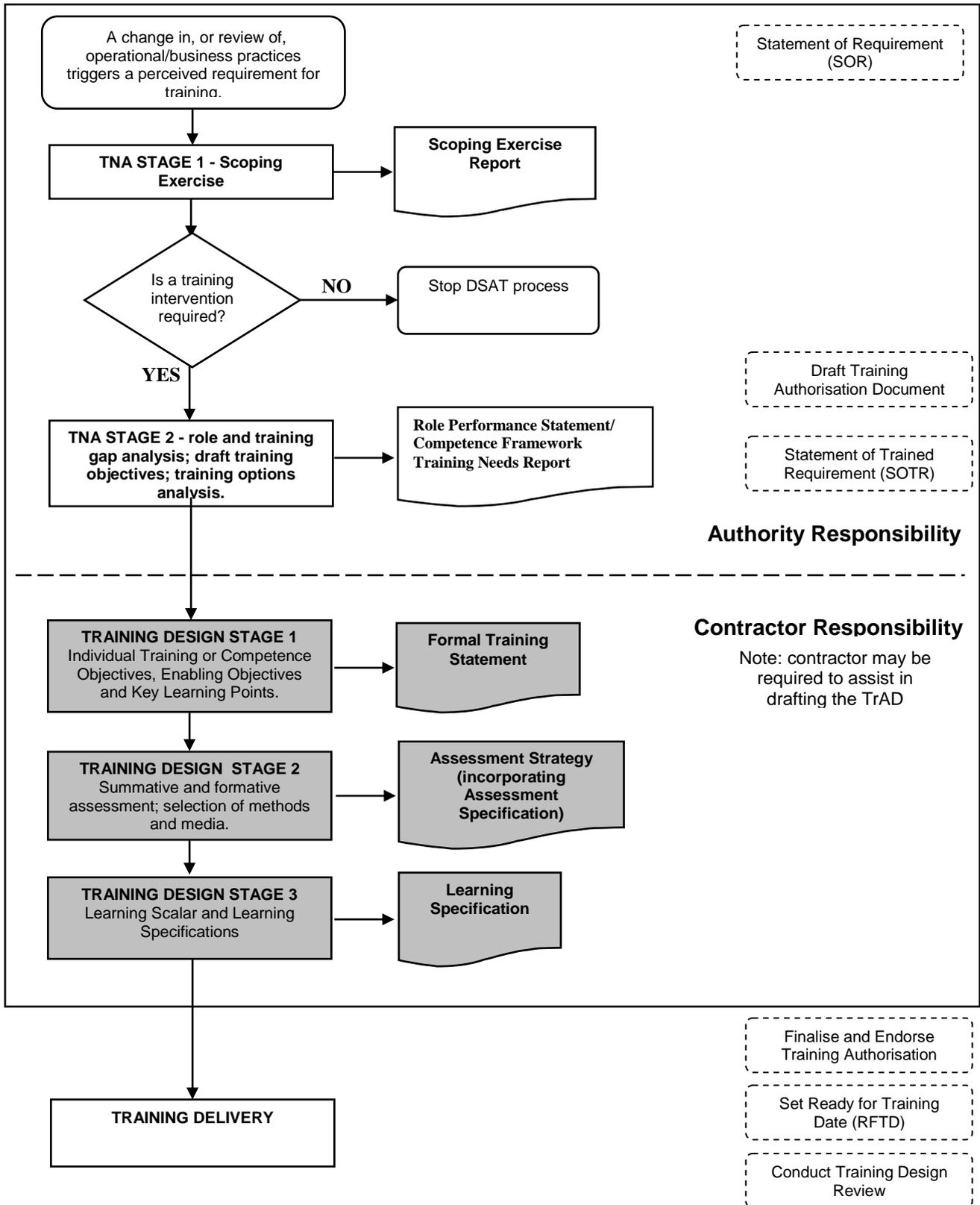


Figure 1 – Training Development and Design

**ROUTINE TRAINING DESIGN**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Amendment / production and development of the new/amended including but not limited to:  <u>Conducting Design Stage 1:</u>                      a. Conducting a Knowledge, Skills and Attitude (KSA) analysis                      b. Deriving Training Objectives (TOs)                      c. Deriving Enabling Objectives (EOs) and Key Learning Points (KLPs)  <u>Conducting Design Stage 2:</u>                      d. Deriving the strategy for testing; and identifying the type of tests                      e. Selecting the methods and media                      f. Conducting scrutiny against potential accreditation opportunities and submitting amendments for approval by the Authority as required  <u>Conducting Design Stage 3:</u>                      g. Deriving the Learning Scalar and details for the Learning Specification.                      h. Identifying the SQEP and competency for delivery                      i. Identifying the Equipment and facilities required to deliver.</p> <p>2. Amendment / Production and development of the training documentation system for the new/amended course including but not limited to:                      a. Formal Training Statement (FTS) (including the Training Performance Statement (TPS), Workplace Training Statement (WTS) and Residual Training Gap Statement (RTGS))                      b. Assessment Strategy and Assessment Specification                      c. Learning Scalar and Learning Specification (LSpec)                      d. Training Authorisation Document (TrAD)</p>	<p>1. The Authority will conduct the Training Needs Analysis and produce the Role Performance Statement (Role PS) or Competence Framework (CF).</p> <p>2. All documentation will contain the minimum mandated content as detailed in JSP 822 V2.0 Mar 16 as amended.</p> <p>3. Design includes identification of software and support requirements and new/amended instructor competencies or SQEP requirements</p> <p>4. Production of the Training Document system will include the production and agreement of all Training Objectives (TOs) in the appropriate sections of the FTS.</p> <p>5. Each TO will be tagged in the training documentation as core, legal, and/or accreditation.</p> <p>6. The RTGS is to be expressed in operational task based terms and is to state the reasons for and the consequences to OC.</p> <p>7. Methods and media analysis is to include use of the Methods and Media Selection Tool (MMST) and Advisor iaw JSP 822 Part 2 Annex C</p> <p>8. New Training Design includes the production of a TAFMIS (or its</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. For a new course or Major Change</p> <p>3. Excludes MCTS specific modules, except for courses that may use MCTS; and /or where integration with MCTS is essential.</p> <p>4. Overall training design must be aligned with IPT sponsored elements.</p> <p>5. The routine training design is not to exceed a total of [£10K] and/or 30 days and is not to form part of a wider NC or DES project.</p> <p>6. This service does not include conducting Training Needs Analysis which would be requested as an additional contracted service if required.</p> <p>7. If required, authority will provide access to SMEs for consultation purposes.</p>	<p>1. Procedure to follow JSP 822 V2.0 Mar 16 as amended.</p> <p>2. Output in accordance with JSP 822 V2.0 Mar 16 as amended.</p> <p>3. The Contractor will be required to provide evidence of the KSA and methods and media analysis.</p> <p>4. The production and development of the new course will include those amendments necessary as a result of the course pilot.</p> <p>5. Output standard to be approved by the Authority in consultation with the TDA and TRA.</p> <p>6. JSP 822 Part 2 Chap 2 Defence Training and Education Capability (DTEC) Modelling and Simulation Rules as amended.</p>	<p>Number of courses designed</p>	<p>Baseline: Total number of courses designed in 2015/2016: 53</p>	<p>100% of TD tasks completed on time.</p> <p>Nil TD tasks rejected by the authority as not to DSAT standard.</p> <p>100% of Pilot recommendations implemented before next programmed course delivery date.</p> <p>Nil non-conformity against annual Internal Audit and any External Audit.</p> <p>100% of applicable In Val, Ex Val and Audit reports addressed.</p>

3. Identification of the training design review periodicity for the new / amended course whilst it is being evaluated.  4. Planning, data collection, and identification of responsibilities and management of the Course Pilot.	replacement) course template and resource allocation / identification.					
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**TRAINING DOCUMENT UPKEEP AND MANAGEMENT**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Manage and deliver a Training Document Review service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Production, Management and delivery of the Document Review and Management Plan (DRMP)</li> <li>b. Management of the TrAD as a live document recording any major changes to the training activity (approved by the Authority).</li> </ul> <p>2. Review of the Training Document System including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Carrying out amendments and optimisation of training generated by Training Optimisation initiatives and activities from Annex G Training Optimisation as required.</li> <li>b. Conducting scrutiny against existing and potential accreditation opportunities and submitting amendments to the Authority for approval as required.</li> </ul> <p>3. Conduct Training Document Reviews in accordance with the DRMP and as a result of feedback from:</p> <ul style="list-style-type: none"> <li>a. Internal Validation (In Val)</li> <li>b. External Validation (Ex Val)</li> <li>c. Quality Assurance Audits</li> </ul> <p>4. Provide a controlled change procedure to include the recording of the implications of change and whether it is related to training content or training resources.</p> <p>5. Produce all documentation resulting from UOTR Requirements .</p>	<p>1. Training Document Reviews are to include as a minimum checks against: course size limits, course length, instructor SQEP, H&amp;S, resources, course number and title.</p> <p>2. To include a review of all Training Media</p> <p>3. Deliverables includes all supporting documentation and media and post TNA work</p> <p>4. To include a review of the balance of blended learning to ensure the solution is still valid.</p> <p>5. A change to the TrAD need only be recorded if it changes the TOs or the Assessment Strategy (except where a review has taken place and the date on the TrAD is amended).</p> <p>6. The controlled change procedure should identify if the training activity forms part of a training pipeline and if changes to the training activity has implications on a subsequent training activity. Similarly if a change to a later training activity requires changes to preceding training activities.</p> <p>7. For a UOTR:</p> <ul style="list-style-type: none"> <li>a. Estimated planning and design ratio to training days is 5:1</li> <li>b. Estimated course length is 5 days.</li> </ul>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. Excludes MCTS specific modules, except for courses that may use MCTS; and /or where integration with MCTS is essential.</p> <p>3. Overall design must be aligned with IPT sponsored elements.</p> <p>4. Excludes AB Logistician Catering Services (Deliverer and Provider) Phase 2 SIPAC courses which are designed by JTDT.</p> <p>5. UOTRs limited to 10 per annum.</p> <p>6. All documentation to be re-validated at least 3 yearly.</p> <p>7. If required, authority will provide access to SMEs for consultation purposes.</p>	<p>Procedure to follow JSP 822 V2.0 Mar 16 as amended.</p> <p>Output in accordance with JSP 822 V2.0 Mar 16 as amended.</p> <p>Output standard to be approved by the Authority in consultation with the TDA and TRA.</p> <p>Process to align with the Accreditation Service detailed at Appendix 3 to Annex F of this SOR.</p> <p>JSP 822 Part 2 Chap 2 Defence Training and Education Capability (DTEC) Modelling and Simulation Rules as amended.</p>	<p>Number of courses on DRMP</p>	<p>Baseline: Total number of courses on the DRMP in 2015/2016: 547 with additional 88 Briefs &amp; Acquaints and 233 that are 3<sup>rd</sup> party responsibility but require management of the review process.</p>	<p>100% of reviews against the DRMP completed on time.</p> <p>Nil TD tasks rejected by the authority as not to DSAT standard.</p> <p>Nil non-conformity against annual Internal Audit and any External Audit.</p> <p>100% of applicable In Val, Ex Val and Audit reports addressed.</p>

**TRAINING MEDIA DEVELOPMENT AND UPKEEP**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provide a fully managed media service to include the provision of all media equipment, spares and consumables for:</p> <ul style="list-style-type: none"> <li>a. Training Document Upkeep (including all materials/media) in support of the training documentation</li> <li>b. New Training Design</li> </ul> <p>2. Provide a media training capability service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Desk Top Publishing &amp; general graphics;</li> <li>b. CBT; CAI; TBT; Rapid Authoring; Web-based authoring;</li> <li>c. DLE compatible media.</li> <li>d. IBM KINEXA LCMS Premier.</li> </ul> <p>3. Provide a media development service aligned to modernising training, OBT, WLC and DLE activities.</p> <p>4. Provide digital, photographic, video and any other media delivery or capture requirements.</p> <p>5. Provide staff training &amp; development in CBT, Rapid Authoring, IBM KINEXA LCMS Premier, similar and advanced media tools.</p>	<p>1. Media equipment, spares and consumables for digital, photographic, video and any other media delivery or capture requirements shall be fully managed by the Contractor.</p> <p>2. Support to training design services takes priority.</p> <p>3. For the avoidance of doubt bulk reprographics will be provided by a 3rd party contractor.</p> <p>4. Deliverables includes all supporting documentation and media and any post TNA work.</p> <p>5. Personnel must have experience in development in LCMS, be current in E-learning best practice and methodologies, have understanding of LCMS methodology and practices and understanding of LCMS system configuration principles (media cats, user roles, metadata etc.).</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. For lodger unit support see SOR Para 33.</p> <p>3. Excludes MCTS specific modules, except for courses that may use MCTS; and /or where integration with MCTS is essential.</p> <p>4. Overall design must be aligned with IPT sponsored elements, but excludes IPT Training equipment.</p> <p>5. Bulk reprographics are not part of this requirement.</p> <p>6. This service supports webmaster, establishment media support and media delivery and capture detailed in Appendix 4 to Annex C</p> <p>7. Includes SQEP in:</p> <ul style="list-style-type: none"> <li>a. LCMS template generation and management</li> <li>b. Manage media on LCMS</li> <li>c. Publish on LCMS</li> <li>d. Carry out LCMS housekeeping.</li> </ul>	<p>JSP 822 V2.0 May 16 as amended.</p> <p>JSP 822 Part 2 Chap 2 Defence Training and Education Capability (DTEC) Modelling and Simulation Rules as amended.</p>	<p>Number of courses on DRMP</p> <p>Number of courses for the IBM KINEXA LCMS Premier</p>	<p>Baseline: Total number of courses on the DRMP in 2015/2016: 547 with additional 88 Briefs &amp; Acquaints and 233 that are 3<sup>rd</sup> party responsibility but require management of the review process.</p> <p>Baseline total number of IBM KINEXA LCMS Premier courses in TY 17/18. T45: 31 QEC: 12 increasing to 20 (due to increase to approx. 65 in 2018 for T45, QEC, RNR, 997 Radar and SeaCeptor Missile)</p>	<p>100% of training design media tasks completed on time.</p> <p>Nil media tasks rejected by the authority as not to DSAT standard.</p> <p>Nil non-conformity against annual Internal Audit and any External Audit.</p>

**Appendix 2 to Annex C  
TRAINING QUALITY ASSURANCE SERVICE**

1. Appendix 2 identifies the Training Quality Assurance service required to support the Authority in the delivery of its training<sup>5</sup>.
2. The purpose of evaluation, audit and inspection of training is to ensure the quality of delivery and content; verify that the output matches the Authority's requirement and that the requirement is correct; and confirm adherence to endorsed policy. Assurance activities do not focus solely on the provision of training (although this is a key activity) but also on the DSAT process and the Training System as a whole, and the MTS.
3. The Contractor shall conduct all Training Quality Assurance under the authority of the Level 2 Chairman or his/her delegated authority. Appendix 2 of this Annex C is conducted in accordance with JSP 822 Part 2 as amended and includes:

**1.1 Training Evaluation**

1.1.1 Training Evaluation is the process of making a judgement as to the worth of training to the Authority. It allows the Authority to monitor the impact of training and assess what has been achieved, whether it was effective, efficient (i.e. represents Value for Money (VfM)) and how it contributed to the achievement of Authority outputs. It includes:

1.1.1.1 Validation to examine whether or not the processes and products of training meet the requirements. The Contractor will conduct Internal Validation (In Val); whilst External Validation (Ex Val) will be conducted by the authority; and

1.1.1.2 Assurance activity targeted on indications and warnings arising from 1st Party audit, In Val, Ex Val or some other valid source<sup>6</sup> that indicates there is an issue that requires specific examination.

**1.2 Training Audit.**

1.2.1 The Contractor shall undertake a systematic, objective and documented process for obtaining evidence, and evaluate it objectively to determine the extent to which it complies with its own Training Quality Manual (TQM)<sup>7</sup> in support of the MTS, which in turn should comply with the DSAT QMS.

1.2.2 Although the Authority does not manage this service, it is responsible for assuring any DSAT outputs, processes and products delivered by this Contract. Therefore, the Authority reserves the right to direct and target Training Quality Assurance activities, as it deems appropriate to meet its obligations.

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<sup>5</sup> The Contractor may assume a reasonable access to first of class/equipment and courses where new equipment is identified by the Authority.

<sup>6</sup> Recruit Training Survey, Officer Cadet Survey, FOST Risk Register, Customer Executive Boards,

<sup>7</sup> The TQM is to be endorsed for use prior to the Contract start date.

### 1.3 Training Inspection

1.3.1 As defence training is subject to internal and external scrutiny, the Contractor shall support inspection activities including:

- 1.3.1.1 Care and Welfare Inspections
- 1.3.1.2 Skills Funding Agency (SFA) Inspections.
- 1.3.1.3 Inspections by other national governing bodies.

### 1.4 Trainer Capability Assurance

1.4.1 The Contractor shall assure the standards of all Contractor Employees and Authority personnel involved in the delivery of individual training for the courses listed in the SOTT+ at **Error! Reference source not found.**

1.4.2 Assurance will be conducted against the Defence Trainer Capability (DTC) requirements in JSP 822 Part 2 Chapter 4 as amended including assurance to the Establishment Commanding Officers that:

- 1.4.2.1 people under their command who are engaged in training delivery are appropriately trained and qualified in accordance with the DTC requirements;
- 1.4.2.2 competence of Contractor Instructors and Military Instructors is monitored and an individual record of monitoring is maintained;
- 1.4.2.3 newly qualified Contractor Instructors and Military Instructors are supported and mentored in the workplace and that they gain the JPA L2 (Practitioner) competence having completed the DTTTv2 WpT portfolio; and
- 1.4.2.4 people under their command who are engaged in training delivery duties are afforded the opportunity to complete the necessary CPD required to develop both their professional knowledge (including the requirement to ensure care of the trainee) and training delivery techniques.

1.4.3 For the purposes of this Training Capability Assurance service, the term “Defence Trainer” will mean Military Instructor and “Trainer” will mean both Military Instructors and Civilian Instructors. This is to align with terminology used in the DTC Policy in JSP 822.

### 1.5 Coaching for Training

1.5.1 The Contractor shall deliver a Continuous Professional Development service for all Contractor Instructors and Military Instructors delivering training against the courses listed in the SOTT+ at **Error! Reference source not found.** of this SOR.

1.5.2 The Contractor shall deliver a coaching, advisory, mentoring and motivation service to both Contractor Instructors, Military Instructors and trainees in support of training<sup>8</sup>.

4. Additional training requirements of Contractor's staff to meet this requirement will be the responsibility of the Contractor.

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<sup>8</sup> This includes delivery of coaching and stress awareness training to POPT and LPT courses in accordance with the SOTT+ at **Error! Reference source not found.** of this SOR.

**Training Evaluation**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision and update of an agreed Quality management System, including a Quality Manual, training orders and supporting documents and processes.</p> <p>2. Production of an annual Evaluation Strategy to include what training will be evaluated and how for approval by TRA via the Level 2 Chairman or his/her delegated authority.</p> <p>3. Provision of an Internal Validation service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Course documentation</li> <li>b. Formative and summative tests</li> <li>c. Instructor performance monitoring</li> <li>d. Observations</li> <li>e. Course feedback questionnaires</li> <li>f. Post training discussions</li> <li>g. Unsolicited feedback</li> </ul> <p>4. Provision of an analysis service to target assurance, provide recommendations and take action where necessary against information and recommendations from:</p> <ul style="list-style-type: none"> <li>a. In Val (including PCD, feedback questionnaires)</li> <li>b. Ex Val (including S3018 training investigations, ExVal Directed Projects and Operational feedback )</li> <li>c. Examination results</li> <li>d. Unsolicited feedback</li> </ul>	<p>1. To monitor the impact of training and assess what has been achieved, whether it was effective, efficient (i.e. represents Value for Money (VfM)) and how it contributed to the achievement of Authority outputs</p> <p>2. To provide assurance of appropriate training resources to deliver training, by ensuring that training is efficient and effective, focused, necessary, flexible and appropriate.</p> <p>3. Evaluation service should include questions from Kirkpatrick's evaluation model<sup>9</sup>.</p> <p>4. Course documentation check to include:</p> <ul style="list-style-type: none"> <li>a. Check that TD is in date for review</li> <li>b. All standards from the TOs are in the LSpecs</li> <li>c. Assessment Strategy includes testing of all TOs</li> <li>d. Lesson Plans map to LSpecs where applicable</li> </ul> <p>5. Evaluation service includes trend analysis by various metrics including time, branch, and location. Analysis of data includes</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. For all courses in the SOTT+ at Annex B Appendix 2 (which includes IDT and RNR courses).</p> <p>3. The majority of RNR courses are conducted over a weekend period. The Contractor will provide InVal arrangements for these courses.</p> <p>4. Although the gathering and analysis of External Validation and other external assurance data is not part of this service, the holistic analysis and implementation of recommendations is required.</p> <p>5. Includes training documentation provided by other contractors.</p> <p>6. All findings and reports (including InVal reports) are management documents used to identify where and if</p>	<p>1. In accordance with JSP822 V2.0 Mar 16 as amended.</p> <p>2. In accordance with JSP 822 Part 2 Chap 1.5 Element 4: Assurance V2.0 Mar 16 as amended.</p> <p>3. Contents of the QMS to be in accordance with JSP822 V2.0 Mar 16 as amended as a minimum for approval by the Authority.</p>	Annual No of course starts	Total course starts listed at Annex B Appendix 2 SOTT+	<p>100% of validation tasks completed on time.</p> <p>Reports and briefs delivered within 1 week of activity or request.</p> <p>Quantitative data analysis to be 100% accurate and based upon statistically supportable data.</p> <p>Nil validation tasks rejected by the authority as not to DSAT standard.</p> <p>Nil non-conformities against annual Internal Audit and any External Audit. All outputs to meet End user satisfaction.</p>

<sup>9</sup> Kirkpatrick, D.L. (1967), Evaluation of Training in, 'Training and Development Handbook,' edited by Craig, R.L. and Bittel, L.R. London: McGraw Hill

<p>e. RTS/OCS</p> <p>5. Presentation of findings and production of briefs and reports including but not limited to:</p> <ul style="list-style-type: none"> <li>a. In Val reports</li> <li>b. Termly reports</li> <li>c. Training Document status reports</li> <li>d. Instructor SQEP reports</li> <li>e. Trend analysis reports</li> </ul> <p>6. Conduct continuous improvement based on analysis results.</p>	<p>as a minimum validity, reliability and triangulation. Consideration should also be given to factors that influence trainees' reaction to training.</p> <p>6. Although the InVal report is primarily an internal document it can also be distributed to those responsible for conducting ExVal where appropriate or directed by the Authority.</p> <p>7. Continuous improvement should not only be applied to the training activity to improve the training (both in terms of resource efficiency and training delivery) but also to the Training System as a whole.</p> <p>8. Continuous improvement can also result from recommendations contained within audits, inspections and evaluations, the results of which should be studied in order to identify improvements.</p>	<p>changes to training should take place. They are therefore to be published for access by Commanding Officers, and Officers Commanding Training Units for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR as applicable). This includes Commanding Officers of RNR and IDT.</p>				
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**Training Audit**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a 1st Party Audit service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Producing an Audit Schedule for endorsement by the Authority.</li> <li>b. Publishing the schedule and audit results.</li> <li>c. Planning and preparing all audit activities.</li> <li>d. Conducting opening meetings.</li> <li>e. Conducting audit interviews.</li> <li>f. Conducting Audit Team meetings.</li> <li>g. Checking the Training Quality Manual against the requirements of the DSAT QS.</li> <li>h. Checking the extent to which the procedures in the TQM are followed.</li> <li>i. Checking how effective the procedures are in achieving the objectives stipulated in the TQM.</li> <li>j. Identifying and recording non-conformities against the QS.</li> <li>k. Identifying and recording observations against the QS.</li> <li>l. Identifying the root cause of the non-conformity and making associated recommendations.</li> <li>m. Conducting Closing meetings.</li> <li>n. Producing audit reports.</li> <li>o. Conducting trend analysis across all audits carried out.</li> <li>p. Conducting follow-up actions and activities against non-conformities, observations and trend analysis.</li> </ul>	<ul style="list-style-type: none"> <li>1. 1st Party Audits are to be conducted by the Contractor for internal Establishment delivery of training purposes, in line with best practice for the improvement of training delivery and cost evaluation/control purposes.</li> <li>2. Results of 1st Party Audits are to be fed into the Training Design and Development Service to ensure that training is current and relevant at all times.</li> <li>3. Results of 1st Party Audits are to be fed into the Establishment SAR and QIP as applicable.</li> <li>4. The Audit Schedule is to be updated and prioritised against audit findings, importance of activities or status.</li> <li>5. Where non-conformities have been reported, follow-up actions are to include follow-up visits in order to assess progress against the main audit findings.</li> <li>6. Trend analysis by various metrics including training group, subject, delivery service, establishments etc.</li> </ul>	<ul style="list-style-type: none"> <li>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</li> <li>2. All reports are management documents used to identify where and if changes to training should take place. They are therefore to be published for access by Commanding Officers, and Officers Commanding Training Units for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR as applicable). This includes Commanding Officers of RNR and IDT.</li> <li>3. 1st and 2nd Party Audit/inspection teams are to confirm that robust systems are in place to support all Contractor Instructors and Military Instructors and that the completion of WpT is recorded and the JPA Level 2 competence awarded</li> </ul>	<p>In accordance with JSP 822 V2.0 Mar 16 as amended.</p> <p>In accordance with JSP 822 Part 2 Chap 1.5: Assurance V2.0 Mar 16 as amended.</p> <p>All auditors must be able to demonstrate the competencies required in accordance with JSP 822 Part 5 Ch. 6 Para 3 (as updated from time to time) as a minimum.</p>	<p>Annual No of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>Delivery of internal audits to agreed time lines and conduct iaw JSP822 and Training Orders.</p> <p>Take appropriate action to ensure that any non-conformity from any audit is addressed and resolved within 1 month</p> <p>Publication of the audit report within 3 weeks of audit completion.</p> <p>Evidence of audit findings being fed into training management system (SAR, QIP, TD etc.)</p> <p>All outputs to meet End user satisfaction.</p>

**Training Inspection**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
1. Provision of a Training Inspection preparation service including management, facilitation and co-ordination of the following: <ul style="list-style-type: none"> <li>a. 2<sup>nd</sup> and 3<sup>rd</sup> Party Audits.</li> <li>b. Care and Welfare Inspections.</li> <li>c. Skills Funding Agency (SFA) Inspections.</li> <li>d. Inspections by other national governing bodies.</li> </ul>	1. To prepare for internal and external scrutiny of public funded departments.  2. Preparation for 2 <sup>nd</sup> and 3 <sup>rd</sup> party audits includes providing training establishment information as required.	1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).	1. In accordance with JSP 822 V2.0 Mar 16 as amended.  2. SFA inspections in accordance with the CIF and the Framework for Excellence (FfE).	Annual No of course starts	Total course starts listed at Annex B Appendix 2 SOTT+	

**Trainer Capability Assurance**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a Trainer Capability Assurance service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Delivering a franchised DCTS service to deliver DTTT2 course to Defence Trainers.</li> <li>b. Providing the Defence Trainer Supervisor (DTS) function including:                             <ul style="list-style-type: none"> <li>1) Delivering assessment, coaching and development of Trainers.</li> <li>2) Managing the DTTT2 WpT portfolio and CPD for Trainers.</li> <li>3) Assessing personnel holding a higher qualification to ensure they are competent.</li> </ul> </li> <li>c. Providing the Defence Training Manager (DTM) function including:                             <ul style="list-style-type: none"> <li>1) Managing the implementation of the DTC policy.</li> <li>2) Providing functional management to unit DTS in the execution and CI of the TMS.</li> </ul> </li> <li>d. Reporting compliance data to the Authority against the Defence Trainer Capability (DTC) Policy on a quarterly basis or as requested.</li> <li>e. Recording competencies on completion of required training.</li> <li>f. Assessing competence and monitoring development of the Trainers (no less than twice per year).</li> <li>g. Maintaining auditable records of monitoring.</li> <li>h. Demonstrate the SQEP standards and competencies of all Trainers and support staff (including Divisional Staff).</li> <li>i. Co-ordinating DBS certification</li> </ul>	<p>1. The service must meet the principles as defined in JSP 822 Part 2 Chap 4 Para 8 V2.0 Mar 16 as amended.</p> <p>2. Defence Trainer Managers must have an understanding of other training management functions (such as training analysis, design and other types of training assurance other than assuring the delivery of training) which do not relate to the delivery of training.</p> <p>3. DTMs are accountable to the Commanding Officer of the Training Environment (COTE).</p> <p>4. Crown Servants include SIO, HSIO and SSIO at D, C2 and C1 bands respectively.</p> <p>5. Defence Trainers delivering training in Phase 1 or 2 who have not completed DTTT2 but hold a higher teaching qualification are to complete the supervisory care course, Care of Trainees (COT)</p> <p>6. Management of CPD should include checks that Trainers / DTS remain current and competent in the subject specialisation and are developing their knowledge and skills as training deliverers.</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR.)</p> <p>2. For all Trainers delivering courses as specified in the SOTT+ in Annex B Appendix 1 to this SOR. This includes contracted, crown servant and military trainers.</p> <p>3. All Contractor Instructors are to hold a Level 4 Certificate in Education and Training or higher and complete the DTTT v2 WpT portfolio and CPD requirements listed within JSP 822 part 2 Chapter 4.</p> <p>4. Legacy population does not apply to contracts let or renewed after 1 Sep 08.</p> <p>5. Additional training requirements of Contractor Employees will be the responsibility of the Contractor.</p> <p>6. All Military Instructors delivering the DTTT2 Course within a franchise must achieve a QCF Level 4 qualification, or higher, within 6 months of completion of the Defence Train the Trainer (T4) course, as a mandated requirement.</p>	<p>1. In accordance with JSP 822 V2.0 Mar 16 as amended.</p> <p>2. In accordance with JSP 822 Part 1 Ch4 Sect 4.1 V2.0 mar 16 as amended.</p>	<p>Annual No of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>100% of Defence Trainers in date and SQEP</p> <p>100% of Defence Trainers up to date with CPD plans</p> <p>100% of Support and Divisional staff suitably trained and in date.</p> <p>Nil non-conformities against annual Internal Audit and any External Audit.</p> <p>All outputs to meet End user satisfaction.</p>

<p>and maintaining a corresponding register for all Trainers. j. Predict shortfalls in Trainer capability and resolve to meet RFTD. k. Manage the provision of instructional training (including RYA courses) and refreshment packages to ensure SQEP and any other accreditation requirements are maintained, to include DCTS courses to support Divisional Staff (COT). l. Deliver a Continuous Professional Development service for all Trainers.</p>		<p>7. All Trainers assessing lessons and the Award in Education and Training Level 3 portfolios are also to be NVQ Assessor Level 3 qualified.</p>				
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**Coaching for Training**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a Coaching for Training service including but not limited to: a. Delivering a Continuous Professional Development service for all Trainers. b. Delivering a Coaching, Advisory, Mentoring and Motivation service, to both Trainers and trainees, including general and academic support for trainees failing to meet requisite standards (may be required outside of core training periods). c. Delivering Coaching and Stress Awareness training to POPT and LPT Courses in accordance with the SOTT+ at Annex B Appendix 2 to this SOR.</p>	<p>1. The service must meet the principles as defined in JSP 822 Part 2 Chap 4 Para 8 V2.0 Mar 16 as amended. 2. Management of CPD should include checks that Trainers / DTS remain current and competent in the subject specialisation and are developing their knowledge and skills as training deliverers. 3. Approximately 400 new interventions each term, 75% of which require a repeat session.</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR.) 2. For all Trainers delivering courses as specified in the SOTT+ in Annex B Appendix 1 to this SOR. This includes contracted, crown servant and military trainers. 3. Additional training requirements of Contractor Employees will be the responsibility of the Contractor. 4. Coaching and motivation team to be sufficiently resourced to cover all trainee shortfalls.</p>	<p>1. In accordance with JSP 822 V2.0 Mar 16 as amended. 2. In accordance with JSP 822 Part 1 Ch4 Sect 4.1 V2.0 Mar 16 as amended.</p>	<p>Annual No of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>Improvement in % failure rate and wastage as comparison before and after intervention.  Nil non-conformities against annual Internal Audit and any External Audit.  All outputs to meet End user satisfaction.</p>

**LIST OF MILITARY RESOURCES (GFR) TO BE USED BY THE CONTRACTOR IN DELIVERING THE REQUIREMENT**

Rank	JPA No	Post Title	Unit	UIN	Tasks	Volume	Reasons for Retention	Authorisation	Notes
Lt	1116110	SO3 Coaching For Training Network (CfTN) Team Leader	MWS	N5665C	1 x SO3 (TM) CfTN Team Leader and Key Customer	90%	<p>1. To provide the 'RN front' &amp; Key Contact relationship for military personnel, ensuring 'Blue suit' ethos element is delivered and the 'look &amp; feel' of the DCTS-owned course is maintained iaw the terms of the franchise for Coaching &amp; Mentoring.</p> <p>2. To provide RN ethos in the coaching and mentoring role.</p> <p>3. To provide military judgement to the prioritisation and management of CfTN interventions and DTTTv2 franchised course allocation.</p> <p>4. To act as the key CfTN contact for RN personnel at MWS and DTTTv2 franchise holder.</p>	CO HMS COLLINGWOOD	

**Appendix 3 to Annex C  
TRAINING PLANNING SERVICE**

5. Appendix 3 identifies the Training Planning Service required to support the Authority in the delivery of its training, and includes:

5.1. **Establishment Resource Planning.** The Contractor shall produce a rolling 4 to 10 year Planning And Resource Assumptions Plan for setting general assumptions of capability and output of the training and support activity.

5.2. **SOTT+ Production.** The Contractor shall take the agreed output-based Statement of Trained Requirement (SOTR) and using all resource limitations of the relevant Establishments<sup>10</sup> develop it into an optimised draft deliverable training solution as a Statement of Training Task Plus (SOTT+) for endorsement by the Authority. Details of timings for delivery of the SOTR, SOTT and SOTT+ are contained in Schedule 4 (Change and Change Management).

5.3. The process for identifying Military Manning Assumptions in order to produce an optimised SOTT+ is contained in Figure 2 – MMA Process Diagram below.

5.4. **Training Programme and Resource Allocation.** The Contractor shall identify and allocate the resources required to deliver the endorsed SOTT.

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<sup>10</sup> The resource limitations (being; Trainee accommodation, Trainers SQEP (Crown Servants and Contractor Employees), Training equipment, Training facilities, Training documentation requirements) will need to be identified and agreed locally with each Establishment.

**Military Manning Assumptions Process Diagram**

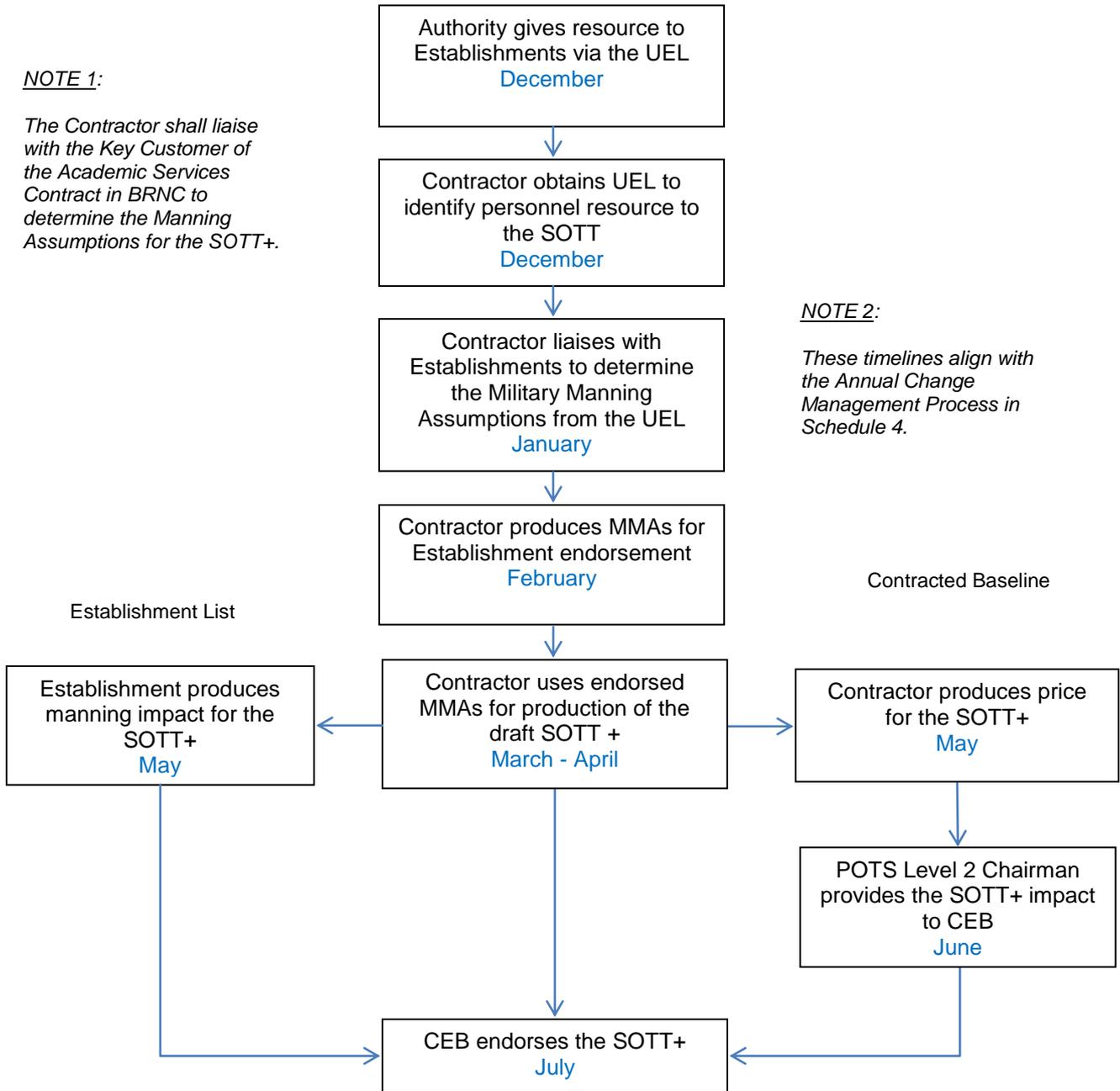


Figure 2 – MMA Process Diagram

**Establishment Resource Planning**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an Establishment resource planning function including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Producing an Establishment Management Plan</li> <li>b. Producing an Estates Management Plan</li> <li>c. Producing a Business Continuity Plan</li> <li>d. Populating the Risk Register</li> <li>e. Producing an Output Based Costing Plan</li> <li>f. Producing a Fixed Asset Register</li> <li>g. Producing an Equipment Replacement and Maintenance Plan</li> <li>h. Updating the plans on at least an annual basis.</li> <li>i. Informing Establishment Commanding Officers of any significant changes, risks or issues to the delivery of training.</li> </ul>	<p>1. The Establishment Management Plan is a rolling 4 to 10 year plan of Establishment resource assumptions.</p> <p>2. Used to set the general assumptions of capability and output of the training and support activity.</p> <p>3. Plan detailed by Establishment and branch, but include all those schools listed in Table 1 of the SOR.</p> <p>4. The plans are provided annually to Commanding Officers to inform Authority planning meetings and to meet resource and financial planning cycles.</p>	<p>Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <ul style="list-style-type: none"> <li>1. IPT training equipment (such as MCTS) are to be treated as a resource for planning purposes.</li> <li>2. Using training assets set geographically by FOST establishments and provided by the Authority</li> <li>3. Using planning systems provided by the Authority.</li> <li>4. Using Military Instructors provided by the Authority or through contracted out delivery services</li> </ul>	<p>JSP 822 V2.0 Mar 16 as amended.</p>	<p>No of plans per year</p>	<p>Baseline 2015/2016: 8 plans</p>	<p>Plans delivered to quality and to time.</p>

**SOTT+ Production**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an efficient and effective resourced SOTT+ including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Ensuring the submitted SOTR has been endorsed by the Authority</li> <li>b. Confirming the course details (length, codes etc.) are correct in the SOTR</li> <li>c. Identifying and recording the resource (including trainees, trainers, training equipment, facilities, documentation etc.) to deliver the SOTR</li> <li>d. Confirming the number of courses against the planning constraints identified in the SOTR and the TrAD.</li> <li>e. Producing the SOTT.</li> <li>f. Identifying risks to the SOTT for action / approval by the Authority</li> <li>g. Managing in year changes to the SOTT via the Authority.</li> <li>h. Populating the contractual information on the SOTT to produce the SOTT+.</li> </ul> <p>2. Provision of a manning assumption forecast service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Identifying the total manpower requirement to deliver the SOTT.</li> <li>b. Identifying and confirming the Military Manning Assumptions to deliver the SOTT via the UEL in collaboration with the Establishments.</li> <li>c. Identifying Contractor Delivery Periods and Military Delivery Periods against each course for recording on the SOTT+.</li> </ul>	<p>1. Based upon current SOTR Training Planning activities - but subject to change. Change will be drafted in collaboration with the Authority and will depend upon military or commercial uplift change requirements.</p> <p>2. The SOTT should contain, as a minimum the training activity profile (number of courses / exercises and so forth with start and finish dates) and the total trainee input number and the disaggregated (the number of trainees per training activity) number by training activity.</p> <p>3. Trend analysis conducted against previous outturn data to challenge the SOTR requirement via the Authority if required to ensure an efficient and effective SOTT.</p> <p>4. Identification of risks to include information from the Establishment Resource Plans and negotiated via the CEB for resolution.</p> <p>5. MDPs are calculated against the Military Manpower Assumptions.</p> <p>6. In-year changes to the SOTT should be managed by the Authority but an audit trail is to be maintained by both the Contractor and the Authority to show why differences have occurred if required by the Authority.</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. Excludes areas of planning where contracted elsewhere, but the SOTT+ must be coherent and integrated with any interfacing contracts or external training providers.</p> <p>3. Using availability of area service accommodation as a constraint.</p> <p>4. The Contractor shall evidence that sufficient effort has been put into integrating the SOTT with other external training agencies to ensure that the training pipeline remains efficient and as short as possible.</p> <p>5. Resourced SOTT+ to be endorsed by the Authority.</p> <p>6. Military Manning Assumptions are to be collated by the Contractor in collaboration with the Establishments. Final endorsement of MMA figures is to be obtained from the Authority.</p>	<p>JSP 822 Part 2 Chap 1.4 Element 3 V2.0 as 16 as amended</p> <p>Contract Schedule 4 (Change and Change Management)</p> <p>Unit Establishment Lists for each principle school.</p>	<p>Number of course starts</p>	<p>Baseline: Total number of course starts listed at Annex B Appendix 2 SOTT+</p>	<p>SOTT+ produced by timeframe stipulated in Schedule 4 (Change &amp; Change Management)</p> <p>SOTT fully resourced and endorsed at Strat CEB</p> <p>Accurate course details in the SOTT</p> <p>Delta between SOTR and SOTT agreed and endorsed by CEB</p>

**Training Programme and Resource Allocation**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a training programming and resource allocation management service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Delivering the intended Training Programme to meet the SOTT</li> <li>b. Loading course availability on JPA and updating course nominal lists.</li> <li>c. Producing course administration BRs/DINs.</li> <li>d. Allocating the Authority resource requirements (facilities, instructors, documentation, accommodation, other) to deliver the Training Programme.</li> <li>e. Providing individual instructor loading timetables.</li> <li>f. Managing the amendments to the Training Programme caused by Urgent Operational Training Requests (UOTRs) as limited by the availability of current and contracted resources.</li> <li>g. Managing the resource allocation change requirement caused by in-year change and Authority manpower requirements</li> <li>h. Providing a pre-joining, course management and departure service for all courses and trainees.</li> </ul> <p>2. Provision of a course bookings service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. External (Non-JPA) personnel,</li> <li>b. K-courses</li> <li>c. Other assets impacting upon training output.</li> </ul>	<p>1. Delivery of the intended training programme includes all activities to ensure the training is delivered including:</p> <ul style="list-style-type: none"> <li>a. Monitoring attendees before and during delivery</li> <li>b. Updating course guides (e.g. BR 8681 WE Course Guide) and termly course plans</li> <li>c. Requesting and confirming external staff required to deliver / support the training (e.g. COs, guest lecturers etc.)</li> <li>d. Liaising with other contracts to book and manage transport, accommodation etc. (including external requirements for courses delivered outside of the main training establishments)</li> <li>e. Advance booking external facilities (e.g. MTU specific long/short term range bookings, DDS Balmacara House bookings etc.)</li> </ul> <p>2. Fleet manpower requirements include Augmentation, MACP, UTW, Bridge duties, November ceremonies, sickness, shortfall etc.</p> <p>3. Pre-joining and departure service includes:</p> <ul style="list-style-type: none"> <li>a. Processing all joining and leaving routines (recording SPF data if applicable)</li> <li>b. Coordinating passing out parade / award ceremony requirements</li> </ul> <p>4. Course bookings services include G2G, Cadets, OGDs.</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. Using availability of area service accommodation as a constraint.</p> <p>3. Requirement does not include detailed programming of individual MCTS modules, but does include programming of MCTS modules into pipeline and integration with MCTS is essential to ensure planning cohesion.</p> <p>4. It is mandated that all organisations provided with Training and Financial Management Information System (TAFMIS-T) or its replacement are to use TAFMIS-T to manage the individual training, events, processes and resources of people engaged with training.</p> <p>5. Service includes the management of up to 10 UOTRs per annum.</p> <p>6. SPF data is to be recorded for all NMT leaving and joining routines.</p> <p>7. External competencies are administered under the Accreditation Service at Appendix 3 to Annex F of this SOR as applicable.</p>	<p>1. JSP 822 V2.0 Mar 16 as amended.</p> <p>2. Specific instructions in Establishment Training Orders.</p> <p>3. Training programming to meet RFTD requirements.</p> <p>4. Timelines detailed in Schedule 4 (Change and Change Management).</p>	<p>Number of course starts</p>	<p>Baseline: Total number of course starts listed at Annex B Appendix 2 SOTT+</p>	<p>Agreement and endorsement of Training Programme in most efficient manner as scrutinised by the TP</p> <p>No duplication of resources, no cancelled courses, no failure to deliver courses to meet the Training Programme to time.</p> <p>All non-JPA bookings and bookings for K courses and other assets successfully completed on time.</p>

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**Appendix 4 to Annex C  
TRAINING FACILITATION SERVICE**

1. Appendix 4 identifies the Training Facilitation Service required to support the Authority in the delivery of its courses, and includes:

**1.1 Administrative Support to Training.**

1.1.1 Administrative Support To Training ensures that the facilities and resources to deliver a course are suitably prepared and ready for use.

1.1.2 Administrative Support To Training also ensures that the Establishment is supported to deliver training as required by the SOTT. This support includes general administration tasks, webmaster services and support to Establishment open days.

1.1.3 When delivering Administrative Support To Training, the Contractor shall comply with the terms and conditions on the use of the Government Procurement Card (GPC) as detailed in Para **Error! Reference source not found.** of the SOR and JSP 332 Part 1 Chapter 4 V1.0 Dec 14 as amended.

**1.2 R&IT Management and Warden Services.**

1.2.1 Warden Services ensure that ranges are operated in accordance with endorsed policy and procedures, safeguarding the health and safety of all students and staff.

**1.3 RYA Accreditation Centre**

1.3.1 The Contractor shall maintain BRNC as an RYA Accreditation Centre to award RYA qualifications to Young Officers on completion of the relevant training.

**1.4 Examination Co-ordination and Administration.**

1.4.1 Examination co-ordination and administration ensures that appropriate procedures are followed to safeguard the production and distribution of all training examinations.

1.4.2 It also ensures that examinations are correctly allocated, prepared, managed, marked and recorded in accordance with the Assessment Strategy for each course.

**1.5 Personnel Selection Officer Service.**

1.5.1 PSO services ensures that all Phase 1 trainees in HMS Raleigh are given the opportunity to discuss training needs, branch transfer, failures and welfare issues with a suitably qualified person outside of the immediate training group.

**Administrative Support to Training**

Scope (Output required)	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a course preparation service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Preparing all classroom and training facilities for training delivery</li> <li>b. Conducting completion and shutdown work for training delivery activities</li> <li>c. Coordinating student name tallies and course photographs</li> <li>d. Raising reprographic paperwork for production of course hand-outs and task books</li> <li>e. Ensuring NAVTU RN Books of Reference, publications and other material used for training are at the latest issue / amendment status.</li> <li>f. Holding and issuing encryption passwords for NAVTU laptops as supplied by the Authority</li> <li>g. Management of guest lecturers and external staff</li> </ul> <p>2. Provision of a general administrative support service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Monitoring and updating training inputs for shortcast / midcast /longcast and Daily Orders</li> <li>b. Administering JPA Competencies on successful completion of the course</li> <li>c. Co-ordinating official training visits</li> <li>d. Administering bookings of unit conference rooms for internal and external training meetings.</li> <li>e. Acting as minutes secretary for meetings in support of training</li> <li>f. Arranging Training Department meetings for the Training Department Management Team</li> <li>g. Organising and managing, preparing material and maintaining action plans for all routine training meetings</li> </ul>	<p>1. Preparation of facilities includes a pre-use check that all IT required to deliver the training is in full working order, conducting level 0 rectification (in accordance with Appendix 3 to Annex K of this SOR) or providing alternative provision if unserviceable. This specifically includes replacing consumables such as projector bulbs as required.</p> <p>2. Management of guest lecturers includes all security requirements for entry into establishments including escorting where required.</p> <p>3. General training administrative support includes integration with other services in this SOR for manpower allocation, local programming routines, co-ordinating actions on student failure, no-shows, back classing and warnings.</p> <p>4. Training inputs include entering information on TAFMIS (or its replacement) or other TISM where TAFMIS is not available and following correct archive procedures for all information.</p> <p>5. Providing a single point of contact for all training</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. Open Day Support only for the following major establishments:</p> <ul style="list-style-type: none"> <li>a. BRNC</li> <li>b. HMS Raleigh</li> <li>c. HMS Collingwood</li> </ul> <p>3. RN In the Public Eye events require attendance on a weekend.</p> <p>4. Bulk reprographics are not part of this requirement. For the avoidance of doubt bulk reprographics will be provided by a 3rd party contractor.</p> <p>5. Provision of a fully managed media service including the provision of all media equipment, spares and consumables is detailed in Appendix 1 to Annex C and supports this requirement.</p> <p>6. Media support to training design services in Appendix 1 to Annex C takes priority.</p> <p>7. Course pre-requisites and post course actions are undertaken in liaison with the RN Course Manager as applicable.</p>	<p>IAW Establishment Training Orders to meet course delivery requirements.</p> <p>JSP822 V2.0 Mar 16 as amended.</p>	<p>Annual number of course starts</p> <p>Total course starts listed at Annex B Appendix 2 SOTT+</p> <p>One open day annually per major establishment</p>	<p>No failure or delays to training delivery as a result of support services.</p> <p>100% of media tasks completed on time.</p>

<p>h. Producing trainee reports.</p> <p>i. Coordinating the production &amp; despatch of end of course documentation, prizes and certification including but not limited to locally produced, NVQ and ILM certificates</p> <p>j. Maintaining and controlling the issue of BR, publications and other material amendments to Instructional staff</p> <p>k. Maintaining the remedial training log and Minor Administrative Action (MAA) records for trainees.</p> <p>l. Liaising with the Authority to determine the requirements to support remedial training.</p> <p>m. Co-ordinating Fleet WPE and task book requirements</p> <p>n. Maintaining Firing History Sheets, Weapon Handling Tests and training records for SPO and NMT.</p> <p>o. Coordinating data in support of NMT for BRIDGE plans when the requirement arises within working hours.</p> <p>3. Provision of an establishment open day support service including but not limited to:</p> <p>a. Providing instructors</p> <p>b. Demonstrating the training facilities with unclassified simulations to the public.</p> <p>4. Provision of a webmaster service including but not limited to:</p> <p>a. Managing, updating and developing all related web services on Defence IS and ensuring appropriate display of information via intranet &amp; internet sites.</p> <p>b. Ensuring proper and coherent use of Defence web services including but not limited to, MOSS, OBT, WLC and DLE (develop, upload and manage DLE data for RN-wide access) or other authority systems as required.</p> <p>c. Ensuring that web information repository and designs are compliant with Defence information policies and practices.</p>	<p>related enquiries for staff and students to meet the Training programme.</p> <p>6. Open Days to promote the RN and the understanding between the RN and the Contractor.</p> <p>7. A fully supported training media service requirement shall include full equipment and consumables support and replacement as required to ensure a reliable service for this task.</p> <p>8. Media support service includes:</p> <p>a. Passing out parades</p> <p>b. Prize giving</p> <p>c. Student photographs for class lists.</p>					
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5. Provision of a digital, photographic, video and any other media delivery or capture requirements service.						
6. Provision of an establishment media support service including Mess requirements, PR, sports, AT, adverts, educational, general awareness.						

**R&IT Management and Warden Services**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. The provision of a Resource and Initiative Centre Management Service at Pier Cellars and Gutter Tor including but not limited to:</p> <ul style="list-style-type: none"> <li>a. In/out musters</li> <li>b. Induction Briefings</li> <li>c. Safety Briefings</li> <li>d. Instructor Briefings</li> <li>e. Booking Services</li> <li>f. Risk Assessment</li> <li>g. Facility Maintenance co-ordination</li> <li>h. R &amp; IT Co-ordination</li> </ul> <p>2. The provision of a Trevol Range Warden service at HMS Raleigh including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Range console services. (Maintenance, testing, operating and briefings)</li> <li>b. Repair and manufacture of all wooden targets, information signs, trench covers and gallery equipment used within the range complex.</li> <li>c. Maintenance of all electronic target equipment.</li> <li>d. All Health and Safety concerning range equipment – working at heights (raking sand) lifting heavy equipment (ETR target) and supervision of personnel when constructing targets (power tools used).</li> <li>e. Safety Lookouts during live firings (2 required on the 600yd range when in use, and another individual required to manage the 2 x Barrack ranges).</li> <li>f. Building manager responsibilities for range console, lookout stations, range wall (Listed structure) and the butts/firing points.</li> </ul>	<p>1. R&amp;IT Management service includes the provision of a course facilitation &amp; coordination service including:</p> <ul style="list-style-type: none"> <li>a. classroom and training facility preparatory, completion and shutdown work for training delivery activities,</li> <li>b. booking and management of guest lecturers,</li> <li>c. general (Training) administrative support,</li> <li>d. manpower allocation,</li> <li>e. local programming routines,</li> <li>f. failure, no-shows, back classing &amp; warnings routines,</li> <li>g. coordination of staff and production of trainee reports,</li> </ul> <p>2. Warden services undertake the mandatory (JSP 403 Vol 1, Edt 2, Change 2. Chap 2 Annex Q refers) and H&amp;S tasks to enable Trevol Range to operate in support of the MTU and also external units</p>	<p>For Pier Cellars/Gutter Tor and Trevol Range Warden Services.</p> <p>Support to weekend use of Trevol Range is required for Fleet (including RNR), Army, Reserve and Cadet use.</p> <p>using TAFMIS or other TISM where TAFMIS is not available input/output activities.</p>	<p>IAW Establishment Training Orders to meet course delivery requirements.</p> <p>DCCT manager – ref LAND policy for the use of a DCCT (DCCT Directive V2 dated Nov 12 from Army HQ)</p> <p>JSP 403 Handbook of Defence Ranges Safety</p>	<p>Annual number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p> <p>Weekend use of Trevol Range is:</p> <p>Fleet 20 days / year; Army 9 days/year; Cadets 4 days/year. RNR as detailed in Annex M to this SOR.</p>	<p>Nil training shortfalls due to unavailability of R&amp;IT Centre or Range.</p>

**RYA Accreditation**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
Maintain an RYA Accredited Centre at BRNC, Dartmouth.	To allow Officer Cadets and Young officers to gain RYA Certificates where hours on the water and under sail allow.	RYA certification to be awarded to BRNC trainees who achieve RYA standards during the course of their training.	As per Training Documentation and RYA standards.	Annual number of Young Officers in BRNC	Total number of YOs listed at Annex B Appendix 2 SOTT+	BRNC registered as an RYA Accredited Centre.

**Exam Co-ordination and Administration**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an exam co-ordination and administration service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Identifying dates of examinations</li> <li>b. Preparing examination papers</li> <li>c. Producing examination papers, answer papers and marking papers</li> <li>d. Producing nominal role</li> <li>e. Issuing examination packs to invigilators</li> <li>f. Collecting examination packs</li> <li>g. Check-marking or moderating examinations if required</li> <li>h. Recording and reporting examination results</li> <li>i. Conducting statistical analysis of examination pass rates for anomalies, taking actions to correct anomalies where required.</li> <li>j. Conducting Quality Assurance of examination marking</li> <li>k. Liaising with the Authority for quality assurance and update to examination question banks in accordance with Appendix 1 to Annex C of this SOR (Training Document Upkeep Service).</li> </ul> <p>2. Ship Command Exam Co-ordination and Administration service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Annually updating DINs/RNTMs with relevant dates and changes to examination details.</li> <li>b. Co-ordinating the Written Examination</li> <li>c. Co-ordinating the Command Boards</li> <li>d. Recording and reporting examination and board results</li> <li>e. Recording Extra-ordinary Exams (for exams that are run separately from Command Boards detailed in the Training Plan).</li> </ul>	<p>1. Examinations to be computerised (via CBT or on-line systems, LCMS, DLE, etc.) wherever appropriate.</p> <p>2. In-line with best practice for the improvement of training delivery and cost evaluation /control purposes.</p> <p>3. The Exam bank is held within the Training Document System as part of the Assessment Specification</p> <p>4. Including monitoring and assessment of pre-course work/reading and post-delivery testing.</p> <p>5. Ensuring the appropriate security and safe custody of exam documentation at all times.</p> <p>6. Deliver the required level of planning, support, coordination and control of FLEET Ship Command Examinations including constituent administrative and secretarial requirements where directed, ensuring that all tasks are conducted iaw current MoD regulations.</p> <p>7. Organise and manage FLEET Ship Command Examination Boards including the coordination of Board Members and the provision of coherent scenarios and supporting documentation.</p>	<p>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>2. Check marking and moderating if required for multiple-choice examinations only.</p>	<p>In accordance with JSP 822 V2.0 Mar 16 as amended.</p> <p>Examinations to be managed, prepared and produced in accordance with the Assessment Strategy.</p> <p>IAW Establishment Specific Instructions for Ship Command Examinations</p>	<p>Annual No of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>Accurate report of analysis of assessment delivered within 1 wk. of assessment.</p> <p>All test papers provided on time.</p> <p>No incidents of assessment paper or question compromise.</p> <p>No failure or delays to the delivery of Written Exams or Command Boards as a result of support services.</p> <p>100% End user Satisfaction.</p>

**Personnel Selection Officer**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provide a PSO Service to include:</p> <ul style="list-style-type: none"> <li>a. Producing the PSO Phase 1 Interview schedule</li> <li>b. Conducting interviews of all Phase 1 trainees on entry</li> <li>c. Producing Phase 1 interview reports</li> <li>d. Conducting interviews of trainees as a result of a Supervisory Care Incident</li> <li>e. Providing verbal assessments to Duty of Care Case Conferences</li> <li>f. Interviewing all trainees presenting for Branch Transfer.</li> <li>g. Interviewing all applicants for Premature Voluntary Release (PVR)</li> <li>h. Interviewing all trainees having been Discharged Unsuitable During Training (DUDT)</li> </ul>	<p>1. Phase 1 interviews are conducted to assess the suitability for continued training, educational background, the nature of family support and any perceived areas of training risk which the Command need to be aware.</p> <p>2. Supervisory care interviews are to build on the circumstances surrounding the Supervisory Care Incident referral with the aim of advising the Authority and the Establishment of the nature of the incident and any follow up action required. To include provision of report to the Authority and Establishment's Supervisory Care organisation.</p> <p>3. Branch transfer interviews are to assist the Command and the Training Organisation to assess suitability for transfer to the Branch of choice. In accordance with timescales for the individual transfer process.</p> <p>4. PVR interviews are to consider reasons for failure and aim to provide a recommendation for re-entry if appropriate</p> <p>5. DUDT interviews are to consider reasons for failure and aim to provide a recommendation for re-entry if appropriate. Including Early Leavers brief and interview (approx. 20-30 min)</p>	<p>1. To the Command and Training Organisation within HMS Raleigh only.</p> <p>2. Work is generally normal working hours but may require out of hours</p> <p>3. Phase 1 interview reports for trainees under 18 or with training/ settling difficulties or risks</p> <p>4. Duty of Care Case Conferences average 1 per fortnight</p>	<p>Must be DBS checked.</p> <p>Must have completed the PSO course at RNSR Bovington (or agreed alternative SOR Annex B Para 4d refers) and have previous military experience.</p> <p>In accordance with HMS RALEIGH codes of conduct: duty of care and management of trainee information for New Entry trainees.</p> <p>Correctly identify branch transfer options and provide appropriate information, advice and guidance to recruit/Command</p>	<p>Annual No of Phase 1 trainee starts</p>	<p>Total Phase 1 trainee starts listed at Annex B Appendix 2 SOTT+</p>	<p>All interviews conducted within schedule and duty of care timescale.</p> <p>Phase 1 and Supervisory Care reports (including verbal debrief) completed within 24 hours of the interview.</p> <p>PVR and DUDT reports completed within 18 hours of the interview.</p> <p>No errors or omissions in documents and reports.</p> <p>Correct action taken for supervisory care issues or those identified as potentially "at risk".</p>

**Appendix 5 to Annex C  
INTERNATIONAL DEFENCE TRAINING AND NON-RN STUDENT TRAINING SUPPORT  
SERVICE**

1. Appendix 5 identifies the Training Facilitation Service required to support the Authority in the delivery of its International, Commonwealth and other Non-RN attended training, and includes:

1.1. **Visa Co-Ordination.** The Contractor shall ensure that all G2G, IDT and IG students have appropriate visas to complete the relevant courses on the SOTT.

1.2. **International Defence Training and non-RN Facilitation and Co-ordination.** The Contractor shall provide a facilitation service for all International, Commonwealth and Non-RN students undertaking establishment sponsored courses on the SOTT in support of G2G, IDT and IG.

**Visa Co-Ordination**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a G2G visa co-ordination service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Liaising with the Initial Sea Acquaint (ISA) staff to establish what visas are required;</li> <li>b. Establishing which International students require visas to travel</li> <li>c. Assisting students to complete visa applications</li> <li>d. Forward visa applications with passports and supporting documentation by an appropriate method to UKBA, (excluding hand delivery) to the relevant Embassy; Seeking IDT assistance with method in the first instance.</li> <li>e. Return passports to students prior to ISA.</li> <li>f. Maintain a list of all International students' visas, notifying IDT of any visas which will expire before course completion.</li> <li>g. Where UK funded students visas expire before completion of training arrange for a visa extension.</li> <li>h. Confirm new visa details.</li> </ul>	<ul style="list-style-type: none"> <li>1. Visas for students who have arrived in the country or establishments for the training course as nominated and require travel outside of the country as part of the course requirement.</li> <li>2. To include liaison with Embassies, Ships and CNPers.</li> <li>3. Working with and on behalf of RN International Defence Training (IDT).</li> <li>4. Where appropriate, provide assistance to complete visa applications via Embassy web sites or hard copy, liaising with the Authority to facilitate payment and liaising with students for additional information as required.</li> <li>5. Visa extensions include Liaising with IDT to establish whether the visa can be extended in country during a leave period (this is the preferred option).</li> <li>6. Alternatively liaising with IDT to ensure lack of a passport will not impact on training;</li> </ul>	<p>Only for International Defence Training (RN) in those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR)</p> <p>For courses on the SOTT+ in support of G2G</p>	<p>In accordance with JSP510 International Defence Training</p> <p>To meet G2G timelines, contracts and requirements.</p>	<p>Number of G2G trainee course starts per year.</p>	<p>Total G2G trainee course starts listed at Annex B Appendix 2 SOTT+</p>	<p>All G2G trainees' places arranged and managed successfully to specified timescales.</p>

**International Defence Training and non-RN Facilitation and Co-Ordination**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a course facilitation and co-ordination service for international and non-RN students including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Acting as Point of Contact for co-ordination of the tasks required for homestay and return to country of origin</li> <li>b. Acting as point of contact for all course bookings, ensuring training planning, nominal lists and accommodation booking office have all relevant information.</li> <li>c. Preparing and issuing welcome packs for IDT students on arrival.</li> <li>d. Preparing and issuing stationery packs for IDT students on arrival.</li> <li>e. Booking military accommodation for students prior to arrival on course.</li> <li>f. Providing and issuing meal cards to international students accommodated in MWS (HMS Collingwood and HMS Excellent) only</li> <li>g. Completing security administration processes for international students on arrival and departure (including notifying the Authority of any ITAR restrictions).</li> <li>h. Maintaining records of security administration.</li> <li>i. Booking early breakfasts and late evening meals during Ramadan as supported by SFM contractor (excluding BRNC).</li> <li>j. Providing training information on international cadets as requested by IDT(RN).</li> <li>k. Providing a 2 year advance training plan.</li> <li>l. Drafting all associated correspondence and updating templates</li> <li>m. Providing course reports for international students and delivering to IDT(RN) as required</li> <li>n. Maintaining IDT student archives (including reports, feedback, contacts) iaw relevant data protection legislation</li> <li>o. Coordinating and preparing IDT student histories</li> <li>p. Coordinating and processing the requirements</li> </ul>	<ul style="list-style-type: none"> <li>1. Establish a liaison with Foreign Embassy and British High Commission Defence Staff with regard to attendance of and care of IDT students.</li> <li>2. Security administration is conducted to ensure student access to establishments and training courses is unimpeded, including prior to arrival and during leave periods. (This includes an authority risk assessment for access to classified information).</li> <li>3. Security administration is to be completed for external visits during training courses</li> <li>4. 2 year advance training plan details courses and potential resources for up to a two year period and is to be available in advance of the start date of training delivery. It should clearly state limitations due to SOTR requirements and contractual agreements.</li> <li>5. Financial co-ordination includes acting as liaison between IDT and relevant personnel in Establishments.</li> <li>6. Correspondence includes joining instructions, security checks, accommodation bookings, course pass applications and authorisation</li> </ul>	<ul style="list-style-type: none"> <li>1. Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR)</li> <li>2. For International, Commonwealth and Non-RN students undertaking establishment sponsored courses detailed on the SOTT+ in support of G2G, IDT and IG.</li> <li>3. Homestay for G2G students in BRNC only</li> <li>4. 2 year advance training plan is to be produced in conjunction with OIC ICTU at HMS Collingwood only. Liaison with the Oic MWOTC is essential.</li> <li>5. Training Information and course reports at BRNC only for ELT and Pre-INT(O).</li> <li>6. The business development team carry out the costing of the accommodation and gym usage for the EDF and Network Rail contracts, but the training resource planning is conducted by HMS SULTAN.</li> </ul>	<p>To meet G2G timelines, contracts and requirements.</p> <p>In accordance with JSPs 510 International Defence Training, 462 Financial Management and charging Policy Manual, 440 Defence Manual of Security, 822 Governance and Management of Defence Individual Training and Education.</p> <p>In accordance with relevant Establishment Orders.</p>	<p>Number of G2G trainee course starts per year.</p> <p>Number of BRNC University Officer Cadet trainee starts per year.</p>	<p>Total G2G trainee course starts listed at Annex B Appendix 2 SOTT+</p> <p>Baseline: Total number of BRNC University Officer Cadet trainee starts in 2015/2016: Scheme total size 70 medics (at university and hospital placements), 3 dentists, 4 UCEs and 50 Bursars</p>	<p>All G2G trainee places arranged and managed successfully to specified timescales.</p> <p>No failure to comply with the Authority's regulations.</p> <p>No failure to provide a service which identifies, develops and facilitates training solutions to meet IDT and IG.</p> <p>Satisfy customer requirements and HMS COLLINGWOOD and HMS EXCELLENT Quality Assurance Procedure.</p> <p>Reports and correspondence relating to IDT students completed to meet timescales.</p> <p>All resources used identified</p>

<p>for IDT course certificates and prizes.</p> <p>q. Providing an oversight of the welfare and wellbeing of (divisional care).</p> <p>r. Providing course management for non-standard courses.</p> <p>s. Advising students on all health and safety rules and provisions.</p> <p>t. Monitoring standards of discipline and behaviour, reporting results to International Liaison Officer, Establishment Executive Department, IDT or Embassy/High Commission as applicable/appropriate.</p> <p>2. Provision of a financial co-ordination service for international students including but not limited to:</p> <p>a. Facilitating the processing of IDT(RN) training bids.</p> <p>b. Facilitating the provision of daily personal allowance for international students.</p> <p>c. Facilitating the provision of UK internal travel allowance.</p> <p>d. Facilitating the provision of warm clothing allowance for international students and maintain records</p> <p>3. Provision of an international commercial activities administrative service including but not limited to:</p> <p>a. Identifying the full and marginal costs to NCHQ of pursuing each request.</p> <p>b. Identifying resources, trainers and classrooms to meet training/IG requirement.</p> <p>c. Maintaining a financial record of all activities.</p> <p>d. Providing advice to external authorities, in particular IDT Stakeholders, on the existence of suitable courses, releasable capacity and allowable costs of the courses.</p> <p>e. Providing routine reports to Command on IDT and IG activities.</p> <p>4. Provision of operational management for BRNC trainees on Sponsored University Programmes including but not limited to:</p> <p>a. Managing the interface with BRNC by liaising with Universities, ships and CNPERS, travel and support.</p>	<p>letters and templates of authorisation letters as applicable.</p> <p>7. Liaising with other Groups at HMS COLLINGWOOD and HMS EXCELLENT to ensure that all IDT and IG activities run smoothly and cause minimum disruption to core Authority activities.</p> <p>8. To co-ordinate and process requests for Government to Government International Defence Training (IDT) and support to Defence sales and commercial opportunities under the Income Generation (IG) Initiative.</p> <p>9. The management of the International and non-RN student programmes includes managing the interface with BRNC by liaising with Universities, ships and other Authority departments, travel and support.</p> <p>10. There is a requirement for Sponsored University Programme support away from BRNC on approx. 12 occasions per year for between 3-5 days.</p>	<p>7. IDT Course certificates and prizes for students in HMS Collingwood only.</p> <p>8. Provision of a financial co-ordination service for international students is not required at BRNC.</p>				<p>and their cost calculated iaw JSP 368 and NCHQ guidance</p> <p>All University officer cadets' places arranged and managed successfully to specified timescales.</p>
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**Annex D**  
**TRAINING EQUIPMENT AVAILABILITY SERVICE**

1. In accordance with clause 29, the term Issued Property means all GFA and is governed under the terms of Contract Clauses 28 and 29. For the purposes of this Annex D to Schedule 2, the term GFA will mean all GFA in accordance with clause 28 and any Issued Property as defined in clause 29. GFR is detailed in the appropriate corresponding annexes in this Schedule 2.
2. The Contractor shall deliver a management and maintenance service for all training equipment supplied as GFA to deliver the SOTT as detailed at Appendix 1 to Annex D.
3. The Contractor shall deliver a management and maintenance service for all training IS and IT equipment supplied as GFA to deliver the SOTT (including Command Support Systems) as detailed in Appendix 2 to Annex D.
4. The Contractor shall provided a Training Equipment Project Management service to deliver the SOTT as detailed in Appendix 3 to Annex D.
5. The delivery of Training Equipment availability shall include:
  - 5.1. Liaison with the Training Equipment Projects Key Customer (TEPKC) on all defects affecting Training Equipment. This includes consultation with the TEPKC on the best method to ensure that the timely repair or maintenance is carried out.
  - 5.2. Liaison with the Information Systems Key Customer (ISKC) for all defects and maintenance on DII(F), Training LAN (TLAN) and Standalone LANs and PCs that affects training.
  - 5.3. Liaison with the Hard FM contractor as required.
6. The delivery of the Training Equipment Availability Service includes the provision of all necessary role players, coxswains, support and safety staff to achieve the safe and effective delivery of training using the equipment.

**Appendices:**

Appendix 1 to Annex D	Management and Maintenance of Training GFA
Appendix 2 to Annex D	Management and Maintenance of Training IS and IT GFA
Appendix 3 to Annex D	Training Equipment Project Management Service

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**Appendix 1 to Annex D  
MANAGEMENT AND MAINTENANCE OF TRAINING GFA**

1. The Contractor shall provide the 1<sup>st</sup> Line Maintenance and the management of the 2<sup>nd</sup> Line Maintenance (as defined in **Error! Reference source not found.** Definitions) of the GFA listed in the GFA Register managed by the Contractor on behalf of the Authority.
2. The Contractor shall provide the 1<sup>st</sup> Line Maintenance and the management of the 2<sup>nd</sup> Line Maintenance (as defined in **Error! Reference source not found.** Definitions to the SOR) to Training Equipment not listed on the GFA Register but either detailed in the training documentation or essential to the delivery of the Training Services. These include such items as:
  - 2.1. Laboratory or test equipment (e.g. Oscilloscope, Spectrum Analyser etc.)
  - 2.2. Meters (e.g. Voltmeter, Fluke etc.)
  - 2.3. Audio-visual equipment
  - 2.4. Lifting equipment
  - 2.5. General tools (e.g. Torque wrench etc.)
  - 2.6. GPTME, STTE.
3. Any specific exclusions are recorded in the comments box next to the equipment on the GFA Register.
4. For the purpose of this Annex D, the Training Equipment includes all peripherals that connect to the Training Equipment in order for it to operate e.g. power leads and pipelines. The Authority base services are responsible for the provision of utilities up to the point of connection. The Contractor is responsible for 1<sup>st</sup> line fault diagnosis in order to isolate the fault to either side of the boundary and is responsible for managing the interface of the boundary for fault rectification thereafter in consultation with the Training Equipment Projects Key Customer.

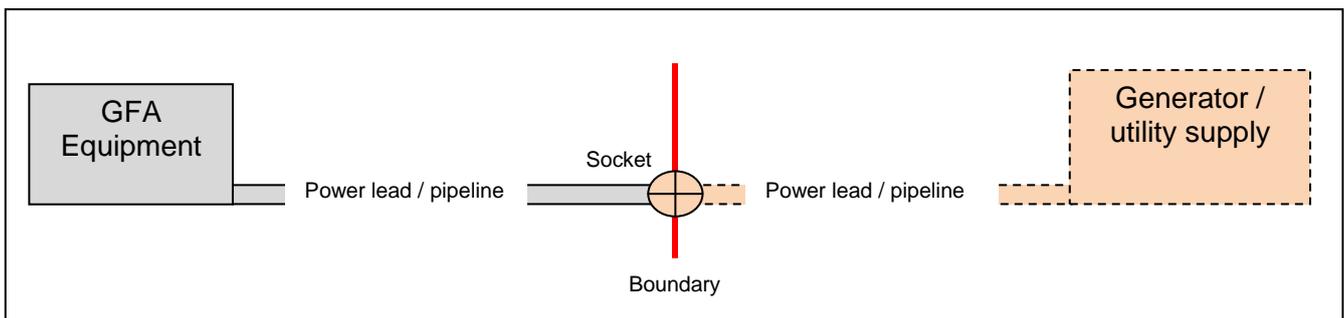


Figure 3 - Training GFA Boundary Management

**Management and Maintenance Of Training GFA**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an equipment maintenance and support service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. maintenance support</li> <li>b. system/ simulator support services,</li> <li>c. role players,</li> <li>d. controllers,</li> <li>e. coxswains,</li> <li>f. administration,</li> <li>g. support/safety staff,</li> <li>h. Staff Operational Checks where relevant</li> </ul> <p>2. Provision of an equipment tracking and reporting service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Conducting a full audit of the GFA Register in accordance with Clause 29 to inform the Public Store Account.</li> <li>b. Conducting a stock check of the Public Store Account and producing a reconciled report in accordance with Clause 30 and Schedule 3</li> <li>c. Providing quarterly reports on GFA holdings in accordance with Contract Clause 30 and Schedule 3</li> <li>d. Ensuring sufficient training equipment is available to support the course, as provided by the Authority supply chain</li> <li>e. Providing assistance to the AinU Holder as required</li> <li>f. Ensuring stores issues, returns and demands are accurately recorded, including equipment for training at sea as part of any authorised course</li> </ul>	<p>1. MWS: The majority of maintenance is conducted on equipment within the WE and Warfare Training Groups (WETG, WTG), DDS and boat maintenance in FOST HM.</p> <p>2. The maintenance processes with the 2 training groups (WETG and WTG) are significantly different, with mostly dedicated maintainers within WTG.</p> <p>3. Within WETG, maintenance is undertaken almost exclusively by instructor/maintainers or by students as part of the course, supervised appropriately and may cover equipment within other sections such as MWOTC and WTG.</p> <p>4. FOST HM: Support staff provide 24 hour provision of weather observations, plotted charts, and collated METOC data from instruments and systems. Required for METOC courses: (HM Common (Metoc Module) (HM-M); HM Advanced Metoc (HM-AM); Small Ship's Flight – Met; AB(HM)(M); LS(HM)M; PO(METOC);RM Met; CPO FC QC)</p> <p>5. Including the maintenance of S1092 Temp Loan Books and S95 Loan Cards for GFA as required.</p>	<p>For specified training equipment on the GFA Register and items of equipment listed in the training documentation (e.g. laboratory or test equipment, CROs, meters, audio-visual equipment etc.) or essential to meet the training delivery output.</p> <p>The Contractor is responsible for the GFA required to deliver the SOTT+ from SCD.</p> <p>The Authority is responsible for the disposal of unused training equipment. Any equipment that is required to be maintained beyond the training requirement date will be identified separately as it will become out of scope of the Contract when the course requirement is removed.</p> <p>Training Simulator support services delivered includes role players, controllers, administration, Staff Operational Checks where relevant and maintenance support.</p>	<p>To all current maintenance and upkeep standards as required by the manufacturer, Fleet or IPT.</p> <p>Provision of SQEP service to allow training equipment to deliver functionality required for planned courses.</p> <p>DDS Training Equipment managers are also required to be SQEP to meet the requirements of the MOD's duty holder responsibilities iaw JSP 433 MOD Diving Safety Policy.</p> <p>DEFSTAN 05-99, DEFCON 694 and DEFCON 611</p>	<p>Number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>No delay or loss of training periods and no degradation of delivery standard.</p> <p>No failure to meet training as a result of equipment, software or support failure.</p> <p>No occasion of non-completion of maintenance schedule.</p> <p>No reports of H&amp;S or incidents owing to maintenance failure.</p>

**Appendix 2 to Annex D  
MANAGEMENT AND MAINTENANCE OF TRAINING IS AND IT GFA**

1. The Contractor shall provide 1<sup>st</sup> and 2<sup>nd</sup> Line Maintenance (**Error! Reference source not found.** Definitions) of the training IS and IT equipment listed in the GFA Register managed by the Contractor on behalf of the Authority.
2. The Contractor shall provide Level 0 and level 1 maintenance (**Error! Reference source not found.** Definitions) of the Command Support Systems listed in the GFA Register managed by the Contractor on behalf of the Authority.
3. The Contractor shall provide 1st Line Maintenance and management of the 2nd Line Maintenance (as defined in **Error! Reference source not found.** Definitions) to IS and IT equipment not listed on the GFA Register but either detailed in the training documentation or essential to the delivery of the Training Services. These include such items as:
  - 3.1. Audio-visual equipment
  - 3.2. Smart Boards
  - 3.3. Media delivery equipment (PCs, Tablets etc)
4. The delivery of IS and IT equipment availability shall include:
  - 4.1. Liaison with the SPOC for DII(F) and the Legacy SPOC for TLANs and standalone systems to ensure the timely rectification of faults to deliver training (excluding those training IS items listed in GFA Register as contractor supported).
  - 4.2. The diagnosis, repair and replacement of associated consumables on IT and IS peripherals (e.g. projector bulbs) and other such equipment to ensure the availability to deliver the Training Services.
  - 4.3. The diagnosis, repair and replacement of leads connecting peripherals to Dii equipment to ensure the availability to deliver the Training Services. (see Figure 4).
5. Any specific exclusions are recorded in the comments box next to the equipment on the GFA Register.

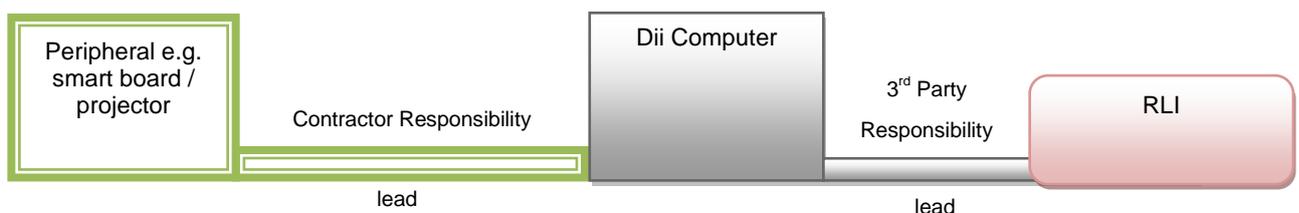


Figure 4 - Training IS and IT GFA Boundary Management

**Management And Maintenance Of IS And IT Equipment**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an IS and IT support service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Training IS support</li> <li>b. maintenance and delivery of Training IT</li> </ul> <p>2. Provision of an IS and IT tracking and reporting service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Conducting a full audit of the GFA Register in accordance with Clause 29 to inform the Public Store Account.</li> <li>b. Conducting a stock check of the Public Store Account and producing a reconciled report in accordance with Clause 30 and Schedule 3</li> <li>c. Providing quarterly reports on GFA holdings in accordance with Contract Clause 30 and Schedule 3</li> <li>d. Ensuring sufficient training equipment is available to support the course, as provided by the Authority supply chain</li> <li>e. Providing assistance to the AinU Holder as required</li> <li>f. Ensuring stores issues, returns and demands are accurately recorded, including equipment for training at sea as part of any authorised course</li> </ul>	<p>1. Training IT includes all IT and IS systems required to deliver the courses listed in the SOR whether stand alone or networked, including SECRET, e-classrooms and interconnectivity with the DLE via intranet, internet or CBT suite or simulator.</p> <p>2. Including CBT systems, simulator systems, networked training systems that are not connected directly to the RLI</p> <p>3. The Contractor will be responsible for maintenance (i.e. Level 1 and 2) of all IT equipment listed on the GFA Register unless stated otherwise by the Authority.</p> <p>4. The re-provision of unserviceable GFA is the responsibility of the Authority.</p>	<p>Requirement does not include support for information systems directly connected to the MoD RLI.</p> <p>The Contractor is responsible for the GFA required to deliver the SOTT+ from SCD.</p> <p>The equipment operates at SECRET. Contractors will be required to have the necessary security clearance prior to operating or maintaining this equipment.</p> <p>Should the Contractor wish to introduce additional software or IT systems, those systems and software must pass relevant compatibility, security and acceptance criteria set by the Authority for use of IT systems within a MoD establishment.</p> <p>Support includes all leads, cables and other peripherals that are required to deliver training. Including those connected between an RLI equipment and a peripheral (e.g. a lead between a Smart Board and a Dii computer ).</p>	<p>law manufactures' requirements and MoD directed policies.</p>	<p>Number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>No failure to meet training as a result of equipment or software failure.</p> <p>No occasion of non-completion of maintenance schedule.</p> <p>No reports of H&amp;S or incidents owing to maintenance failure.</p> <p>No occasions of failure to establish connectivity or communications with any other person or system.</p>

**Management And Maintenance Of Command Support System Equipment**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an IS and IT support service to Command Support Systems including but not limited to:</p> <ul style="list-style-type: none"> <li>a. 1<sup>st</sup> Line Level 0 support and maintenance</li> <li>b. 1<sup>st</sup> Line Level 0+ support and maintenance</li> <li>c. 1<sup>st</sup> Line Level 2 support and maintenance</li> <li>d. Providing users with technical support and advice as required.</li> <li>e. Liaising with the service desk team leader in co-ordination and direction of personnel within the RNCSS helpdesk.</li> <li>f. Ensuring the serviceability, upkeep and 24/7 availability of CSS sets in support of equipment integration trials and CSS remote support to the CSS community.</li> <li>g. Administering and maintaining CSS server sets within the establishment.</li> <li>h. Maintaining and co-ordinating the CSS stores facility to support emergent upgrades and time sensitive demands for urgent CSS stores, ensuring the return of defective and surplus items to the CSS service loop.</li> <li>i. Providing an out of hour's representative/point of contact for MCSU SYSS, to assist trouble shooting in the event of any CSS system crash.</li> </ul>	<p>1. Maintain and support CSS within the organisations to meet the training requirement in accordance with Appendix 2 to Annex B of this SOR.</p> <p>2. Level 0 CSS support includes Tasks conducted by the user in order to ensure the routine working of the equipment which require rare and/or short duration equipment down time to deliver. Examples would include but not be limited to, switching on, Planned Maintenance Schedules (PMS) (keyboard/mouse/screen/filter clean), security of peripheral cables.</p> <p>3. Level 2 CSS support includes routine administrative tasks conducted by the nominated user/administrator. Examples range from daily administrative tasks (account creation/deletion), disc clean up (house-keeping), back-ups (if required) Standard Anti-Virus patching, maintenance of security accreditation document set (SyOps etc.) iaw the standards set by the local Authority ITSO.</p> <p>4. The maintenance in some cases may be conducted by trainees supervised by suitably qualified Instructor/maintainers where the aim of the instruction is to learn Level 1 maintenance and defect repair techniques.</p> <p>5. Networks include:</p> <ul style="list-style-type: none"> <li>a. RNCSS (DRY 3) – Live Network. (LEWIN First Floor (F9 Server, F14 Classroom)).</li> <li>b. RNCSS (DRY 1) – Training LAN. (LEWIN First Floor (F9 Server, F15 Classroom)).</li> <li>c. RNCSS (AOMC) (TACHM RNCSS Network) – Live Network. (LEWIN First Floor (F9 Server, F8 Classroom)).</li> </ul>	<p>Only for MWS CSS live and training LANs.</p> <p>The Contractor is responsible for the GFA required to deliver the SOTT+ from SCD.</p> <p>The equipment operates at SECRET. Contractors will be required to have the necessary security clearance prior to operating or maintaining this equipment.</p> <p>2<sup>nd</sup> line maintenance is carried out by FSU.</p> <p>Out of hours CSS representative is to be an indicative 45 hrs. out-of-hour's requirement per Trg Year.</p>	<p>law manufactures' requirements and MoD directed policies.</p>	<p>Number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>No failure to meet training as a result of equipment or software failure.</p> <p>No occasion of non-completion of maintenance schedule.</p> <p>No occasions of failure to establish connectivity or communications with any other person or system.</p>

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**Appendix 3 to Annex D**  
**TRAINING EQUIPMENT PROJECT MANAGEMENT SERVICE**

1. The Contractor shall provide a Training Equipment Project Management (TEPM) Service for Training Equipment (TE) projects.
2. The Training Equipment Projects Key Customer (TEPKC) shall retain overall management of the TEPM service, and budgetary control of the Authority's spend associated with the implementation of the delivery activities managed by this TEPM Service, granting authority for each project against the overall spend.
3. The Authority will provide military resources as GFR to support the Contractor's delivery of the TEPM Service. Details of the GFR posts can be found on page D-3-4 of this Appendix.
4. Due to the restrictions on Contractors' involvement in MOD commercial processes, if a service cannot be delivered via an existing enabling contract, and if a situation occurs where the outsourced service is expected to assess the technical compliance of tendered bids for Training Equipment projects, then the TEPKC shall determine a means of enabling additional contract provision via the Authority's standard public acquisition processes. The final technical evaluation decision will sit with the TEPKC.
5. For the avoidance of doubt: The Contractor shall have no part in the management or execution of this activity thus allowing the Contractor to bid separately for the work required. The Contractor shall be required to demonstrate a chinese wall separation between the activities of this requirement and any activities by the Contractor in bidding for work to deliver the TEPM Service outcomes
6. Personnel delivering the TEPM service in MWS will require security clearance to access material up to OFFICIAL - SENSITIVE. Personnel delivering the TEPM Service in the Royal Navy Submarine School (RNSMS) will require security clearance to access material up to SECRET.

**TRAINING EQUIPMENT PROJECT MANAGEMENT SERVICE**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a Training Equipment Project Management (TEPM) Service including:</p> <ul style="list-style-type: none"> <li>a. Providing Through Life Capability Management (TLCM) Project Management of Training Equipment (TE) Projects to the TPKC</li> <li>b. Providing project management of the removal and disposal of TE to the TPKC in order to dispose of redundant TE</li> <li>c. providing Project management of the repair and support of non-GFA, non-DE&amp;S supported, bespoke TE to the TPKC</li> <li>d. providing advice to DE&amp;S TLOD Projects in order to facilitate defence compliant installation or disposal of TE</li> <li>e. providing a Project management service to facilitate the installation and disposal of DE&amp;S TLOD funded TE Projects</li> <li>f. providing direction on commercial and Contractor interaction to establishment staff regarding TE procurement</li> </ul> <p>2. Provision of a Training Equipment Installation and Commissioning (TEIC) service including:</p> <ul style="list-style-type: none"> <li>a. Providing defence compliant management of TE installation standards</li> <li>b. Providing CAD installation drawings for TE projects</li> <li>c. Providing NEBOSH advice to all TE contractors (for HMS Collingwood only)</li> <li>d. Maintaining the HMS Collingwood Training Equipment Store</li> </ul>	<ul style="list-style-type: none"> <li>1. Ensures TE is delivered efficiently and effectively and meets the Project Sponsor's required capabilities, through life, across all Defence Lines of Development</li> <li>2. To ensure that TE is disposed of with no impact to training</li> <li>3. To provide repair and support to legacy equipment</li> <li>4. To facilitate the delivery of DE&amp;S TLOD TE which meets the installation standards for the host establishment</li> <li>5. To enable the Fit-to-Receive (FTR) element and oversight of DE&amp;S TE delivery</li> <li>6. The TEPM service shall provide all necessary cover to enable the provision for TEIC out of hours where necessary, to deliver any individual authorised Project's requirement.</li> <li>7. To guarantee the correct installation of TE and ensure TE is installed in accordance with the design intent</li> <li>8. To ensure that contractors working within HMS COLLINGWOOD are H&amp;S compliant</li> <li>9. To provide a safe and secure environment for TE stores</li> </ul>	<p>Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>The Authority's Training Project Key Customer (TPKC) will authorise all financial approvals of authority held funds against priced solutions prepared by this service.</p> <p>In year accounting and financial forecasting of the authorised Projects will be provided to the TPKC by the Contractor.</p> <p>The Contractor will utilise Authority standard routes to MOD contracts in the pursuit of training equipment procurement and Through Life Capability Management (TLCM). Such contracts will be identified and authorised for use by the TPKC.</p> <p>The Contractor will operate in conjunction with other outsourced establishment support services, as well as training activities delivered by other Authority business areas where it is necessary to deliver the requirement.</p>	<p>JSP 604 Defence co-ordinating Installation Design Authority Manual of regulations for installation of Communication &amp; Information Systems as amended</p> <p>DBR 9463 MCTA Trials guide as amended</p> <p>The Contractor shall operate in accordance with the ASG approach to TLCM and Project Management</p> <p>Project Managers are to be APMP or PRINCE2 qualified and complete the Financial Skills Foundation Certificate</p> <p>TE installation standards iaw, JSP604, BR9463 and The IET 17th edition wiring regulations</p> <p>Drawings iaw JSP604</p> <p>TEIC is currently estimated at 100 weekend hours and 125 weekday hours (outside of core hours i.e. 1600 - 0800) annually.</p>	<p>Annual number of course starts</p>	<p>Baseline: Total number of course starts in 2017/18: X starts</p>	<p>Project delivery meets RFTD, sponsors agreed requirement and within stated limits of ROM cost</p>

<p>3. Provision of a Training Equipment Resource consumption accounting service including:</p> <ul style="list-style-type: none"> <li>a. Providing management indication on surface and core stream TE CDEL and RDEL consumption</li> <li>b. providing AP FOOs, account for monthly actuals, compile ABC bids and account for end of year accruals.</li> <li>C. Providing management of the TE long term financial plan in order to inform the KC of forecast spend 5 – 25 years out.</li> </ul>	<p>10. To provide accounting and forecasting of Surface and Core Stream CDEL and RDEL</p> <p>11. To provide financial forecasting 5-25 years out against training equipment delivery</p>					
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**LIST OF GFR TO DELIVER THE TEPM OUTPUT**

Rank	JPA No	Post Title	Unit	UIN	Tasks	Volume %	Reasons for Retention	Authorisation	Notes
OF2	1514831	SSTPT-PM2	MWS	N5665C	1 x RN ENGINEER GS (OF) to deliver Project Management support to the TEPM.	100	Project Manager role that has been Red Carded by CNPers.	COS MWS	
OF2	1514835	SSTPT-PM3	MWS	N5665C	1 x RN ENGINEER GS (OF) to deliver Project Management support to the TEPM.	100	Project Manager role that has been Red Carded by CNPers.	COS MWS	
OF2	1514829	SSTPT NT	MWS	N5665C	1 x RN ENGINEER GS (OF) to deliver Project Management support to the TEPM.	100	Project Manager role that has been Red Carded by CNPers.	COS MWS	

**Annex E****PROVISION OF A BUSINESS INFORMATION SERVICE**

1. The Contractor will provide a Business Information Service (BIS) to support the Authority in the delivery of its training. The Contractor shall provide a centre for capture, reporting and analysis of all Information Management (IM) data relating to this Contract.
2. The Contractor shall capture and analyse relevant IM data to inform decision making within this Contract for RN training. Whilst specific reporting outputs are detailed below, the Contractor is expected to conduct continuous improvement within the BIS to improve the service and use the IM data to make recommendations for Training Optimisation initiatives and improvements / efficiencies to RN training.
3. Specific outputs are detailed below, but the Contractor is required to provide additional information from data analysis as required from time to time.
  - 3.1. **Parliamentary Questions and Requests for Information.** The Contractor shall deliver as required, all necessary training business information required by the Authority, including delivering the answers to public scrutiny requests within directed timescales (as per MOD procedures), which may be very short notice.
  - 3.2. **Training Documentation.** The Contractor shall deliver as required, full accurate details of documentation and training standards of all courses on the SOTT+.
  - 3.3. **Training delivery and programming.** The Contractor shall deliver as required, full accurate details of all aspects of training delivery (e.g. instructor and course loading, trainee completion, man training days, wastage rates). The Contractor shall deliver as required, full details of all current and future training course programmes and plans that they are responsible for to all MoD authorised agents.
  - 3.4. **Training resource.** The Contractor shall deliver as required, accurate details of resource usage to all MoD authorised agents.
  - 3.5. **Business and Performance Management.** The Contractor shall deliver as required, accurate management, performance and financial information to all MoD authorised agents, including information required to continually inform governance as detailed in Schedule 3 (Governance & Contract Management).
4. All data shall remain the property of the Authority and shall be provided in accordance with Part 12 Intellectual Property.

**Parliamentary Questions and Requests for Information**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an information and analysis service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Responding to requests from Parliamentary Questions, Freedom of Information Act Queries, Data Protection Act Subject enquiries, MoD Legal and Welfare Authorities queries.</li> </ul> <p>2. Provision of an information request service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Responding to ad hoc requests for information from training data.</li> <li>b. Responding to ad hoc subject related enquiries regarding individual educational and training achievements including HND, FD and FS results.</li> <li>c. Providing training related data in support of any 'management of change' related initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>1. For items that may attract media interest, immediate advice must be sought from the Secretariat.</li> <li>2. Responses must be accurate and in plain English and if possible SMEs must seek a level of approval before forwarding input to the Secretariat.</li> <li>3. The Contractor shall establish a POC to channel all Ministerial enquiries in order to save time.</li> <li>4. Appropriate rigour is to be applied to all statistical calculations and subsequent reporting to ensure accuracy of data and responses.</li> <li>5. Evidence of the methods used in evaluating and calculating statistical results is required and consistency of use is to be applied to similar data sets</li> </ul>	<p>For requests, relating to information from those principle schools detailed in Table 1 of the SOR.</p> <p>Responses to be provided within directed timescales (as per MOD procedures) which may be very short notice.</p>	<p>In accordance with JSP 441 Managing Information in Defence</p> <p>In accordance with Part 12 Clause 51 Intellectual Property</p>	<p>Annual number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>All requests responded to accurately and within specified timescales.</p> <p>No rejection from the requestor due to mathematical or statistical errors.</p>

Training Documentation

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a training documentation information and analysis service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Reporting status, version and review details of DSAT training documentation.</li> <li>b. Reporting details of proposed changes to existing documentation.</li> <li>c. Forecasting documentation reviews.</li> <li>d. Producing get-well packages for any documents out of date for review or endorsement.</li> </ul>	<p>1. Documents to include all those contained in the Training Document System:</p> <ul style="list-style-type: none"> <li>a. Formal Training Statement (FTS) including the Training Performance Statement (TPS), Workplace Training Statement (WTS) and Residual Training Gap Statement (RTGS)</li> <li>b. Assessment Strategy and Assessment Specification</li> <li>c. Instructional Specification (ISpec)</li> <li>d. Training Authorisation Document (TrAD)</li> <li>e. and any other supporting documents required to deliver training</li> </ul> <p>2. Appropriate rigour is to be applied to all statistical calculations and subsequent reporting to ensure accuracy of data and responses.</p> <p>3. Evidence of the methods used in evaluating and calculating statistical results is required and consistency of use is to be applied to similar data sets</p>	<p>Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p> <p>All activities to support the Training Design and Upkeep Service in Appendix 1 to Annex C of the SOR.</p>	<p>In accordance with JSP 822 V2.0 Mar 16 as amended</p> <p>In accordance with JSP 441 Managing Information in Defence V1.0 Dec 15 as amended.</p> <p>In accordance with Part 12 Clause 51 Intellectual Property</p>	<p>Annual number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>All document reports accurate and delivered within the timescales requested.</p> <p>No rejection from the requestor due to mathematical or statistical errors.</p>

**Training Delivery and Programming**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a training delivery information and analysis service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Reporting training course information</li> <li>b. Reporting instructor SQEP status</li> <li>c. Reporting instructor loading (as a percentage of class contact time)</li> <li>d. Reporting number of gapped instructor positions</li> <li>e. Reporting any additional information necessary to meet future operational and legislative requirements.</li> </ul> <p>2. Provision of a trainee information and analysis service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Reporting average trainee population</li> <li>b. Analysing course information to provide trainee statistics</li> <li>c. Recording individual trainee progress on TAFMIS (or other authorised system if TAFMIS is unavailable) as detailed in the Training Plan</li> <li>d. Providing and collating data for accreditation related information for accreditation returns.</li> <li>e. Continuously updating JPA with English and Mathematics L1 and L2 information / results</li> </ul> <p>3. Provision of an information and analysis service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing full details of all current and future training course programmes and plans</li> <li>b. Providing full Training Delivery details in terms of the techniques &amp; SME used in delivering current and future courses.</li> </ul>	<p>1. Training course information includes:</p> <ul style="list-style-type: none"> <li>a. Outturn against the SOTT+</li> <li>b. Man Training Days provided</li> <li>c. Man Training Days taken up</li> <li>d. Trainee Starts</li> <li>e. Trainee successful completions</li> <li>f. Failure and wastage rates</li> <li>g. No shows (and reason for no-show)</li> <li>h. Numbers back classed</li> <li>i. Course duration</li> </ul> <p>2. Statistics to include:</p> <ul style="list-style-type: none"> <li>a. Course utilisation</li> <li>b. Overall pass rate</li> <li>c. First time pass rate</li> <li>d. Holdover periods</li> </ul> <p>3. Trainee progress to include module completion, back classing , final failure etc.)</p> <p>4. Details of current and future courses provided in support of MOD and Friendly Nation exchange programmes</p> <p>5. Outturn data against the SOTT is to be analysed to identify opportunities for efficiencies and/or issues with the SOTR to inform the next annual compilation round.</p> <p>6. Appropriate rigour is to be applied to all statistical calculations and subsequent reporting to ensure accuracy of data and responses.</p>	<p>Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR)</p> <p>Reports to be provided monthly (or at the frequency requested in response to an ad hoc request for information)</p> <p>Trainee progress to be provided continuously as data becomes available.</p> <p>Updating JPA for those areas delivering apprenticeships (Scope Para 2f).</p> <p>For publication to MoD authorised agents only.</p> <p>Course programming Information to be provided every 5 working days.</p>	<p>In accordance with JSP441 Managing Information in Defence</p> <p>In accordance with Part 12 Clause 51 Intellectual Property</p>	<p>Annual number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>All document reports accurate and delivered within the timescales requested.</p> <p>No rejection from the requestor due to mathematical or statistical errors.</p>

Training Resource

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a training resource information and analysis service including but not limited to: a. Providing full details of all resource usage against the training plan and SOTT+.</p>	<p>1. Resource usage includes all data required to ensure the efficient delivery of the Equipment Availability Service at Annex D and the delivery of Trainer Capability Assurance at Appendix 2 to Annex C.</p> <p>2. Outturn data against the SOTT is to be analysed to identify opportunities for efficiencies and/or issues with the SOTR to inform the next annual compilation round.</p> <p>3. Appropriate rigour is to be applied to all statistical calculations and subsequent reporting to ensure accuracy of data and responses.</p>	<p>Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR)</p> <p>Reports to be provided monthly (or at the frequency requested in response to an ad hoc request for information)</p> <p>For publication to MoD authorised agents only.</p>	<p>In accordance with JSP441 Managing Information in Defence</p> <p>In accordance with Part 12 Clause 51 Intellectual Property</p>	<p>Annual number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>All document reports accurate and delivered within the timescales requested.</p> <p>No rejection from the requestor due to mathematical or statistical errors.</p>

**Business and Performance Management**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a performance data and statistical reporting, co-ordination and analysis service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Personnel Functional Standard Returns.</li> <li>b. Balance Scorecard / Dashboard or equivalent returns.</li> <li>c. KPI and PI data returns</li> <li>d. Training and training support data returns.</li> <li>e. Manpower, equipment and facility reducible and irreducible spare capacity forecast.</li> <li>f. Data collection and reporting in accordance with Schedule 12 (Performance Mechanism).</li> </ul> <p>2. Provision of support to meetings / seminars / MoD committees for the dissemination of current training practices and processes as a training SME.</p> <p>3. Provision of management and financial information as required including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Annual Budget Cycle (ABC) measures</li> <li>b. Monitoring and control system</li> <li>c. Responses to NCHQ, Mod or PQs.</li> </ul> <p>4. Provision of a contract governance data and reporting service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Compiling, maintaining and analysing performance and Contract data required to continually inform governance as detailed in the contract schedule 3 and Schedule 12.</li> <li>b. Archiving data both electronically and where required in manuscript form for a minimum period of 10 years.</li> </ul>	<p>1. For Navy Command, RN Management and other authorities and organisations as necessary.</p> <p>2. Appropriate rigour is to be applied to all statistical calculations and subsequent reporting to ensure accuracy of data and responses.</p> <p>3. Evidence of the methods used in evaluating and calculating statistical results is required and consistency of use is to be applied to similar data sets</p> <p>4. Governance data includes management information for the Level 1 Strategic Board, Level 2 Operating Board and Level 3 Performance and Change Working Group.</p> <p>5. MI is to inform production of the Monthly Dashboard and Monthly Performance Report as detailed in the Schedule 3 (Governance and Contract Management).</p>	<p>For requests relating to information from those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR)</p> <p>For publication to MoD authorised agents only.</p> <p>For the avoidance of doubt, Contractor's staff are not authorised to express an opinion on behalf of the Authority.</p> <p>Returns to be provided monthly from 1 Apr each year.</p>	<p>In accordance with JSP441 Managing Information in Defence</p> <p>In accordance with Part 12 Clause 51 Intellectual Property</p>	<p>Annual number of course starts</p>	<p>Total course starts listed at Annex B Appendix 2 SOTT+</p>	<p>All requests responded to accurately and within specified timescales.</p> <p>No rejection from the requestor due to mathematical or statistical errors.</p>

**Annex F**  
**EDUCATION SERVICES**

1. The Authority provides its personnel with a range of educational, learning, development and resettlement opportunities through the Naval Education and Training Service (NETS). NETS supports 2SL, FOST and Commanding Officers to develop the intellectual potential of their people to maximise Operational Capability (OC) and ultimately prepare them for return to the national workforce.
2. The Contractor shall provide the services required to deliver an Education Lifelong Learning and Resettlement (EL3R) service as detailed in Appendix 1 to Annex F.
3. The Contractor shall provide the services required for the provision and delivery of the Naval Service Apprenticeship Programme (NSAP) as detailed in Appendix 2 to Annex F.
4. The Contractor shall provide the services required for the provision and delivery of an Accreditation Service as detailed in Appendix 3 to Annex F.

**Appendices:**

Appendix 1 to Annex F	Education Lifelong Learning and Resettlement (EL3R) Service
Appendix 2 to Annex F	Naval Service Apprenticeship Programme (NSAP) Service
Appendix 3 to Annex F	Accreditation Service

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**Appendix 1 to Annex F  
EDUCATION LIFELONG LEARNING AND RESETTLEMENT (EL3R) SERVICE**

1. The Naval Education and Training Service (NETS) delivers EL3R to Authority personnel through the Learning and Development Centres (LDCs).
2. The Contractor shall provide a fully managed service to the Learning Centres in BRNC, HMS Raleigh, HMS Collingwood and CTCRM. These centres will deliver the T1 – T5 outputs under Contractor Management.
3. Other LDCs in this Appendix 1 shall require the Contractor to deliver specific output services (T1 – T5) at point of need whilst the management function will remain under control of the Authority.
4. Indicative volumes are based on permanent staff on each Establishment who are likely to access the LDC for EL3R services. These figures do not include personnel from external or lodger units who may visit the LDC on an occasional basis. The estimated annual throughput for each LDC is not expected to exceed the indicative volume at any one time.

**Contractor Managed Learning Centres**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a Learning and Development Centre (LDC) facility and management service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Administering EL3R records and statistics and rendering returns.</li> <li>b. Managing and coordinating all Government and Service EL3R initiatives.</li> <li>c. Analysing data for business management</li> <li>d. Managing the SME support to LDAs.</li> <li>e. Managing the Quality Assurance of the LDC with a Quality Improvement Plan</li> <li>f. Collate and send monthly statistics return to NETS HQ</li> <li>g. Attend the regional annual NETS CPD package</li> <li>h. Manage the Self-Assessment Return documentation and support the NETS HQ assurance visits</li> </ul>	<ul style="list-style-type: none"> <li>1. Service to be delivered in line with EL3R requirements and NCHQ policies.</li> <li>2. Management and delivery to support the work of Training Optimisation in Annex G to this SOR.</li> <li>3. Continuous improvement of current resources and processes is required to ensure the delivery of the NETS Service is up to date and relevant across all rates and ranks.</li> <li>4. The Contractor shall ensure the LDCs achieve the maximum footfall possible by proactively engaging with personnel and units to raise LDC awareness and support the work of Training Optimisation.</li> </ul>	<p>For the following LDCs only:</p> <p>HMS Collingwood HMS Raleigh Britannia Royal Naval College CTCRM (in support of all delivery areas detailed in Table 1 to the SOR).</p> <p>The Contractor will deliver the T1 to T4 outputs under a contractor managed service.</p> <p>Contractor delivery of T5 under a contractor managed service is for HMS Collingwood, HMS Raleigh and BRNC only as the CTCRM library is Corps owned and managed.</p>	<p>In accordance with Fleet/FOST, Local Authority, Defence and Government directives.</p> <p>NETS Charter Version Apr 16.</p>	<p>Annual throughput within establishments</p>	<p>Baseline: Total throughput in 2015/16: HMS Collingwood: 844 regular with a max throughput of short courses of 1285</p> <p>HMS RALEIGH: 430 permanent staff</p> <p>BRNC: 100 permanent staff with a max throughput of 150 students 3 times a year)</p> <p>CTCRM: 958 permanent staff</p>	<p>Self-Assessment Report recommendations actioned within 1 month of report production.</p> <p>100% of individual EL3R records accurate and in date.</p> <p>Data analysis conducted at least quarterly and nil statistical / mathematical errors.</p> <p>QIP updated at least quarterly and any recommendations actioned within 1 month of report.</p>

**Authority Managed Learning Centres**

The Contractor is required to deliver specific output services within specific Authority managed LDCs as detailed below:

Group:	1			2		3				
	HIMNB Portsmouth <sup>11</sup>	HIMNB Devonport	HIMNB Clyde	RNAS Yeovilton	RNAS Culdrose	40 Cdo RM	42 Cdo RM	45 Cdo RM	CLR	Stonehouse
<b>T1</b>										
1. Admin Support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2. SME Support on L&D	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3. QA of the LDC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4. Financial Oversight	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5. FS Assurance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6. USC Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>T2</b>										
1. LDA Provision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2. SpLD Service	✓	✓	✓	✓	✓					
<b>T3</b>										
1. English/Maths Tuition	✓	✓	✓	✓	✓					
2. SpLD Referral	✓	✓	✓	✓	✓					
<b>T4</b>										
1. E-Learning Provision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>T5</b>										
1. Library Service (Recreational Library only)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

<sup>11</sup> HMNB Portsmouth includes two LDCs in Portsmouth (HMS Nelson and HMNB Dockyard) and one part time walk in office in HMS Excellent.

T1 – Support the Output

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of administration support to the NETS Learning and Development Centres (LDCs) including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Managing all enrolments and course / appointment bookings, including classroom bookings.</li> <li>b. Managing a comprehensive filing system</li> <li>c. Placing Orders for course and exam materials</li> <li>d. Data capture for business management and to feed to NETS HQ</li> <li>e. JPA drawdowns for EfP data</li> <li>f. JPA administrator rights to upload learner competencies</li> <li>g. Liaising with external examination bodies for Approved Centre status. Including but not limited to:                             <ul style="list-style-type: none"> <li>1) City &amp; Guilds</li> <li>2) Cambridge Examination Authority</li> <li>3) Assessment &amp; Qualifications Alliance</li> <li>4) Marine Society</li> <li>5) Institute of Leadership &amp; Management</li> <li>6) Oxford, Cambridge &amp; RSA</li> <li>7) BCS (Chartered Institute for IT</li> <li>8) Defence Examination Centre</li> </ul> </li> <li>h. Managing learning credit scheme administration for learners.</li> <li>i. Managing and organising a yearly unit -wide learning and development open day with internal and external exhibitors</li> </ul> <p>2. Provision of SME Support to the LDCs including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing direction and guidance on current EL3R policy</li> <li>b. Acting as an SME for Resettlement advice</li> <li>c. Co-ordinating and Providing CPD opportunities for all LDC Staff</li> </ul>	<p>1. Continuous improvement of current resources and processes is required to ensure the delivery of the NETS Service is up to date and relevant across all rates and ranks. This includes liaising with external training providers and the Career Transition Partnership (CTP) and updating intranet and PR media to ensure visibility of opportunities.</p> <p>2. The production and review of the SAR will be via a QA process that includes quantitative and qualitative analysis, and feedback from Learner Feedback Questionnaires.</p> <p>3. The following LDCs are approved centres for City and Guilds:</p> <ul style="list-style-type: none"> <li>a. RNAS Culdrose</li> <li>b. HMNB Devonport</li> <li>c. CTCRM</li> <li>d. HMNB Clyde</li> <li>e. HMNB Portsmouth (Nelson and Waterfront)</li> <li>f. NETS Ops</li> <li>g. RNAS Yeovilton</li> </ul> <p>4. The following LDCs are pending approval of Direct Claim Status, expected by Dec 2016:</p> <ul style="list-style-type: none"> <li>a. HMS Sultan</li> <li>b. RM Poole</li> <li>c. HMS Raleigh</li> </ul>	<p>For those LDCs 'ticked' in Table 1 in Appendix 1 to Annex F of the SOR. (in support of all delivery areas detailed in Table 1 to the SOR).</p> <p>Transfer of data from the SAR to the QIP will be conducted in conjunction with the NETS OICs.</p> <p>S&amp;L assurance includes visits to ships whilst alongside in base port only.</p> <p>Centre opening hours are 0800-1700 Mon – Thu and 0800-1400 Fri</p>	<p>Quality assurance in accordance with JSP 822 – Defence Systems Approach to Training.</p> <p>JSP 898 - Defence Direction and Guidance on Training, Education and Skills</p> <p>BR3 Chapter 96 NS Policy Education, Lifelong Learning and Resettlement</p> <p>JSP 534 – The Tri-Service Resettlement and Employment Support Manual</p> <p>Financial management in regulatory frameworks in accordance with JSP 898</p> <p>NETS Charter Version Apr 16.</p> <p>Blank QIP Template</p> <p>S&amp;L assurance IAW C&amp;G standards (MOSS Link to C&amp;G Assurance Documents)</p>	<p>Annual throughput within establishments</p>	<p>Baseline: Total throughput in 2015/16: HMS Nelson and HMNB Portsmouth Waterfront: 3177</p> <p>HMNB Devonport: 1762</p> <p>HMNB Clyde: 3500</p> <p>RNAS Yeovilton: 863</p> <p>RNAS Culdrose: 1984</p> <p>CTCRM: 958 permanent staff</p> <p>40 Cdo: 800</p> <p>42 Cdo: 700</p> <p>45 Cdo: 697</p> <p>RM Stonehouse: 600</p> <p>CLR: 1250</p>	<p>100% Completion of courses started – excluding learners deploying or exceptional personal circumstances</p> <p>75% success rate of those taking exams including re-sits. (Success is A*-C in English and Maths GCSE, or A*-E in all other exams)</p> <p>Year on year 5% minimum increase in overall LDC usage.</p>

<p>3. Provision of quality assurance of the LDC output including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Delivering the NETS Charter</li> <li>b. Completing a Self-Assessment Report (SAR) on the LDC and reviewing throughout a 12 month rolling period</li> <li>c. Analysing the SAR to inform the LDC Quality Improvement Plan (QIP)</li> <li>d. Continuous monitoring of the QIP and SAR to improve output</li> </ul> <p>4. Provision of financial oversight of the NETS accounts including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Receiving and monitoring monthly invoices from C&amp;G before sending to NCHQ Finance</li> <li>b. Managing the liaison with Forskills ensuring tokens are funded and distributed</li> <li>c. Managing the ECDL account; liaising with NCHQ Finance and BCS</li> </ul> <p>5. Provision of an assurance service for all Functional Skills (FS) Speaking and Listening (S&amp;L) Assessments including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Conducting regular assurance visits to all LDCs to ensure consistency across all sites.</li> <li>b. Preparing for C&amp;G external verification inspections.</li> <li>c. Providing CPD sessions to all S&amp;L Assessors.</li> </ul> <p>6. Provision of a University Short Course management service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Producing and distributing course brochures and associated Defence Information Notes</li> <li>b. Managing and selecting learner applications</li> <li>c. Producing and sending out Joining Instructions</li> <li>d. Managing short notice changes</li> <li>e. Liaising with the relevant Universities</li> <li>f. Acting as the liaison between the RN and University providers</li> </ul>	<p>d. RM Stonehouse</p>					
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**T2 – Provide L&D Advice and Guidance**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of Learning and Development Advisors (LDAs) to all NETS LDCs to deliver the following:</p> <ul style="list-style-type: none"> <li>a. Briefing personnel on EL3R policies.</li> <li>b. Delivering the EL3R brief at Unit level and induction briefs at unit and individual level</li> <li>c. Providing advice on access and funding for externally delivered courses and learning opportunities.</li> <li>d. Conducting Learning and Development Interviews (LDIs)</li> <li>e. Providing LDI follow ups and through life EL3R support to individual learners</li> <li>f. Providing SpLD support for individuals assessed as having SpLD.</li> <li>g. Approving and administering SLC and ELC claims, including JPA administration.</li> <li>h. Advising Service Leavers on resettlement rules, regulations, opportunities and the PF FE/HE scheme.</li> <li>i. Conducting 1-to-1 resettlement interviews for Service Personnel within the LDC catchment area, or Service Personnel geographically located domestically within the LDC catchment area.</li> <li>j. Acting as the point of contact and mentor for the resettlement process</li> <li>k. Advising Service Leavers towards additional services .</li> <li>l. Liaising with CTP to best support Service Leavers</li> <li>m. Delivering NS Coaching Workshops 1 and 2</li> <li>n. Delivering study skills</li> </ul>	<p>1. To support individual and unit level learning and development and encourage and assist with apprenticeship delivery.</p> <p>2. EL3R briefs and LDIs include visits to external dependent units. These are managed by NETS N, E and W OICs and conducted on a request basis from the outstations. Visits are not expected to exceed 15 per year.</p> <p>3. The LDA should build a long term relationship with the Unit and individual</p> <p>4. On completion of an LDI, the LDA should maintain contact with the learner and provide through life EL3R support throughout his/her career and can include delivery of the following:</p> <ul style="list-style-type: none"> <li>a. Presentation skills</li> <li>b. Academic study skills</li> </ul> <p>5. Learners can choose to remain with their designated LDA throughout their career. The LDA will not change when the individual is assigned to another location unless deemed appropriate by the individual / LDA. The learner can then choose to move LDC and LDA.</p> <p>6. Including advice on membership of professional bodies (as outlined in the NETS Charter).</p>	<p>For those LDCs 'ticked' in Table 1 in Appendix 1 to Annex F of the SOR (in support of all delivery areas detailed in Table 1 to the SOR).</p> <p>LDAs must be available during the hours covering 0800 – 1700 Mon-Thu and 0800 – 1400 Fri.</p> <p>All LDAs are to hold a L3 coaching qualification as a minimum. Staff should conduct CPD to enhance professional skills aiming to achieve L5 within 1 year of taking up post.</p> <p>There should be one LDA per 1,000 people within the base/unit. Active learners at any one time not expected to exceed 10% of this figure.</p> <p>LDAs will be required to evidence CPD progress with demonstration of Continuous Improvement from current activities.</p> <p>LDCs will align leave periods to their relevant host establishments in accordance with the appropriate Establishment Orders.</p>	<p>In accordance with Fleet/FOST, Local Authority, Defence and Government directives.</p> <p>JSP 898 – Defence Direction and Guidance on Training, Education and Skills.</p> <p>JSP 534 – The Tri-Service Resettlement and Employment Support Manual</p> <p>2SL's Personal Functional Standards</p> <p>LDIs to be conducted in accordance with the NETS Management Plan</p> <p>CPD to meet Society for Education and Training (SET) guidelines.</p> <p>NETS Charter Version Apr 16.</p> <p>NS Workshop 1 NS Workshop 2</p> <p>Career Templates</p>	<p>Annual throughput within establishments</p>	<p>Baseline: Total throughput in 2015/16: HMS Nelson and HMNB Portsmouth Waterfront: 3177</p> <p>HMNB Devonport: 1762</p> <p>HMNB Clyde: 3500</p> <p>RNAS Yeovilton: 863</p> <p>RNAS Culdrose: 1984</p> <p>CTCRM: 958 permanent staff</p> <p>40 Cdo: 800</p> <p>42 Cdo: 700</p> <p>45 Cdo: 697</p> <p>RM Stonehouse: 600</p> <p>CLR: 1250</p>	<p>Nil non-conformities against NETS Assurance Visits</p> <p>100% of units within the catchment area in date for EL3R brief (every 2 years)</p> <p>No. of active learners per LDA is not exceeded beyond 10%.</p> <p>100%of Service Leavers to receive resettlement interview with either an LDA or SRA prior to being referred to CTP.</p> <p>Reduction in % failure rate and wastage as comparison before &amp; after CAM/SpLD intervention.</p> <p>Resettlement interview</p>

<p>o. Managing the work experience programme for the Establishment (Culdrose and Yeovilton only).</p> <p>2. Provision of an SpLD service for learners including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Acting as an SpLD assessor</li> <li>b. Acting as an SME for SpLDs</li> <li>c. Granting SpLD concessions for internal and external examinations</li> <li>d. Managing referrals to the Education Psychologist as required.</li> </ul>	<p>7. C2 NRIO will provide oversight of resettlement policies and procedures.</p> <p>8. SpLD support includes the identification of appropriate coping strategies and providing assistance to the individual on the techniques that can be used.</p>	<p>SpLD assessors must hold the following SQEP:</p> <ul style="list-style-type: none"> <li>a. Experienced in delivering and interpreting DAST and visual stress screening.</li> <li>b. L5 qualification in SpLD (FE/HE)</li> <li>c. L5 Recognised teaching qualification</li> <li>d. Experience of working with Adult learners with SpLD</li> <li>e. L3 Coaching Qualification</li> </ul>				<p>conducted within 2 weeks.</p> <p>Learning development interview conducted within 2 weeks.</p>
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**T3 – Provide Maths and English Training Delivery and Support**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of English and Maths tuition and support including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Acting as an approved examination centre for Cambridge International Examinations (CIE), conducting invigilation in accordance with the Cambridge Administration Guide (International).</li> <li>b. Invigilating examinations on behalf of the Marine Society for AQA and Edexcel exams</li> <li>c. Delivering Education for Promotion (Efp) where applicable.</li> <li>d. Delivering Functional Skills tuition (English and Maths) Coordinating entries for CIE candidates</li> <li>e. Delivering IGCSE English</li> <li>f. Delivering IGCSE Maths</li> <li>g. Co-ordinating the return of exam papers to send to CIE and notify candidates of results, including sending certificates</li> <li>h. Delivering support to pre-engineering course Maths and providing continued support to learners as required</li> </ul> <p>2. Provision of an SpLD referral service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Liaising with the LDAs to refer personnel with SpLDs for assessment and provide tutor support as required.</li> </ul>	<p>1. Tuition will be to both individuals and groups.</p> <p>2. NETS OPS will deliver to ships and deployed units.</p> <p>3. Support includes advice and guidance to Part Time Service Instructors (PTSIs) as required.</p>	<p>For those LDCs 'ticked' in Table 1 in Appendix 1 to Annex F of the SOR (in support of all delivery areas detailed in Table 1 to the SOR).</p> <p>Tutors must be available during the hours covering 0800-1700 Mon-Thu and 0800-1400 Fri.</p> <p>The Authority may authorise non-service personnel to undertake English and Maths courses as required to fill spare capacity.</p>	<p>Training deliverers must hold, as a minimum, the Level 4 Certificate in Education and Training (Level 4 CTTLs or a higher qualification is acceptable).</p> <p>Department for Education's Teachers' Standards 2011</p> <p>LDC to be a CIE approved examination centre IAW CIE standard</p> <p>NETS Charter Version Apr 16.</p>	GCSE Learners	<p>Baseline: Total GCSE learners in 2015/16: Quarter 1 (Q1) 2016 Learners enrolled on GCSEs (including subjects other than English and Maths) : 570 across all 17 sites.</p> <p>2 IGCSE entries per year in quarters 1 and 3.</p>	<p>Nil non-conformities against NETS Assurance Visits</p> <p>100% Completion of courses started – excluding learners deploying or exceptional personal circumstances</p> <p>75% success rate of those taking exams including resits (Success is A*-C in English and Maths IGCSE<sup>12</sup>, and A*-E (or equivalent) in all other exams including FS)</p>

<sup>12</sup> IGCSE grades are currently being reviewed and may change. The contractor is required to adjust PIs and other deliverables / records accordingly.

T4 – Support E-Learning

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. The provision of an E-Learning facility including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing access to E-Learning facilities as required to meet the needs of trainees and staff.</li> <li>b. Providing E-learning advice and support to all learners, including options for funding.</li> <li>c. Providing tuition, testing and invigilation for E-Learning courses.</li> <li>d. Providing access to ECDL learning and assessment.</li> <li>e. Acting as the point of contact for E-learning queries</li> <li>f. Providing internet and intranet facilities for learners (as provided by the relevant Navy Command IS contract)</li> <li>g. Providing user advice for learners accessing the DLE.</li> <li>h. Acting as SME for all e-learning opportunities internal and external to the MOD.</li> <li>i. Maintaining currency on e-learning information, sharing this across NETS.</li> <li>j. Administrating and Invigilating Modern Language Aptitude Tests (MLAT) and Defence Cyber Aptitude Tests (DCAT)</li> </ul>	<p>1. E-learning courses include, but not limited to, ECDL, Functional Skills and those courses delivered via the Defence Learning Environment (DLE).</p> <p>2. Delivery is within the LDC and in line with EL3R requirements.</p> <p>3. The Contractor is expected to manage GFA in accordance with Annex D for those assets on the GFA Register. However Level 0 Maintenance is required in order confirm serviceability of E-Learning equipment prior to any subsequent interface with the relevant maintenance contract provider.</p>	<p>For those LDCs 'ticked' in Table 1 in Appendix 1 to Annex F of the SOR (in support of all delivery areas detailed in Table 1 to the SOR).</p> <p>Must be available during the hours covering 0800-1400 Mon-Fri</p> <p>E-Learning Advisors to hold the ECDL L2 qualification and Functional Skills L2 in English and Maths, or equivalent.</p> <p>E-Learning advisors will be required to conduct CPD against their skills and qualifications.</p>	<p>NETS Charter Version Apr 16.</p> <p>Invigilation of all exams is to be conducted in accordance with the Examination Provider's standards</p>	<p>Annual throughput within establishments</p>	<p>Baseline: Total throughput in 2015/16: HMS Nelson and HMNB Portsmouth Waterfront: 3177</p> <p>HMNB Devonport: 1762</p> <p>HMNB Clyde: 3500</p> <p>RNAS Yeovilton: 863</p> <p>RNAS Culdrose: 1984</p> <p>CTCRM: 958 permanent staff</p> <p>40 Cdo: 800</p> <p>42 Cdo: 700</p> <p>45 Cdo: 697</p> <p>RM Stonehouse: 600</p> <p>CLR: 1250</p>	<p>Zero non-conformities against NETS Assurance Visits</p> <p>100% Completion of courses started – excluding learners deploying or exceptional personal circumstances</p> <p>100% success rate of those taking exams including resits.</p>

**T5 – Provide Library Services**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a library &amp; information service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Maintaining and preserving library stock.</li> <li>b. Maintaining suitable electronic library services for technical and fictional requirements.</li> <li>c. Providing access to library services as required meeting the needs of trainees and staff.</li> </ul> <p>2. Provision of a Recreational Library service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing a selection of fictional books loaned on an honesty basis</li> <li>b. Providing advice and guidance on how to access wider MOD library services</li> <li>c. Providing a selection of books focussing on the Learning and Development of personnel.</li> </ul>	<p>1. Includes library services for resettlement and academic requirements.</p> <p>2. Including requests for information from students and staff (requests should be actioned within 5 days).</p> <p>3. Recreational Library services support learning and development of NS personnel.</p> <p>4. Fictional books for the Recreational Library will be provided by the Ships Librarian Officer (SLO) within allocated resources.</p>	<p>Full library and information services for BRNC, HMS Raleigh and HMS Collingwood only (in support of all delivery areas detailed in Table 1 to the SOR).</p> <p>LDCs 'ticked' in Table 1 in Appendix 1 to Annex F of the SOR will receive recreational library services only.</p> <p>Includes e-libraries and development of existing infrastructures for BRNC only.</p> <p>Library stock includes both hard and soft versions</p> <p>There is no Contractor funding requirement with regards to the assets within libraries and learning centres as public monies are used.</p>	<p>Academic information provision is to be delivered to a modern University provision standard.</p> <p>Technical and non-technical information provision is to be delivered to a County library standard.</p> <p>Preservation of stock is to be conducted against an on-receipt baseline.</p> <p>Technological developments to be maintained to meet best and reasonable practices.</p>	<p>Annual throughput within establishments</p>	<p>Baseline: Total throughput in 2015/16: CTCRM: 958 permanent staff</p> <p>BRNC: 100 regular with a max throughput of 150 students 3 times a year)</p> <p>HMS RALEIGH: 430 permanent staff</p>	<p>Zero non-conformities against NETS Assurance Visits</p> <p>100% maintenance against baseline material condition on receipt</p>

**Appendix 2 to Annex F  
NAVAL SERVICE APPRENTICESHIP PROGRAMME**

1. The Naval Service Apprenticeship Programme (NSAP) gives Naval Service personnel the opportunity to learn and gain recognition for their knowledge, skills and behaviours gained whilst working. The delivery of NSAP includes structured training and development and assessment programmes. It is linked to a number of awarding bodies and includes Functional Skills.

**The Contractor shall provide all aspects of NSAP delivery, quality assurance, planning, programming and support which should be assumed as additional to those activities stated in SCHEDULE 2 (PART 2)**

2. Annex C to this SOR.

3. The current context of apprenticeships should be noted, with wide ranging reforms being implemented by government that will impact on the way apprenticeships are assessed and funded in particular. The Contractor will therefore need to take account of the many changes that will need to be implemented to ensure the Naval Service continues to provide a comprehensive set of apprenticeship opportunities. (For example, the need to provide resources and processes to deliver the new End Point Assessments for all apprenticeships. This role will include the Independent Assessment Authority function, that will provide administrative support, independent quality assurance and support in the development of assessment tools and processes).

4. When delivering the SFA/apprenticeship expenditure co-ordination and management support service, the Contractor must adhere to the terms and conditions on the use of the Government Procurement Card (GPC) as detailed in Para **Error! Reference source not found.** of the SOR and JSP 332 Chapter 4 V1.0 Dec 14 as amended.

**Deliver National Apprenticeship Programme (NSAP) Schemes**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provide and deliver the National Apprenticeship Programme (AP).</p> <p>2. Provide and deliver National Apprenticeship Programme (AP) schemes to Level 2, 3 and potentially Higher Apprenticeships including all aspects in accordance with each Apprenticeship Framework or Standard.</p>	<p>1. All Apprenticeship Frameworks are currently being replaced with Apprenticeship Standards. The Naval Service aspires to offer all personnel the opportunity to achieve a Level 2 Apprenticeship, with progression routes to Level 3 and Higher Apprenticeships. This programme is under development and the Contractor will be required to support the development of opportunities to maximise AP delivery within the Naval Service.</p> <p>2. A progress opportunity should be pursued for learners (including RFA) to achieve FS L2 where possible, within the planned course length.</p> <p>3. FS L1 Literacy and Numeracy is mandatory. ICT is only mandatory for RN and not RM. Soft Skills are optional depending on the Apprenticeship programme.</p> <p>4. The Technical Certificate is generally mapped to a career course (e.g. ETICC)</p> <p>5. Work based learning includes the use of Task books / Career Journals. These are taken to the work place (e.g. units, squadrons, sea etc) and are regularly assessed for progress via on-board Technical Witnesses and peripatetic NVQ/QCF assessors and verifiers.</p>	<p>Within delivery areas detailed in Table 1 to the SOR and in addition: CTCRM, Sultan, RNAS Yeovilton, RNAS Culdrose and RN ships alongside in UK ports</p> <p>For all Phase 2 training</p> <p>In accordance with Govt Legislation &amp; Ofsted Common Inspection Framework, delivery of FS is to Level 2 Maths &amp; English for those trainees who have the capacity to achieve it, and subsequent opportunities should then be provided to progress towards GCSE.</p>	<p>To meet RN, Government, SFA and OFSTED criteria and Awarding Body National Standards for quality assurances.</p>	<p>Numbers of L2 or L3 AP's</p>	<p>Baseline: Total number of L2 or L3 APs in 2015/2016: 3830</p>	<p>To achieve 75% overall pass rate for RN Apprenticeship schemes</p> <p>Ensure maintenance of and continued improvement to standards achieved in the latest RN OFSTED report.</p>

**Deliver Occupational NVQ/QCF Awards**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Deliver Occupational NVQ/QCF awards at level 3 including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Assessing individuals to ascertain if they are capable of achieving a Level 3 Apprenticeship.</li> <li>b. Recommending successful individuals on the L3 Scheme for additional SFA funding</li> </ul>	<p>1. Level 3 candidates wishing to undertake an Advanced Apprenticeship Programme will require additional Functional Skills support.</p>	<p>Apprenticeship Advanced Frameworks will be optionally available to any individual undertaking a level 3 award able to complete all required criteria.</p>	<p>To meet RN and Awarding Body National Standards for quality assurances.</p>	<p>Numbers of L2 or L3 NVQ/QCF awards.</p>	<p>Baseline: Total number of L2 or L3 NVQ/QCF awards in 2015/2016: 449</p> <p>Anticipated take up of level 3 Advanced Apprenticeship Programme should be assumed at 20% of level 3 NVQ/QCF candidates.</p>	<p>To achieve 75% overall pass rate for level 3 occupational NVQ/QCF awards.</p>

**Manage Naval Service Apprenticeship Programme (NSAP)**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a management service of the NSAP programme including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing information and support to the Establishment Self-Assessment Report (SAR) and Quality Improvement Plan (QIP).</li> <li>b. Registering trainees onto the Apprenticeship programme</li> <li>c. Monitoring progress of trainees on the programme</li> <li>d. Ensuring achievement of Functional Skills</li> <li>e. Ensuring achievement of Employment Rights and Responsibilities</li> <li>f. Ensuring achievement of Technical Certificate and Work-based learning (NVQ/QCF)</li> <li>g. Controlling and preparing RN data to support SFA funding requests</li> <li>h. Managing and training Apprenticeship support staff</li> <li>i. Maintaining Apprenticeship support documentation.</li> <li>j. Identifying accredited routes of achievement via RN training pipelines</li> </ul> <p>2. The provision of a single point of contact to NCHQ SO1 and SFA Account Manager including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing SFA contractual deliverables</li> <li>b. Providing Data analysis and management of reports</li> <li>c. Providing SFA Financial data monitoring and advice</li> <li>d. Monitoring and co-ordinating contractual profiles vs. delivery</li> </ul>	<p>1. Representatives from each sector will be required to attend Naval Service Apprenticeship Management Group meetings (RNSAMG) held termly at delivery establishments on a rotational basis.</p> <p>2. Data provision includes data derived from external delivery providers for all AP and other associated awards to Naval Service personnel.</p> <p>3. Management of Apprenticeship support staff is to include CPD, regular assessment and revalidation to ensure SQEP is maintained.</p> <p>4. The SPOC is to be the Naval Service Apprenticeship Programme overarching Subject Matter Expert. Providing continuity of support and acting as the RN Apprenticeship Assistant Manager to the post of NCHQ SO1 NETS.</p> <p>5. Briefings to include but not limited to all CO/XO designated courses and attendance at SFA sponsored PR events</p> <p>6. The data protection management service is for Apprenticeship business responsibilities.</p>	<p>The management service will be required to align to new rules, regulations and processes introduced under government changes to Apprenticeships.</p>	<p>In accordance with the annual contract requirements as directed within the SFA Direct Grant Employer Conditions of Funding (Contract year).</p> <p>In accordance with the Awarding Body National Standards.</p> <p>To satisfy SFA information requirements Data management in accordance with the Data Protection Act 1998</p>	<p>Numbers of L2 or L3 AP's</p>	<p>Baseline: Total number of L2 or L3 APs in 2015/2016: 3830</p>	<p>Nil errors in Individual Learning Records (ILR)</p> <p>No breaches of Data Protection Act</p>

<p>e. Producing new contract profiles for SFA funding allocation.</p> <p>f. Co-ordinating resources for standardisation of quality assurance practices and policies for delivery areas</p> <p>g. Providing apprenticeship briefings as required to improve internal and external awareness of the NSAP</p> <p>3. Provision of a Data Protection management service including but not limited to:</p> <ul style="list-style-type: none"><li>a. Providing a nominated Personal Information Asset Custodian (IAC)</li><li>b. Managing the day to day safe use of Learner Personal Information asset (PIA)</li><li>c. Delivering briefs to staff using PIA on the requirements of DPA 98.</li><li>d. Co-ordinating and controlling a PIA register (PIAR) as advised by the Data Protection Officer (DPO)</li><li>e. Conducting risk assessments of PIA data controls</li><li>f. Completing periodic reviews of the PIAR and risk assessments</li></ul>						
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**Provide OFSTED Support And Preparation**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of a quality assurance and continuous improvement service to meet the requirements of an OFSTED inspection including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Conducting an annual visit to each NSAP delivery site</li> <li>b. Providing verbal feedback to appropriate staff (RN and contractors) at the end of each visit.</li> <li>c. Producing and distributing a full report of findings, outcomes and recommendations</li> <li>d. Conducting and co-ordinating follow up actions/referrals with audited sites</li> <li>e. Maintaining and updating all AP documentation to reflect findings and outcomes as necessary</li> <li>f. Tracking and Disseminating OFSTED changes and announcements to all AP Managers</li> <li>g. Conducting biannual Workshops with all AP and associated RN Staff in order to brief personnel on the OFSTED inspection processes, the CIF and key AP support documentation</li> </ul> <p>2. Provision of a Public Relations service, in conjunction with the SFA run workshops, to promote the Apprenticeship Scheme delivered by the RN including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Producing AP briefing notes and providing update information (e.g. website) to CNR and the 53 AFCCO units located around the UK.</li> <li>b. Attend recruiting/outreach events as required (up to 15 pa)</li> </ul>	<p>1. Evaluating and preparing the wider training schools for the OFSTED inspection process, using the CIF as the guidance measurement criteria.</p> <p>2. The focus of the annual visit to each NSAP site is as required, e.g. audit, staff training, advisory.</p> <p>3. NSAP understanding will be promoted through the AFCCOs, by briefing at their core delivery courses at Bovington Army camp/HMS Raleigh to ACLO's (officers), Careers Advisors (NCO's) and support staff (L/H's and Cpls).</p> <p>4. Briefings to identified RN Senior Officer and Senior Rate designated courses will provide the necessary promotion of understanding and knowledge for AP's and identify the necessary support required for the Learners (RN ratings).</p> <p>5. Expenditure co-ordination service will support the financial audit regime mandated by Government and MoD agencies/authorities (SFA, DIA etc) and provide better visibility of SFA fund expenditure for Fleet finance and the Contract Manager (SO1 Ed&amp;App).</p>	<p>Training school commands are to support the audit teams in conducting their duties. Access is to be granted to the necessary facilities and personnel associated with AP deliveries; as OFSTED inspectors could/would expect to have.</p> <p>Authority to liaise with AFCCO course delivery management for 1 hr briefing slots in courses at Bovington Garrison or HMS Raleigh as required.</p> <p>The Authority, using SFA funds, will support attendance costs of training/CPD events for the OFSTED/SFA Lead Audit post role.</p> <p>Any bespoke AP promotional or PR documentation and literature, will require Authority SFA funding support through the 'Grant Application processes.</p> <p>Navy finance to liaise and provide fiscal feedback on GPC invoice returns and SFA account costs for tracking and alignment purposes.</p>	<p>In accordance with the Common Inspection Framework (CIF) for Further Education and Skills 2015 (as amended).</p> <p>In accordance with the MOD Procurement Policy, Low Value Purchasing (LPV) Notices and JSP 332 (Low Value Purchasing Manual). Specifically, JSP 332 Chapter 8 (0814 to 0818) on Non Crown Servants – Agency and Contract Staff, will also apply.</p> <p>The nominated GPC Holder will be fully responsible to the Authority nominated GPC Manager for all expenditure incurred.</p>	<p>Numbers of L2 or L3 AP's</p>	<p>Baseline: Total number of L2 or L3 APs in 2015/2016: 3830</p>	<p>No Awarding Body sanctions raised any more than 5% SFA/SFA contractual errors or OFSTED failure points.</p>

<p>c. Monitor the RN publications on the Apprenticeship Vacancy Service for accuracy and to exploit this service.</p> <p>d. Assist with delivery of internal events to promote Apprenticeships, e.g. Awards.</p> <p>e. Supporting nominations for National Awards.</p> <p>3. Provision of an overarching SFA/Apprenticeship expenditure co-ordination and management support service to SO1 Ed&amp;App including but not limited to:</p> <p>a. Providing a centralised Local Purchase service for NSAP related minor and ad hoc requirements using a MOD GPC.</p> <p>b. Controlling, tracking, reconciliation and audit compliance for payment and procurement of services and items</p> <p>c. Monitoring and reporting all apprenticeship bids and expenditure within delivery sites.</p> <p>d. Maintaining and co-ordinating the Apprenticeship Self-Assessment Report and Quality Improvement plan.</p> <p>e. Providing a secretarial service to the NSAMG.</p>			<p>The Contractor is permitted to use the Authority's GPC to obtain stores and services that are the Authority's responsibility to supply that are either not available or, not available in the timeframe required, from the authority's normal supply channels. Any purchasing action undertaken by the Contractor in this way shall be subject to the Authority's Low Value Purchasing Regulations, JSP332 and SOR para 43.</p>			
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**Provide Peripatetic Assessor And Verifier**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
1. Provision of peripatetic assessor and verifier activities including but not limited to: a. Visiting ships/submarines/air squadrons/Cdo Units alongside in UK ports, to conduct assessment and verification quality assurance activities for Apprenticeships delivered and assessed in these front line units and encourage any personnel who exceed their 'Length of stay', to complete their Apprenticeship programme. b. Track, obtain and record review process of Learners.	1. Current GFA assets within this Appendix can be utilised to support peripatetic activities.	Assessors must hold the relevant qualifications or a demonstrable level of experience to conduct peripatetic assessment and verifications.	To meet RN, Government, SFA and OFSTED criteria and Awarding Body National Standards.	Numbers of L2 or L3 AP's	Baseline: Total number of L2 or L3 APs in 2017/2018: 3830	

**Provide Information System Management**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
1. Provision of HMS Raleigh NSAP Information System Management support including but not limited to: a. fault Rectification and Support (i.e. Incidental Management) b. hardware and Software changes c. User Account Management d. User Training e. Carry out back-ups of system data daily and weekly, and Programme interactive podium & display screens weekly.  2. Provision of a foyer support service and out of hours IT system user advice in MWS central Apprenticeship (Ramsay) Building.	1. MWS foyer support provides an initial reception contact and basic user/start up guidance service to JPA and other IT services (this is not a tutorial service).	At HMS RALEIGH for the following hours: 0800 - 1700 Mon - Fri Term time only.  At MWS for the following hours: 0700 - 2200 Mon - Fri Term time only.		Number of Assets	Baseline: Total number of Assets in 2017/2018: 1031 assets	98% availability of assets over the Contract L3 governance reporting period per item

**List Of Military Resources (GFR) To Be Used By The Contractor In Delivering The NSAP Requirement**

Rank	JPA No	Post Title	Unit	UIN	Tasks	Volume %	Reasons for Retention	Authorisation	Notes
CPO	1600669	NVQ	MWS	N5665Z	Provide sea going Internal Quality Assurance (IQA) capabilities to qualifications delivered within the Apprenticeship Programmes (AP) iaw awarding organisations IQA requirements. Undertake and collate learner progress reviews every 12 weeks and iaw current Skills Funding Agency (SFA) funding guidance. Provide support and guidance for fleet and establishment based Technical Witnesses and Subject Matter Experts involved with delivery of Aps. Undertake On Job Training (OJT) tracking and Through Programme Support for trainees for the duration of the apprenticeship programme. Act as the first point of contact for any issues, as a mentor to the trainees and ensure trainees develop their skills and knowledge properly on board.	100	Maintenance of Tasks is essential for NVQ accreditation.	FTRS	
D	00074585	Accreditation officer	CTCRM	N6205E	Act as lead Quality Assurer. Deliver Assessor briefings. Evaluate improvements to recruit's records of evidence. Monitor maintenance of assessor numbers & assist in assessor training. Develop and produce promotional materials. Act as focal point for professional bodies, act as SME on QA. Assist RMCAA with identification of appropriate civilian qualifications. Meet the requirement of awarding organisations—Provide a signposting service for RM personnel pursuing civilian qualifications. Take notes to assist in the production minutes of Trailblazer apprenticeship meetings. Maintain RMCAA's database of assessors. Act as the RM focal point for CMI. Coordinate visitor arrangements. RO for AO below.	45%	Maintenance of Tasks is essential for NVQ accreditation Maintenance of tasks is essential for the provision/continuance of Apprenticeships and associated/embedded qualifications	Civil Service	
E1	00074595	Accreditation Admin Officer	CTCRM	N6502E	Raise and process registration and certification paperwork of candidates taking vocations. Collation storage and security and timely distribution of certificates. Ensure eligibility of students for apprentices enforces apprenticeship certification. Ensure all national apprenticeship rules/regulations are adhered to and implemented. Provide data for SFA on a monthly basis. Maintain archived paper based files. Check accuracy of invoices received. Maintain and update databases. General office management of RM CAT and Apprenticeship cell. Liaise with education depts. and take and produce minutes of apprenticeship meetings. Update procedural guides.	80%	Maintenance of Tasks is essential for NVQ accreditation Maintenance of tasks is essential for the provision/continuance of Apprenticeships and associated/embedded qualifications	Civil Service	

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**Appendix 3 to Annex F  
ACCREDITATION FACILITATION SERVICE**

1. The Contractor shall provide an Accreditation And Facilitation Service to ensure that Naval Service personnel receive civilian accreditation where appropriate as detailed in Appendix 3.
2. The Accreditation List details the RN courses that receive civilian accreditation. It is the Contractor's responsibility to ensure that RN courses eligible for civilian accreditation are identified and detailed in the Accreditation List and that the list is maintained and reviewed on at least an annual basis.
3. The Accreditation List is held by the Authority<sup>13</sup>. The Authority will consider amendments to the Accreditation List (as part of the Training Design/Document Upkeep process) and make recommendations for approval / rejection.

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<sup>13</sup> Prior to Service Commencement Date (SCD) the Contractor shall agree with the Authority accreditation requirements for all courses detailed on the Accreditation List.

**Accreditation Facilitation Service**

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provision of an Accreditation Facilitation Service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Identifying and where endorsed by the authority, taking all necessary actions to establish accreditation opportunities for all new or amended courses</li> <li>b. Identifying changes to qualifications by awarding bodies and the effect on existing and future accreditation.</li> <li>c. Conducting horizon scanning for new or amendments to existing accreditation opportunities, and where endorsed by the authority, take all necessary actions to incorporate these into existing courses.</li> <li>d. Establishing collaborative Partner Status with external awarding bodies as required</li> <li>e. Obtaining agreement with external awarding bodies on Recognition of Prior Learning (RPL)</li> <li>f. Assessing students against standards required for route to accreditation</li> </ul> <p>2. Provision of an accreditation administration service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Providing administration support for all students on route to accreditation</li> <li>b. Providing accreditation management data to NC EL3 SO2 as required</li> <li>c. Liaising with external awarding bodies on trainee throughput and standards.</li> <li>d. Producing and updating an accreditation list to identify all accreditation routes currently being supported</li> </ul>	<ul style="list-style-type: none"> <li>1. To include maintenance and revalidation of training documentation as detailed in Annex C Appendix 1 Training Design and Upkeep Service.</li> <li>2. The Authority will consider amendments to the Accreditation List (as part of the Training Design/Document Upkeep process) and make recommendations for approval / rejection via the Level 2 Chairman or his/her delegated authority.</li> <li>3. Considerations for accreditation must include value for money, level of award and associated workload to achieve.</li> </ul>	<p>Only for those principle schools detailed in Table 1 of the SOR (and lodger units as detailed in the SOR).</p>	<p>JSP 898 Defence Direction and Guidance on Training, Education and Skills Part 1 Section 3.3 V3.0 Apr 16 as amended.</p> <p>BR3 Chapter 96</p> <p>To meet external awarding body criteria.</p>	<p>Number of courses accredited</p>	<p>Baseline: Total number of courses accredited in 2015/16: 100</p>	<p>Route to accreditation available for all students (assuming APL acceptability) who reach appropriate standards, attend all modules and are accepted by the external awarding body.</p> <p>Accurate accreditation list produced and forwarded to NC EL3 SO3C on 1<sup>st</sup> Monday of each term to include the number of accreditation take ups</p> <p>Accreditation requirements recorded on all applicable training documentation systems.</p>

## Annex G TRAINING OPTIMISATION

1. The optimisation of Naval Service (NS) training lies at the heart of what differentiates POTS from previous training outsourcing contracts. While the delivery of business as usual (BAU) is vital to the current and short-term operational capability of the NS, if operational capability is to be sustained and delivered effectively and efficiently in the longer term, the optimisation of training is fundamental.

### Optimisation Principles

2. The vision for Training Optimisation is to provide the NS with sufficient human capability to meet its operational commitments, both now and in the future.

3. The principal benefit of Training Optimisation must therefore be that the generation of Suitably Qualified and Experienced Personnel (SQEP) becomes more sustainable i.e. effective and efficient. The RN's approach to generating SQEP has long been centred on formal, residential and time-bound training courses, developed for the industrialised training pipelines of the Second World War. It has changed remarkably little since.

4. Near-term resource constraints, coupled with rapidly changing strategic demands and the concurrent introduction of complex new platforms into service, necessitates a more agile and efficient training system that contributes to capability delivery in the medium to long-term. In addition, mandatory legal, safety and competence standards must be achieved and refreshed faster, and wider issues around operational skill-fade should reduce.

5. Whilst NS training has been partially developed<sup>14</sup> to enable NS personnel to meet these challenges, it has not adapted to the current pace and influence of technology. Technology and the characteristics of the modern learner are important, but they are not the overriding factors, optimisation of training must create a learning environment that enables mastery of fundamental competencies through an appropriate mix of live and technology-enabled learning methods.

### Execution

6. The underlying strategy centres on the Contractor working collaboratively with the Authority to critically examine the way that the NS currently delivers training (generates SQEP), in order to develop a Training Optimisation Programme.

7. Optimisation is not static; the Contractor shall work with the Authority to develop a Training Optimisation Programme that is capable of responding to operational changes and, where appropriate, evolving trends in learning technologies and methods. It is not sufficient to introduce methods and tools without creating an underlying support structure that is committed to continuous adaptation of the training system. Processes shall be in place to continually assess outcomes in

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<sup>14</sup> A Fixed Mastery Variable Time (FMVT) approach has been developed for some NS technical training. This is based on the Active Learner and Instruction Method (ALIM), which uses a Learning Content Management System (LCMS) to track all learner interactions reporting the results.

meeting the needs of the NS, adjust to operational demands, and incorporate advances in learning science and emerging technologies where benefit can be realised.

8. The Training Quality Assurance Service within DSAT (Appendix 2 to Annex C) shall be used with the Business Information Service (Annex E) to provide real-time feedback on the effectiveness of the training and the performance of NS personnel. The Contractor shall conduct robust analysis of individual performance through data gathering from multiple sources to continuously fine tune learning content.

### **Optimisation Outcomes**

9. The Contractor shall deliver the following broad Training Optimisation outcomes in support of the vision:

- a. a collaborative approach to training contract management that fulfils SDR15 direction to make it easier for people to move between the different elements of the 'Whole Force' over their career, working collaboratively with Industry to make skills available across organisational boundaries when and where needed<sup>15</sup>;
- b. Training Support Services that provide a training system to operate in conjunction with NS personnel systems to reduce frontline gapping;
- c. reductions in the length of formal training pipelines, where appropriate, such that personnel spend less time away from the frontline;
- d. a training process that provides an improved ability to identify, manage and exploit talent;
- e. legal, safety and competence standards are achieved and refreshed faster;
- f. where appropriate, reduced requirements for residential training;
- g. training methods and media align to the civilian education sector, thus mitigating risks around recruit expectation misalignment and ineffective instructional design;
- h. a reduction in skill-fade through access to learning media and support at the time and place of need;
- i. a training system that is adaptable to the current pace and influence of technology; and
- j. exploiting IM to continuously improve learning content that is supported by a structure committed to continuous adaptation of the MTS.

### **Optimisation Strategy and Policy**

10. The Authority has established Project OPTIMUS as the vehicle through which the RN's strategy and policy for Training Optimisation will be delivered. The Project Optimus Project Board will act as the technical authority for developing the 'optimisation' requirement within this

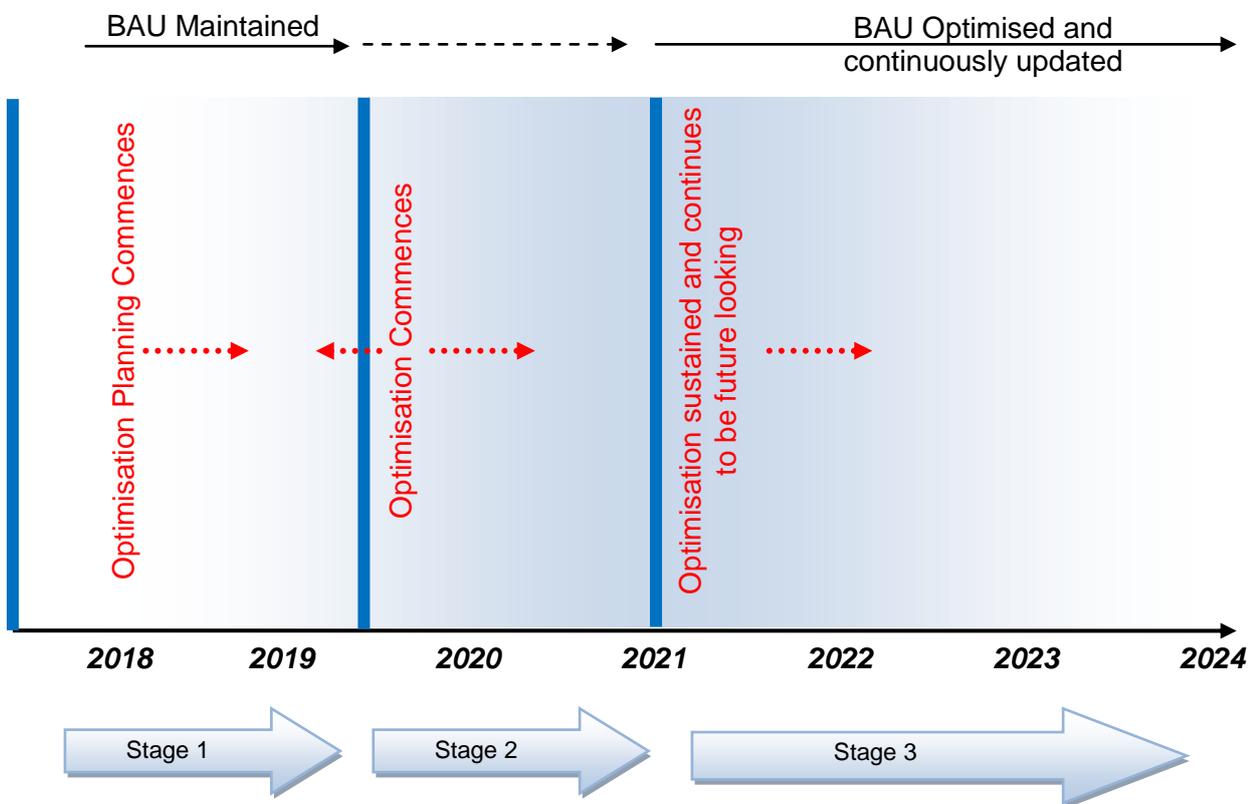
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<sup>15</sup> SDR 2015 Fact Sheet 7, dated 16 Jan 16, and NSS/SDR15, para 4.52, dated 23 Nov 15.

Contract<sup>16</sup>. Accordingly, while the aim is not to suppress innovation, Training Optimisation initiatives must be developed in line with the vision of Training Optimisation and the OPTIMUS Project Board will be the arbiter of what is and is not acceptable in the Training Optimisation Programme. This will require the Contractor, via the Authority Change Manager (Schedule 3 Governance and Contract Management), to work closely and collaboratively with Project OPTIMUS for all matters pertaining to Training Optimisation.

**Optimisation Timescales**

11. The timeframe for Training Optimisation is outlined below. Whilst some actions can be taken at SCD, others will require the development of a proposal and co-ordination across a number of delivery areas.



12. Stage 1 begins at the Effective Date where the Contractor shall produce a Training Optimisation Plan describing the approach to data gathering and how this will inform the Training Optimisation Programme. At SCD the Contractor Shall deliver the Training Services to ensure there is no gap in training delivery. Key deliverables in Stage 1 are therefore:

- a. deliver a Training Optimisation Plan for identifying and conducting analysis of NS training and SQEP generation to build an understanding of the NS Training System, for

<sup>16</sup> The Authority will provide governance of the Training Optimisation Service in accordance with Schedule 3 Governance and Contract Management.

Authority approval via the Implementation Working Group (Schedule 3 Governance and Contract Management);

- b. deliver the Training Services;
- c. conduct analysis of NS training and SQEP generation;
- d. identify areas suitable for Training Optimisation, and present these to the Change Manager at the Performance and Change Working Group (Schedule 3 Governance and Contract Management) for approval to proceed in accordance with Schedule 4 Change and Change Management;
- e. produce a Training Optimisation Programme in accordance with clause 34 for Authority endorsement; and
- f. commence early optimisation work (prior to SCD plus 12 months) where applicable and endorsed by the Authority in accordance with Schedule 4 (Change & Change Management).

13. Stage 2 is focused primarily on implementing the Training Optimisation Programme such that the outcomes of Training Optimisation are achieved. It also ensures that Training Optimisation is sustainable and in line with NS strategy. Key deliverables in Stage 2 are therefore:

- a. produce a continuous adaptive MTS model for sustainable optimisation of the NS Training System;
- b. implement optimisation initiatives as endorsed by the Authority in accordance with Schedule 4 (Change & Change Management);
- c. establish metrics to evaluate the effectiveness of optimisation initiatives and return on investment for the Authority, producing the Training Optimisation Benefits Report for the Annual Report (Schedule 3 Governance and Contract Management); and
- d. in collaboration with the Authority, establish pilot programmes to demonstrate promising instructional strategies, delivery methods, and encourage innovation across the Contract scope.

14. Stage 3 establishes the capacity to sustain the optimisation process to ensure future adaptability to new technologies and learning requirements. Key deliverables in Stage 3 are therefore:

- a. work collaboratively with the Authority to update the FOST Maritime Training Strategy;
- b. conduct enhanced data gathering and dissemination of lessons learned through advanced information management capabilities and continue to report these in accordance with Schedule 3 (Governance & Contract Management); and
- c. Work collaboratively with the Authority to ensure coordinated planning, governance, and tracking of multiple actions required to sustain optimisation.

## Constraints

15. Any change to the NS Training and Education (T&E) capability, system or services shall be Defence Training and Education Coherence (DTEC) compliant. Changes are to be fully compliant with JSP 822 Part 2.1 DTEC Rules as amended. This ensures:

- a. T&E systems that are more readily available to meet emerging / contingent operational requirements, supporting defence forces to operate as we train/exercise;
- b. Coherence between T&E systems to achieve a required level of interoperability to allow joint and coalition forces to train together to provide an effective force capability;
- c. Training Optimisation of Defence T&E capabilities in accordance with DTEC and JSP 906 Defence Principles for Coherent Capability;
- d. Opportunities to improve existing training capabilities through improved technologies, data sharing, networking and collaboration across UK and Allies T&E systems.

Scope (Output required)	Notes/Amplification	Set points & limitations	Standard	Metric	Indicative Volume	Indicative Performance Indicators
<p>1. Provide a Training Optimisation service including but not limited to:</p> <ul style="list-style-type: none"> <li>a. Produce a plan for identifying and conducting analysis of NS training to build an understanding of the NS Training System for Authority endorsement at SCD.</li> <li>b. Conducting data analysis of NS training.</li> <li>c. Identifying areas suitable for Training Optimisation for Authority approval.</li> <li>d. Within 12 months of SCD, producing a Training Optimisation Programme for Authority approval.</li> <li>e. Producing optimisation initiatives for Authority approval.</li> <li>f. Commencing early optimisation work where applicable and approved.</li> <li>g. Producing a continuous adaptive model for sustainable optimisation of the NS MTS.</li> <li>h. Implementing Training Optimisation initiatives.</li> <li>i. Establishing metrics to evaluate the effectiveness of Training Optimisation initiatives and return on investment for the Authority.</li> <li>j. Establishing pilot programmes to demonstrate promising instructional strategies, delivery methods, and encourage innovation across the Contract scope.</li> <li>k. Working collaboratively with the Authority to update the FOST Maritime Training Strategy.</li> <li>l. Conducting enhanced data gathering and dissemination of lessons learned through advanced information management capabilities.</li> <li>m. Working collaboratively with the Authority to ensure coordinated planning, governance, and tracking of multiple actions required to sustain optimisation.</li> </ul> <p>2. Develop the supporting learning infrastructure such as knowledge management capability, workforce skills, facilitator training courses, resourcing models, digitized learning resources, policies and processes and administrative tools to support training during and after Training Optimisation.</p>	<p>1. The Plan for analysing NS training must be holistic to reduce the risk of local optimisation at the expense of the coherence of the overall approach to SQEP generation.</p> <p>2. Training Optimisation work must ensure training is:</p> <ul style="list-style-type: none"> <li>a. adaptable to the current pace and influence of technology</li> <li>b. able to expand and deliver learning to NS personnel at the point of need</li> <li>c. engaging to Millennial or Digital Age learners</li> <li>d. supported by a structure that is committed to continuous adaptation of the training system</li> <li>e. exploiting IM to continuously improve learning content</li> </ul> <p>3. Knowledge management capability includes creating and maintaining robust, up-to-date knowledge repositories for digital age learner's information access requirements.</p> <p>4. Training Optimisation assurance requires the Contractor to work collaboratively with the Authority to measure progress against the outcomes.</p> <p>5. Assurance will include data from training assurance</p>	<p>1. The Project OPTIMUS Project Board will provide all governance for Training Optimisation activities across the Naval Service.</p> <p>2. All proposals for Training Optimisation work must be provided with supporting evidence for Authority prior to any work being undertaken.</p> <p>3. Contractor development times must not exceed the lifespan of the material.</p> <p>4. All products must be able to be updated and maintained by the Authority or other future contractor as required.</p> <p>5. All products must be able to operate within the bandwidth of Authority infrastructure as required.</p> <p>6. Learning solutions are to be balanced on a combination of value for money vs. effectiveness of learning.</p> <p>7. Facilitator training courses must develop skills at employing technology-enabled learning tools and familiarity with digital age learners' preferences.</p>	<p>The Defence Systems Approach to Training Quality Management Standard iaw JSP822 (V2.0 Mar 16) as amended.</p> <p>JSP 822 Defence Training and Education Capability (DTEC) guidelines.</p> <p>Maritime Synthetic Training Strategy (Jul 14) as amended.</p> <p>ACNS(T) TE Strategy (V3.1 Feb 16) as amended.</p> <p>JSP 906 Defence Principles for Coherent Capability</p>	<p>Number of Course Starts</p>	<p>Baseline: Total number of course starts listed at Annex B Appendix 2 SOTT+.</p>	<p>Progress against the Training Optimisation Programme.</p> <p>Nil non-conformities in audits against the standards.</p>

<p>3. Provide a Training Optimisation assurance service to ensure that all Training Optimisation work aligns to and achieves the following outcomes:</p> <ul style="list-style-type: none"> <li>a. A collaborative approach to training contract management that optimises training at reduced/nil cost, and fulfils SDSR15 direction to make it easier for people to move between the different elements of the 'Whole Force' over their career, working collaboratively with Industry to make skills available across organisational boundaries when and where needed.</li> <li>b. A reduction in frontline gapping due to increased flexibility in training i.e. is able to expand and deliver learning to NS personnel at the point of need.</li> <li>c. Reductions in the length of formal training pipelines, where appropriate, such that personnel spend less time away from the frontline.</li> <li>d. A training process that permits an improved ability to identify, manage and exploit naval talent through the provision of self-paced and demand-led learning i.e. engaging to Millennial or Digital Age learner, exploits opportunities to use technology and provides more opportunities for collaborative and social learning.</li> <li>e. Legal, safety and competence standards are achieved and refreshed faster.</li> <li>f. Reduced requirements for residential training.</li> <li>g. Training methods and media align to the civilian education sector, thus mitigating risks around recruit expectation misalignment and ineffective instructional design.</li> <li>h. A reduction in skill-fade results from access to learning media and support at the time and place of need.</li> <li>i. A training system that is adaptable to the current pace and influence of technology.</li> <li>j. Exploiting IM to continuously improve learning content and is supported by a structure that is committed to continuous adaptation of the training system.</li> </ul>	<p>activities as detailed in Annex C Appendix 2.</p> <p>6. Assurance will include the reporting and recording of progress and data against the Training Optimisation Programme in accordance with Schedule 3 Governance and Contract Management.</p>	<p>8. The Training Optimisation Programme is a live document and the Authority may propose changes to the Training Optimisation Programme, which will be discussed at the Level 2 and Level 3 Meetings.</p>				
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