

CONTRACT ORDER FORM

This Contract Order Form is issued in accordance with the provisions of the Apprenticeship Training Provider Dynamic Marketplace (DMP) Agreement for the provision of Apprenticeship Training Services. Dated 30TH April 2019 .

The Supplier agrees to supply the Goods and/or Services specified below on and subject to the terms of this Contract.

For the avoidance of doubt this Contract consists of the terms set out in this Contract Order Form and the Contract Terms

Order Number	TBC
From	DEFENCE EQUIPMENT AND SUPPORT ("Customer")
To	FIRST INTUITION ("Supplier")

1. CONTRACT PERIOD

1.1	Commencement Date	15th September 2022
1.2	Expiry Date (Apprenticeship programme completion date / End Point Assessment completion date)	31st October 2026

2. SERVICES REQUIRED

2.1	<p>Services Required.</p> <p>APPRENTICESHIP TRAINING PROVIDER SERVICES</p> <p>LOCATION</p> <p>NUMBER OF STUDENTS</p> <p>ADDITIONAL SERVICES</p>	<p>ST0002 Assistant Accountant Level 3</p> <p>and ST0003 Professional Accounting or Taxation Technician Level 4</p> <p>and Statement of Requirements at Annex B</p> <p>WITHIN 10 MILES OF BS34 8JH</p> <p>TBC – MAX 30 PER INTAKE OVER 2 COHORTS. EACH COHORT TO DO 3 YEARS. 2 YEARS ST0002 AND 1 YEAR ST0003</p> <p>BLENDED LEARNING</p> <p>1 ADDITIONAL COHORT MAX 20 TO UNDERTAKE ST0003 LEVEL4 FOR 1 YEAR COMMENCING FEB 2023</p>
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3. CONTRACT PERFORMANCE

3.1	Required Apprenticeship Standard [ie the required apprenticeship course]	ST0002 AND ST0003
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3.1	Quality Standards	<p>Continued adherence to the relevant Institute for Apprenticeships industry standard. (www.instituteforapprenticeships.org/) Maintained ESFA registration and accreditation. General industry good practice</p> <p>SLAs in accordance with Annex B, Appendix 1</p>
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4. PAYMENT

4.1	Contract Charges	<p>Contract Charges = As per Annex A</p> <p>Contract Charges comprises:</p> <p>Levy services funded by ESFA</p> <p>Includes the cost of any subcontractors and the cost of an approved end point assessor.</p>
4.2	Payment terms/Profile	<p>Payment to be made in accordance with the current in force ESFA funding rules.</p> <p>Further additional terms in Annex 2 of Contract Schedule 3</p>
4.3	Customer billing address	DE&S, MOD ABBEYWOOD, BRISTOL BS34 8JH

5. LIABILITY AND INSURANCE


5.1	Suppliers limitation of Liability	In Clause 25 of the Contract Terms
5.2	Insurance	<p>Professional Indemnity Insurance cover of £1 million any one claim.</p> <p>Public Liability Insurance cover of £1 million any one claim.</p> <p>Employers Liability insurance cover of £5 million any one claim.</p>

FORMATION OF CONTRACT

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By signing and completing this Contract Order Form the Supplier and the Customer agree to enter into a binding contract governed by the terms of this Contract Order Form and the attached terms and conditions.

For and on behalf of the Supplier:

Name and Title	 Ginette Bradwell – Education Director
Date	16 th September 2022

For and on behalf of the Customer:

Name and Title	NIAL HENDERSON , COMMERCIAL MANAGER
Date	13 TH September 2022

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ANNEX A – PRICING SCHEDULE for Contract No: CCCT/769**For DE&S F&A Apprenticeship SCHEME (AAT ST0002 Level 3 & AAT ST0003 Level 4)**

<u>Contractor Deliverables</u>						
Item Number	Regular Duty Station	Training Course/Qualification	Number of Students	Delivery Date	Firm Price (£) Ex VAT	
					Per Student	Total Price
1a	MoD Abbeywood, Bristol, BS34 8JH	AAT - ST0002 Level 3 - Duration 2 years	Up to 30	Start date Oct 2022	(Redacted)*	(Redacted)
1b	MoD Abbeywood, Bristol, BS34 8JH	AAT - ST0003 Level 4 - Duration 1 year	Up to 30	Start date XXX 2024	(Redacted)*	(Redacted)
2a	MoD Abbeywood, Bristol, BS34 8JH	AAT - ST0002 Level 3 - Duration 2 years	Up to 25	Start date Oct 2023	(Redacted)*	(Redacted)
2b	MoD Abbeywood, Bristol, BS34 8JH	AAT - ST0003 Level 4 - Duration 1 year	Up to 25	Start date XXX 2025	(Redacted)*	(Redacted)
3	MoD Abbeywood, Bristol, BS34 8JH	AAT - ST0003 Level 4 - Duration 1 year	Up to 20	Start date Feb 2023	(Redacted)*	(Redacted)

* Pricing includes all the tuition, learning materials and support for learners assuming no exemptions (which would reduce the programme price). The price also includes the EPA exam fees. The price does not include AAT registration fees or exam fees for AAT modules.

ANNEX B – STATEMENT OF REQUIREMENTS

DE&S F&A Apprenticeship Scheme (AAT ST0002 Level 3 & AAT ST0003 Level 4)

Included in this document:

- *Appendix 1 – Service Level Agreement*

Scope:

1. DE&S Finance and Accounting (F&A) has a requirement for a training provider of a Finance and Tax Apprenticeship Training and Related Services under RM6102. F&A require a blended approach to the training with a suitable amount of the training delivered face to face (via Workshops, study sessions, etc) and the rest to be delivered via other appropriate methods.
2. The training provider is required to provide the following Options for consideration by DE&S (the Authority) that must be costed within the Government funded Apprenticeship Training Levy:
 - a) An option for training provision for the 21/22 Intake of F&A Apprentices (20 Apprentices) for the last year of their 3 year Apprenticeship, to complete their L4 qualifications from end February 2023 following on from L3 training provision and qualification achievement.
 - b) An option for the training provision for the 22/23 Intake of F&A Apprentices for the duration of the full 3 year Apprenticeship (Level 3 and Level 4 for 25 Apprentices) from 10th October 2022 (start date may vary +/- up to 3 weeks).
 - c) An option for the training provision for the 23/24 Intake of F&A Apprentices for the duration of the full 3 year Apprenticeship (Level 3 and Level 4 for up to 30 Apprentices).

Required Facilities:

3. The Contractor shall ensure that the Training facility, or equivalent, facility which the Apprentices attend for their academic and vocational training must be accessible by public transport e.g., train/bus and/or car parking and within 10 miles of Bristol BS34 8JH.
4. The contractor shall ensure that suitable classrooms/facilities are available for college-based study periods for up to the number of apprentices on each annual intake with appropriate IT facilities.
5. The Contractor shall ensure that their training facility, or equivalent, facility which the Apprentices attend for their academic and vocational training is to provide Apprentices with access to amenities including as a minimum: toilets, access to drinking water and a canteen / lunch area.

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6. If a Government enforced lockdown is announced (similar to that seen with the Covid-19 Pandemic) is mandated the training provision shall continue as online only. After any government enforced lockdown ends the provider shall return to Face to Face Training as detailed in the requirements below.

Required Training Provision:

7. The contractor will need to ensure a minimum of 70% of learning will be done through face to face learning for each module.
8. The Contractor shall provide all textbooks and required supporting materials to support the Apprentices. At a minimum this will constitute up to date textbooks, hand-outs to reinforce all material covered in classroom learning and paper with which to take notes. Please see Annex A.
9. Contractor shall provide each Apprentice with the academic and vocational training necessary to enable them to attain qualifications set out in the Standards/Framework.
10. The contractor shall provide formal expert verification of individual apprentice learning logs.
11. The contractor shall moderate individual apprentice training efforts and achievements to ensure the quality of the training provided is to the appropriate level.
12. The contractor shall monitor progress and provide guidance for individual apprentices.
13. The Contractor's or Sub-Contractors personnel directly engaged in the teaching, training or assessment of the apprentices must be qualified to the standards required by qualification awarding bodies.
14. In line with the awarding body criteria, College assessors and tutors are required to be qualified with relevant occupational qualifications, assessor qualifications if appropriate, teaching qualifications and experience if appropriate.
15. Lecturers should be suitably experienced and have in depth knowledge of the subject they teach.
16. The contractor shall teach level 3 AAT followed by level 4 AAT for the required learners. Leading to the teaching of two (or more) cohorts after a period of time an agreed timeline.

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17. The Contractor will be responsible for management of training place allocation and issuing calling notices to the students via e-mail on the delegate list provided by the authority within 24 hours of booking and in line with the training course dates agreed.
18. The contractor shall book all apprentice exams and notify the authority and the apprentices of details (exam title, dates / location etc) within 3 weeks of exam date.
19. The contractor shall have an Ofsted rating compliant with the Apprenticeship Standard recommendation.

Engagement with the Authority:

20. The Contractor (apprentice skills coach) shall work in close liaison either F2F (face to face) or online calls monthly with the Authority's dedicated apprentice management team - DE&S Entry Talent COE F&A Team.
21. The Contractor shall ensure the authority is notified of any wellbeing issues / apprentice concerns within 24 hours of identification. This shall be notification via an email to the ET CoE F&A Apprentice Team followed up by 1 x call at an agreed time with the authority as necessary to discuss.
22. The Contractor shall provide all written and verbal reports required by the Contract within an agreed set timescale, frequency and with a suitable level of detail agreed by the Authority. Written reports should include:
 - a. Exam results (within 5 working days)
 - b. Learning Logs feedback (within 5 working days of review completion)
 - c. Attendance reports for classroom and webinar training (within 5 working days)
23. Contractor shall provide support and guidance to the Authority to ensure that the vocational training provided by the Authority in Years 1, 2 & 3 meets the required standards.
24. The contractor (contract management team / lead) will report all Management Information (MI) on a monthly basis including but not limited to apprentice progress and apprentice numbers and attendance and attend quarterly contract management meetings with the Authority if required.

Clearance, Safety and Security:

25. The Contractor shall complete Health and Safety risk assessments, ensuring compliance with Health and Safety legislation for all activities that is required to deliver under the Contract. Where activities are sub-contracted the responsibility for ensuring

risk assessments are completed remains with the Contractor but may be delegated to a suitably qualified and experienced individual/organisation as appropriate.

26. All staff associated with delivery of training contract must hold a valid Enhanced DBS clearance, to safeguard the Authorities under 18 years of age Apprentices (Students).
27. Security Clearance status of Training Provider personnel should be disclosed.

Appendix 1: Service Level Agreement

SERVICE LEVELS				
SLA Ref	Service Level Performance Criterion	Timescales	Service Level Target	Service Level Performance Measure
SLA1	Consistent functionality of Customer Service Support (telephone, emails, course booking service)	Customer service support is contractually required to be operational between the hours of 9:00 and 17:00 on any working weekday (excluding bank holidays).	95%	
SLA2a	Resolution of telephone and email enquiries	Within 48 hours (working hours) of receipt	90%	
SLA2b		Within 5 working days of receipt	100%	
SLA3	Acknowledgement of complaints	Within 24 hours (working hours) of receipt	100%	
SLA4	Resolution of complaints	Within 10 working days of receipt	100%	
SLA5	Tutor marking of assignments	Within 4 weeks of submission deadline	100%	
SLA6	Notification of change of coach/assessor	Notification to apprentice at least 5 working days before change	100%	
SLA7	Replacement of coach/assessor	New coach/assessor to be in place no more than 5 working days after previous coach/assessor – apprentice should not be without a coach/assessor for more than 5 working days	100%	
SLA8	Timetable of apprenticeship programme	Timetable of programme to be given to apprentice at the latest at the first learning intervention	100%	
SLA9	Timetable of apprenticeship programme	Apprentice to be notified of any changes to apprenticeship programme timetable at least 6 months before scheduled change	100%	
SLA10	Acknowledgement of cancellation to individual and line manager	Within 24 hours (working hours) of receipt	100%	
SLA11	All materials are on site and available on day of delivery	All materials must be delivered to the nominated address supplied by the departmental requestor or host before the start time of the face-to-face event	100%	
SLA12	Time to respond to request for apprenticeship learning and first	Within 2 working days of receipt	95%	

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	contact with department to discuss requirements			
SLA13	Cumulative apprentice evaluation scores show that training published objectives/outcomes were met	Monthly: Concerning events that were held between the start of the first calendar day of the month to the end of the last calendar day of the month. SLA will report on the previous month (ie the SLA for February will be assessing events in January).	80%	
SLA14	Cumulative apprentice evaluation scores show that the activity promotes learning transfer	Monthly: Concerning events that were held between the start of the first calendar day of the month to the end of the last calendar day of the month. SLA will report on the previous month (ie the SLA for February will be assessing events in January).	80%	
SLA15	Cumulative apprentice evaluation scores show that the off site hygiene factors were satisfactory	Monthly: Concerning events that were held between the start of the first calendar day of the month to the end of the last calendar day of the month. SLA will report on the previous month (ie the SLA for February will be assessing events in January).	A mean average of 8 out of 10	
SLA16	Cumulative apprentice evaluation scores show that the trainer/facilitator was of good qualify	Monthly: Concerning events that were held between the start of the first calendar day of the month to the end of the last calendar day of the month. SLA will report on the previous month (ie the SLA for February will be assessing events in January).	A mean average of 8 out of 10	
SLA17	Cumulative apprentice evaluation scores show that the training and programme was of good qualify overall	Monthly: Concerning events that were held between the start of the first calendar day of the month to the end of the last calendar day of the month. SLA will report on the previous month (ie the SLA for February will be assessing events in January).	A mean average of 8 out of 10	
SLA18	Cumulative apprentice achievement rates show that overall performance is above the national achievement rates	Monthly: Concerning events that were held between the start of the first calendar day of the month to the end of the last calendar day of the month. SLA will report on the previous month (ie the	100%	

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		SLA for February will be assessing events in January).		
SLA19 a	Performance Management Information shall be complete and delivered on time to the Authority and Contracting Authority, with evidence that data has been quality assured and MI is as accurate as possible.	Monthly	At least 99% accuracy/completeness of all data	
SLA19 b		5 th working day of the following month	100% available by 5 th working day of the following month	
SLA20	Allow access to management information for individual departments and professions	Within 48 hours of receipt of request	95%	