ITT Specification

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ECITB Registration Awarding and Certification System (RACS) Tender

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## Specification

The Engineering Construction Industry Training Board (ECITB) is pleased to invite you to

tender for the contract above. Full details are included in these documents, which describe the services which are required, the basis of tendering and the processes to be followed in the submission of tender offers.

## Background

The Engineering Construction Industry Training Board (ECITB) operates an Awarding Organisation (AO), which offers regulated qualifications to people operating within the Engineering Construction Industry (ECI). Additionally, the ECITB also offers a range of other products and service such as unregulated qualifications, training courses and observational assessments. These operations are currently managed via a bespoke solution, that was customised to meet ECITBs requirements.

However, we are now seeking to overhaul our business processes, and as a part of this transformation we are seeking a solution that better aligns to the needs of the business and compliance to the regulations for operating an AO in England, Scotland, and Wales.

We envisage that the system this tender relates to will be the central software solution for:

1. Registering and administering learners/ candidates.
2. Receiving learner/ candidate data from our provider’s systems electronically.
3. Scheduling learner/ candidate interactions with our products including interacting with our exam system.
4. Combining the results of multiple assessments against a learner/ candidate registration to award and certify achievements complying with pass grades, rules of combination, age restrictions etc.
5. Sharing data with our other systems, suppliers, and partners for the purpose of issuing cards, certificates, digital credentials and meeting other defined outcomes.
6. Managing our network of providers and controlling their access to our licensed products.
7. Tracking delivery of provider courses to support auditing and publicise availability.
8. Managing our provider network’s staff such as examiners, assessors, IQA’s etc.
9. Managing product development lifecycle.
10. Managing product documentation and supporting materials.
11. Tracking and administering provider audits and quality assurance checks.

### Definitions and acronyms used within this document.

**RACS** – **Registration Awarding and Certification System:** The system that this tender relates to that will enable the ECITB to better administer and support the management of the AO and Provider Account Management going forward.

**Grant** – The ECITB pays grants to our registered employers for registration and completion of certain qualifications and courses by their employees.

**AMS** – **Assessment Management System:** The system that will enable the ECITB to run regulated and unregulated assessments, record results and manage exam data.

**ECITB** – **Engineering Construction Industry Training Board:** The Engineering Construction Industry Training Board (ECITB) is the employer-led skills, standards, and qualifications body for the development of the engineering construction workforce of Great Britain. An arms-length body of the UK Government, the ECITB reports to the Department for Education.

**CCNSG Card** – Client Contractor National Safety Group site access card - The CCNSG Safety Passport is the nationally recognised safety card for the UK engineering construction industry, it is also globally recognised with 46 International Licenced Training Providers delivering international versions (IHSP) of the course in 19 countries.

**ACE Card** – The ACE scheme is an engineering construction industry safety card that ensures the competence of workers in the UK. ACE stands for ‘Assuring Competence in Engineering’. Cardholders will have received both health and safety training and a qualification in a specific occupational skill that is recognised by the ECITB. Skills are validated against National Occupational Standards.

**ICE Card** – The ECITB’s ICE scheme is a global engineering construction industry card that ensures the competence of workers. The ICE Card allows employers to check and validate the skills and job knowledge of their workforce.

**AO** – Awarding Organisation, Regulated by Ofqual, Qualifications Wales (QW), Scottish Qualification Authority (SQA)

**IHSP** – The International Health & Safety Passport ensures that individuals possess a recognised level of health and safety knowledge and awareness. Successful candidates are issued a photographic passport which demonstrates their ability to work on engineering & construction sites worldwide. Courses include Foundation, Advanced, Supervisor and Renewal

**MSP** – Membership Services Portal, this is the ECITB’s existing system for managing the AO and other products and services.

**Providers** – Generic term used to describe all tiers of our provider network which could include Approved Centres, Approved Training Providers or Licensed Training Providers.

**Approved Centres** – Refers to training providers who have undergone assessment by the ECITB and been approved for the delivery of ECITB qualifications, as well as the development of courses against our training standards to meet internationally recognised standards. Approved Centres deliver ECITB regulated qualifications, they may also operate as an Approved Training Provider.

**Approved Training Providers** (ATPs) – Refers to approved training providers who have undergone assessment by ECITB and been approved for the delivery of ECITB training courses and ECITB technical tests (these have a knowledge and observational test element) to meet internationally recognised standards. Approved training providers deliver both ECITB developed courses and courses they have developed against ECITB approved training standards.

**Licensed Training Providers** – Refers to non-UK training providers who have licenced ECITB training courses to meet internationally recognised standards. Licensed training providers deliver both ECITB developed courses, unregulated qualifications, technical tests, and courses they have developed against ECITB approved training standards. They must meet the same requirements as the ATPs and deliver the same types of ECITB products.

**Products** – Includes Courses (ECITB developed & provider developed), Technical Tests (Knowledge & Practical), Regulated & Unregulated Qualifications, Training Standards.

**Achievements** – Certificates, Cards, Passports and Digital Badges awarded to a Learner on successful completion of one or more products.

## Scope of services

The scope of this tender is to cover management of the following business areas:

* Products
  + Product development
  + Product operation
* Awarding Organisation
  + Qualification design, delivery, and management
  + Quality assurance and auditing of Approved Centres
* Commercial arrangements with Training Providers including license management.
  + Within the UK
  + Outside the UK
  + Course design, delivery, and management
  + Quality assurance and auditing of Approved Training Providers
* Learners and candidates

The current detailed scope is below, however, further additions and changes to specification should be anticipated during the contract. Suppliers should therefore be able to demonstrate in the tender that they would have capacity to accommodate these, maintaining the reasonable commercial terms of the tender.

## Detailed Requirements

**Must:** Requirement must be met for system to be eligible for consideration.

**Should:** Requirement is desired and important to our plans but failure to meet this requirement will not automatically impact eligibility.

**Could:** Requirement is desired but does not have any impact on eligibility.

**Won’t:** We explicitly do not consider this feature.

### Functional Requirements

|  |  |  |
| --- | --- | --- |
| Requirement ID | Description | MoSCoW |
| **A - Integration** | | |
|  | Send/Expose registration & completion data to external Grant Management App (Registration grants, completion grants, milestone payments) for applicable content | Must |
|  | Interaction with provider systems:   * Import of learner/ candidate registration data * Import of course delivery schedules * Import of course completions/ outcomes * Export of certificates (secure pdf) | Should |
|  | Interaction with external exam system:   * Export of exam / test scheduling and bookings * Export of learner / candidate information * Import of exam / test results | Must |
|  | Provide option for integration with payment gateway for card processing (Self-funded candidates / learners) | Could |
|  | Interaction with external finance system (Sage):   * Export of fees for invoicing * Import of payments | Must |
|  | Provide capability to integrate with card producer for issuing of cards | Must |
|  | Provide capability to integrate with 3rd party digital badge provider for issuing of digital badges to learners/candidates, we have a contract with Credly for digital badging. | Should |
|  | Provide ability to export detail of scheduled delivery of products for presentation elsewhere e.g., ECITB web site:   * Export as data * Exposed via API (Application Programming Interfaces) | Must |
|  | Provide capability to import Employer data from other systems | Must |
|  | Provide capability to export detail of available products:   * Exposed by API | Could |
| **B - Administration** | | |
|  | Allow for licensing and access control of content (courses, tests, qualifications, etc.) | Must |
|  | Ensure content can only be delivered when provider/centre has an appropriate member of staff | Must |
|  | Allow for risk rating of centre run qualifications, provider run courses and all other content | Must |
|  | Allow for tracking of products, including registration, scheduling, progress, and completion | Must |
|  | Allow for learners/candidates to drop out of a product early, and receive partial certification, without impacting overall certification of the remainder of the cohort | Must |
|  | Allow for separation of user accounts by provider/centre, for staff who work across multiple organisations, but remain linked back to a single person record | Must |
| **C - Quality Assurance** | | |
|  | Allow setting of access control levels for products and their associated materials, focused on providers/centres and their staff | Must |
|  | Allow for management, control, and administration of templates (E.g., Candidate assessment record, registration letters, etc.) | Should |
|  | Allow monitoring of assessors/trainers/etc. based on:   * Link to role against success criteria such as exam passes. * Scheduling to allow for observations | Should |
|  | Facility to register conflicts of interest (Members of working groups, staff working across multiple organisations, EQAs, etc.) | Could |
|  | Allow for the monitoring of providers/centres:   * Restrictions * Sanctions   At varying levels:   * Discipline level * Product level * Provider / centre level * Staff member level (Trainer, Assessor, Admin, etc.) | Must |
|  | Allow for creation of a universal person record for staff working across multiple providers/centres | Must |
|  | Allow for registration of provider/centre staff against specific roles:   * Administrative staff * IQAs * Trainers * Examiners * Invigilators | Must |
|  | Allow for tracking and management of risks:   * By location * Provider onboarding & approval process * Turnover of candidates etc. * By assessor * Cancellations | Must |
|  | Allow for tracking of onboarding process for new providers/centres:   * Record outcomes of financial and legal checks * Record validation of equipment required for delivery of assessments, as required. * Approval sign-off paperwork (Inc. PCAS scheme) * Approval of new staff (trainer, assessor, etc.) | Must |
|  | Ability to automatically send feedback forms to Learners / Candidates after a certificate is issued, to ensure feedback is as close to completion of the content as possible | Could |
|  | Ability to randomly sample Learners / Candidates on a scheduled basis to request feedback on content they have attended as well as delivery | Could |
| **D - Awarding** | | |
|  | Allow for collation of results from exam system:   * Knowledge Tests * Observational assessments * Combined knowledge and practical tests | Must |
|  | Validation of awards based on completion of prerequisites, for example:   * Mandatory and optional unit completion * Awarding successful completion based on an algorithm. * Recognition of Prior Learning | Must |
|  | Allow for definition of summative awards, based on completion of multiple elements | Must |
|  | Allow for ECITB approval of issuing awards, registration, application for certification, etc. depending on the levels of restrictions | Must |
|  | Allow for recording of assessor completions and track the assessor and IQA details | Must |
|  | Ability to identify learners / candidates who have completed certain products, to highlight forward development opportunities / training, potentially either via self-service portal or e-mail | Could |
| **E - Certification** | | |
|  | Provide capability to produce secure PDFs:   * Printable by ECITB * Printable by provider | Must |
|  | Provide 3rd party access to view Learner/Candidate certificates | Could |
|  | Provide capability to integrate with card producer for:   * Issuing of cards e.g.:   + CCNSG   + ACE   + International (Safety Passport & ICE) | Must |
|  | Provide capability to produce certificates for:   * AO qualifications * Courses * Exams / Tests | Must |
|  | Provide capability to generate digital badges via an external provider for all products | Must |
|  | Allow for direct charging of individuals when requesting reprints of certificates and cards | Should |
| **F - Product Development** | | |
|  | Record evidence of consultation during product development | Must |
|  | Allow for establishment of templates | Should |
|  | Allow for establishment & management of product structures | Must |
|  | Allow for establishment of product review life cycle & associated workflows | Must |
|  | Allow for the creation of packages of learning, for example a qualification with its associated tests / exams, scholarships, etc. | Must |
|  | Allow for the creation of collections of products based on an existing product, rather than creating duplicates | Must |
|  | Allow for definition of a base template for products, allow child products to inherit values such as delegate fee, perform bulk updates. Allow properties to be updated individually | Should |
|  | Allow for definition of entry requirements for all types of products e.g., CCNSG as prerequisite for renewal | Must |
|  | Allow for scheduling and recording of gate reviews, to ensure progress is acceptable before continuing development | Must |
| **G - Product Management** | | |
|  | Allow for tracking of product life cycles:   * Timebound approvals, review cycles * Customisable communications with Providers / Centres using those products | Must |
|  | Allow for capture of supporting details about products:   * Sales pitch / Market needs * Downloadable product leaflet * Fees / grants /etc. * Maximum number of learners per trainer | Should |
|  | Allow for notes to be made against products, for future reference, usage during reviews to make changes, etc. | Must |
| **H - Candidate/Learner Registration** | | |
|  | Assign unique identifier for candidate / learner | Must |
|  | Allow format validation candidate / learner Identification Number and Type e.g., NI number, passport number, etc. | Must |
|  | Allow for merger of duplicate learner/candidate records | Must |
|  | Allow for registration of candidate / learner Personally Identifiable Information (PII), including:   * Identification Number and Type * Given Name & Family Name * DOB * E-mail & Contact Number * Correspondence Address * Employer ID (In Scope) / Name (Out of Scope) * Photo (If receiving photographic card) | Must |
|  | Allow for enrolment of learners to respective product or packages of products | Must |
|  | Provide capability for provider / centre to bulk upload candidate / learner information | Must |
|  | Provide option to import data from Provider/Centre systems via API | Could |
|  | Provide capability for candidates / learners to directly self-register their information | Should |
| **I - Reporting** | | |
|  | Provide suitable tools for dynamic reporting of data | Must |
| **J - Enterprise Content Management** | | |
|  | Provide suitable tools for document management, including templates, course materials, centre handbooks, forms, etc.:   * Version control * Storage of released versions of products * Review schedule | Must |
| **K - Invoicing** | | |
|  | Provide means of tracking fees (licences, course delivery, registration of qualifications, technical tests, card issuance, reprinting certificates) | Must |
|  | Provide mechanism for alerting internal staff when invoices are overdue for payment | Should |
| **L - Progression Tracking** | | |
|  | Provide Learner/Candidate level tracking of progress against a programme e.g., portfolio management, logbooks | Should |
|  | Allow for the definition of gateways, with associated assessments to track learner progression | Should |

### Technical Requirements

|  |  |  |
| --- | --- | --- |
| Requirement ID | Description | MoSCoW |
|  | System is compliant with Web Content Accessibility Guidelines (WCAG) v2.1 Level AA or later | Should |
|  | Vendor organisation is ISO 27001 certified or equivalent | Should |
|  | Vendor organisation holds Cyber Essentials Plus certification | Must |
|  | Vendor organisation can demonstrate Disaster Recovery / Business Continuity Planning capability | Must |
|  | System has enhanced security features as well as secure log in, e.g., password hashing, password complexity, multi factor authentication (MFA) | Must |
|  | Vendor organisation ensures at least 99.9% system uptime, provide details of downtime windows are and if these windows are negotiable | Must |
|  | Vendor organisation must be able to provide support responses between 9–5 UK time, Mon to Fri within 1 hour | Must |
|  | Vendor organisation can describe their data encryption levels are for data in transit and at rest | Must |
|  | Data storage location in EU or UK | Must |
|  | Vendor organisation can describe the system’s minimum operating system and browser specification | Must |
|  | System provides open API and out of the box integrations | Must |
|  | Vendor organisation data security policy reviewed at least annually | Must |
|  | System provides data import and extraction ability, vendor to describe which formats and standards are supported | Must |
|  | Vendor organisation can describe what information security approach is adopted e.g., EDR (Endpoint Detection and Response), SASE etc | Must |
|  | Vendor organisation holds PCI, DSS or similar certification | Should |
|  | Vendor organisation can provide details of their policy for handling data breaches and incident response procedure | Must |
|  | Vendor organisation can describe how any 3rd parties or subcontractors engaged with are held to data protection standards | Must |

### Non-Functional Requirements

|  |  |  |
| --- | --- | --- |
| Requirement ID | Description | MoSCoW |
|  | Vendor organisation is following UK GDPR policy | Must |
|  | Vendor organisation has a suitable privacy policy | Must |
|  | Vendor organisation has a policy that support a commitment to fighting climate change | Should |
|  | Vendor organisation has a policy that supports a commitment to equality as defined in the Equalities Act | Must |