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Home Office

AUTHORITY: The Secretary of State for the Home Department

Schedule 8.7 – Management Information

Secure English Language Testing Services

Trinity College London

DOCUMENT LIST

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1. AUTHORITY'S MONITORING REQUIREMENTS

- 1.1 The Concessionaire shall produce monitoring reports throughout the Term in a format acceptable to the Authority, and in accordance with the requirements of this Schedule. These reports will cover (without limitation), delivery performance, resourcing and quality assurance.

2. CONCESSIONAIRE'S PERFORMANCE REPORTS

- 2.1 Management Information reports will generally fall under the following two headings:
- 2.1.1 Monthly Performance Report
This will include monitoring statistics for the preceding month and shall be received by the Authority:
- (a) In the case of the first Monthly Performance Report, within twenty (20) calendar days following issue of Permit To Operate and
 - (b) thereafter, and throughout the Term within seven (7) calendar days of the end of the preceding calendar Month.
- 2.1.2 Annual Performance Report
This will include a cumulative total of the monitoring statistics for the preceding Year and shall be received by the Authority within seven (7) days of the end of the final Month of the Year).

The above mentioned reports are described in more detail within Paragraph 3 and in Annex 8.7-1 of this Schedule.

- 2.2 The Authority may request management information and reports on an ad hoc basis, including in situations where the Authority requires assistance with Parliamentary Questions (PQs); in such instances the Concessionaire shall within one (1) Working Day of being requested to do so by the Authority provide a written report and the relevant management information to the Authority's Representative, to enable the Authority to deal with the relevant PQ(s).
- 2.3 Paragraph 3 sets out the Management Information Reports which the Authority requires. This is not an exhaustive, nor a final, list; reporting procedures will be agreed during the Mobilisation Period and may be varied, increased, or reduced during the Term.
- 2.4 The Concessionaire shall ensure that all Management Information Reports submitted to the Authority are complete and accurate at all times.
- 2.5 In the event that any errors are identified by either Party in a Management Information Reports then the Concessionaire shall promptly correct such error(s) and

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resubmit the relevant Performance Report within an agreed timescale, which shall not be more than ten (10) Working Days.

- 2.6 The Management Information Reports referred to in as Annex 8.7-1 shall address the Service Levels required in the Concession, and confirm whether or not the Authority's Requirements have been met in the relevant reporting period.
- 2.7 The Management Information Reports shall provide up-to-date evidence of the Concessionaire's profiling and delivery systems, and shall demonstrate that the Concessionaire is taking all reasonable steps to meet the projected demand for the Chargeable Services. Where required, the Management Information Reports shall outline mechanisms to modify activities as demand for SELT testing fluctuates, to ensure there is suitable SELT coverage in the relevant Region(s).
- 2.8 The Management Information Reports shall detail the processes the Concessionaire will put in place to monitor effectively its performance of the Services as against the Service Levels and the Authority's Requirements.
- 2.9 The Performance Reports shall be reviewed at monthly the Contract Management Meetings in accordance with Schedule 8 (Governance and Contract Management).

3. MANAGEMENT INFORMATION

- 3.1 The Monthly Performance Report shall contain as a minimum the following:
 - 3.1.1 Details of any Service Failures and other defects in the Concessionaire's performance and/or delivery of Service.
 - 3.1.2 A summary of the Testing undertaken during the preceding Month, including (without limitation):
 - a) Number of SELT Tests taken per Test Centre
 - b) For the ROW, the number of Tests delivered in the ROW which have been confirmed as being for UK Immigration purposes
 - c) For the UK, the number of Tests delivered in the UK which have been confirmed as being taken for UK Immigration purposes
 - d) Number of Cancelled Tests
 - e) Number of Candidates who withdrew
 - f) Number of Candidates who were disqualified
 - g) Percentage of Test re-takes
 - h) Number of Compromised Testing Notifications issued
 - i) An outline of trends and demand
 - 3.1.3 A summary of Candidates' information including (as applicable and without limitation for each Region in which the Concessionaire provides the SELT Service):
 - a) A list of nationalities who have taken the test in the ROW listed in

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descending order from the most common to least common

- b) A list of nationalities who have taken the test in the UK listed in descending order from the most common to least common.

3.1.4 A summary of Concessionaire Audit and assurance activity

- a) Number of authorised Test Centres in the ROW (if applicable)
- b) Number of authorised Test Centres in the UK (if applicable)
- c) Risk and issues, including Test Centre risk rating and planned changes
- d) Summary of Concessionaire Audits conducted
- e) Details of any Test Centre being monitored by the Concessionaire including:
 - f) Mystery Shopper Events undertaken
 - g) Percentage of Tests re-marked or otherwise quality assured
 - h) Numbers and details of Candidates who did not meet the identity requirements and were stopped from taking a Test
 - i) Number of Security Breaches detected and the outcome
 - j) Incidences of Data Loss or Compromised Data
 - k) Number and summary of voice sampling taken at each Test Centre
 - l) Score pattern analysis summary; including (without limitation)
 - Average scores/Test results for the month and percentage of scores by deciles/result;
 - Identification of any Test Centre for which the average scores/results for the preceding month which are more than 10% above the overall monthly average for that particular Test Centre;
 - Identification of any test centre with average scores/results for any test session which are more than 10 % above the overall monthly average for that particular test centre (with details as the number of sessions concerned and total number of sessions at that test centre in the month);
 - Identification of any test centre for which in any test session the numbers scoring in the top two deciles are more than 10% above the overall monthly average (with details as the number of sessions concerned and total number of sessions at that centre in the month).

3.1.5 A summary of administration activity as follows:

- a) Percentage of Candidates who didn't receive email confirmation within 24 hours
- b) Percentage of Tests not taken within 28 days of booking, due to lack of Test availability
- c) Percentage of Test results not provided to Candidates within 28 days

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3.1.6 A year-to-date total for all numerical management information requested.

3.2 The Annual Performance Report will be in a narrative format as agreed with the Authority. It shall contain as a minimum:

3.2.1 A summary of the Concessionaire's performance during the preceding Year against the Key Performance Indicators.

3.2.2 A projection of trends of Test taking and among Candidates.

3.2.3 Confirmation that Test security requirements as described in Schedule 2.1 (Authority's Requirements) have been adhered to.

3.2.4 A cumulative total of security breaches, and an analysis of the reasons for these.

4. ADDITIONAL MANAGEMENT INFORMATION

4.1 The Concessionaire shall record and report to the Authority, Service Failure on a Service Failure Log. The Service Failure Log shall meet the requirement as set out in Schedule 2.3 (Service Level, Performance and Liquidated Damages).

4.2 The Concessionaire shall produce an Annual Security Self-assessment Report which shall demonstrate compliance with the Authority's Security Policy and Schedule 2.2 (Security). As a minimum it shall cover security incidents, any deviations from the Authority's Security Policy and any rectification measures taken.

4.3 On an annual basis, the Concessionaire shall complete Annex 4.1-1 to Schedule 4.1 (Sub-contractors) providing the Authority with a comprehensive view of its supply chain.

4.4 Within three (3) months of the PTO Commencement Date, the Concessionaire shall provide the Authority with an Assurance Report which demonstrates that the Concessionaire's data handling and Management Information processes are robust and secure and that any Management Information produced is complete and accurate, in accordance with the requirements of this Schedule 8.7 (Management Information).

5. INDEPENDENT AUDIT

5.1 On an annual basis, the Concessionaire shall instruct a UK based independent third party to review the Concessionaire's ability to meet the Authority's Requirements as set out in Schedule 2.1 (Authority's Requirements).

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ANNEX 8.7-1 PERFORMANCE REPORTS

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