

Ministry of Defence

Contract No:
704841450.3



Dated
7 March 2023

**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

Contractor:
The Colleges' Partnership

CONTENTS

Schedule 1	Statement of Requirement (SOR)
Schedule 2	Pricing
Schedule 3	Terms and Conditions (Ts&Cs) Annex A – List of SOPs Annex B – Payment Methodology Annex C – Transition Activity Checklist Annex D – DEFFORM 532 – Personal Data Particulars Annex E – Exit Plan Annex F – Governance and Meetings
Schedule 4	Dispute Resolution
Schedule 5	Transfer of Undertakings (Protection of Employment) (TUPE)
Schedule 6	Performance Monitoring
Schedule 7	Service Delivery Plan (SP Technical Tender Response)

Contract 704841450.3 for Delivery of Apprenticeships to the Royal Artillery (RA) and the Army Air Corps (AAC)

This Contract shall come into effect on the date of signature by both parties.

For and on behalf of the Contractor:

Name and Title	Redacted – personal information
Signature	Redacted – personal information
Date	07/03/23

For and on behalf of the Secretary of State for Defence:

Name and Title	Redacted – personal information
Signature	Redacted – personal information
Date	1 st March 2023

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 1

STATEMENT OF REQUIREMENT

SCHEDULE 1
STATEMENT OF REQUIREMENTS (SOR)

THE PROVISION OF APPRENTICESHIPS TO THE ROYAL ARTILLERY AND ARMY AIR CORPS

Introduction

1. The Army offers all new regular recruits the opportunity to undertake an appropriate initial apprenticeship at the start of their career and, where appropriate, provides further apprenticeships as part of a Whole Life Development (WLD) plan. As a recognised top 100 employer offering apprenticeships, the Army has one of the largest employer-provider apprenticeship programmes in the country, with over 95% of new soldiers inducted onto an apprenticeship programme within their first 3 years of service, and approximately 6,500 completing their apprenticeship training each year.
2. Service Providers (SP) are contracted to support the Army, as the Employer-Provider, in their administration and delivery of apprenticeships. This contract is for Service Provider (SP) delivery for the programmes outlined in Section 2 (Parts 1 & 2) of this SOR, for the Royal Artillery and the Army Air Corps.
3. Although this requirement is being let as a single contract, the delivery will be conducted as two separate programmes for the Royal Artillery and the Army Air Corps. For the purposes of governance, the SP will be accountable to the Royal Artillery and Army Air Corps specific Apprenticeship Steering Groups and Working Groups for the performance of their programmes.
4. Apprenticeships are an integrated programme of learning comprising on and off the job training provided by the MOD. Apprenticeship Standards are a holistic statement of the Knowledge, Skills and Behaviours (KSB) required by an industry-recognised competent tradesperson and require an independent End Point Assessment (EPA) and appropriate FS¹.
5. The SP shall deliver those components of the appropriate apprenticeship not delivered by the uniformed services, for Apprentices in the Royal Artillery and Army Air Corps, in accordance with the regulations laid down by the Institute for Apprenticeships and Technical Education (IfATE) for Apprenticeship Standards². All delivery must be in accordance with current (as periodically amended) Army Apprenticeship Programme (AAP) Standard Operating Procedures (SOP), Education and Skills Funding Agency (ESFA) guidelines, and Awarding Organisation³ (AO) criteria.

Detailed SOR

6. This SOR comprises two sections:
 - 6.1. Section 1 – General Requirements for Delivery to the Authority.
 - 6.2. Section 2 – Specific Programme Information. Part 1 – Royal Artillery, Part 2 – Army Air Corps.

¹ Standards and EPA strategies are subject to periodic review and requirements may change.

² Standards and EPA strategies are subject to periodic review and requirements may change.

³ Awarding Organisations for FS and embedded qualifications within Standards.

SECTION 1 – GENERAL REQUIREMENTS FOR DELIVERY TO THE AUTHORITY

Requirements for delivery include, but are not limited to:

S e r	Requirement
	Governance and Communications: 1 The SP Programme Manager and Quality Manager shall attend Cap Badge Working Group meetings. 2 SP Senior Management shall attend Cap Badge Steering Group meetings. 3 The SP shall provide performance reports to the Cap Badge Designated Officer (CBDO) as requested and in whichever format is requested/agreed. 4 The SP Programme Manager reports directly to the CBDO on all matters concerning programme delivery. The SP Programme Manager and Quality Manager shall work closely with the Programme Quality Mentor (QM) to implement quality improvement actions. 5 The SP reports directly to Commercial Branch and SO1 Apprenticeships Pers Pol (A) on all contract matters. The SP shall attend a “Keeping In Touch” (KIT) meeting twice a year with SO1 Apprenticeships Pers Pol (A). 6 SP Management shall attend additional programme meetings at the request of the Authority as required. 7 Support the CBDO in the cap badge communications plan to produce better understanding of apprenticeships amongst the military community. 8 Recognise the achievement of Apprentices through supporting the Chain of Command to nominate individuals for awards (Army and national).
	Delivery requirements: This applies to both Standards and Frameworks (where applicable) 1 The SP shall maintain its registration as a main provider on the Register of Apprenticeship Training Providers (RoATP). 2 Support the Authority in the delivery of Standards (including the delivery of any embedded qualifications) and enable the Apprentice to maintain competency in their knowledge and skills, in preparation for EPA as defined in the SOP16 for each Standard. 3 Maintain Centre Approval status for FS and any qualifications embedded in Apprenticeship Standards being delivered and seek approval prior to any change of Awarding Organisations. 4 Design and develop a high quality sequential curriculum plan for each standard. The SP will tailor this plan to meet the needs of the individual and take into account the prior learning of the apprentice and develop the knowledge, skills and behaviours required to successfully achieve their apprenticeship. 5 Design and develop high quality support materials and resources to support learning. These materials and resources shall be accessible by apprentices at any time during their apprenticeship. 6 SP delivery must incorporate an approved blend of face-to-face and remote learning. All curriculum planning and delivery must be compliant with Ofsted’s Education Inspection Framework (EIF).

7	Deliver those elements of the apprenticeship not delivered through military training to high standards and to the requirement of the apprenticeship Standard.
8	For additional new Standards identified during the tenure of this contract, the SP shall provide technical expertise and support to the CBDO for mapping of the Standard's KSB against military training to identify any training gaps.
9	Within 3 months of contract commencement the SP will put in place and share with the Authority a business continuity plan to ensure that Apprentices can continue to access high quality teaching learning and SP staff can continue to operate in the event of business disruption.
	Activities:
10	Conduct effective initial assessment (KSB and FS and recognition of prior learning (RPL) at enrolment to ensure that all the documentation is completed and produce a bespoke individual learning plan for each apprentice.
11	In coordination with the cap badge, develop and deliver an induction programme, to include a brief using the Army or Cap Badge slide template provided by the Authority, in order to provide effective Information, Advice and Guidance (IAG) and ensure that the apprentice is fully informed of the programme and EPA requirements.
12	Support and develop the Apprentice in their understanding and application of reflective practices to enable self-reflection on their progress and development throughout the programme.
13	Plan and conduct formative assessments and support/coaching sessions with the Apprentice throughout the programme to check knowledge and prepare for the specific requirements of the Gateway Assessment (GA) and EPA.
14	Work with the Chain of Command to identify opportunities to record and evidence off the job training that is conducted outside ITT.
15	Work with the Chain of Command to identify opportunities to support Apprentices to continue in learning whilst deployed on operations.
16	Deliver FS, in accordance with SOP 18 ⁴ , at the appropriate level, following a diagnostic assessment of each Apprentice prior to commencement of the apprenticeship, unless exempt through possession of a valid proxy qualification.
17	Throughout the duration of the apprenticeship, support the Apprentice in their preparation for GA and EPA using formative assessment, to include preparation for the relevant aspects of the EPA as identified in the Assessment Plan. This includes but is not limited to portfolio planning, mock tests, practice professional discussions and support for projects.
18	Ensure that delivery staff are qualified and prepared to provide indicative grades for Apprentices as they progress through their learning journey towards GA and EPA. Indicative grades should be based on all available evidence, including from formative assessment, and should reflect the Assessment Plan for each Standard so that the Apprentice understands how they are progressing in relation to the requirements of the Standard.
19	Coordinate and conduct GA with the Apprentice and Line Manager to confirm readiness for EPA and evidence accordingly.
20	In the event of re-sits and re-takes ⁵ the SP will be required to work with the line manager to support the Apprentice, and prepare them for their re-sit/re-take.

⁴ SOP 18 Functional Skills

⁵ The IFATE distinguishes between re-sits and re-takes as follows: "A re-take involves a need for further learning before an assessment is taken, while a re-sit does not". Where Apprentices fail an EPA element, or fail the overall EPA, it is unlikely that a

21 22 23 24 25 26 27	SP Capability: Have recruitment, selection, and performance management systems in place to ensure that delivery staff are fully occupationally competent, experienced and up to date with all aspects of apprenticeship provision and deliver to a high standard. Ensure that staff are deployed in alignment with the needs of the contract to ensure that delivery is supported across all locations. Provide qualified staff, resources and support to deliver high quality FS for the duration of the Apprentice's apprenticeship. Ensure that the number of staff (management, data, FS and facilitators/coaches) is sufficient to deliver the requirement. Caseloads must be regularly scrutinised and sustainable, with contingency plans in place to address temporary gapped posts. SP staff responsible for developing the KSB of the Apprentice, should hold, or be working towards, suitable qualifications (for example teaching, coaching, learning support). SP shall ensure that all staff maintain occupational competence through a comprehensive and, where appropriate, an individualised CPD action plan. Have in place clear policies and procedures for all aspects of the delivery of apprenticeships.
1 2 3 4 5 6 7 8	Quality Assurance and Continuous Improvement: Rigorously Quality Assure (QA) all delivery, learner support and administration detailed in this contract in line with the EIF, ESFA regulations and the requirements of any other relevant quality assurance organisations. Assist the Authority in preparations for and execution of ESFA, Ofsted and other external and internal audits and inspections. As required by the Authority, provide all learner records, statistics/reports, financial information or internal/external correspondence relating to this contract. Self-assess the SP's areas of provision against Ofsted's EIF and produce a Self Assessment Report (SAR) within the Army Apprenticeships SAR schedule. For SP holding contracts for provision to multiple Cap Badges, the SP shall self-assess their provision to each Cap Badge separately. Address any areas for improvement identified during QA or self-assessment in a Quality Improvement Plan (QIP). The SP QIP shall be shared with the Authority and at the relevant Cap Badge Steering Group. Contribute to the CBDO's SAR report by providing data, participating in stakeholder consultation and judging their own delivery against the appropriate aspects of the EIF. Contribute to the programme QIP. Provide the Authority with copies of all EQA Provider reports (including any FS malpractice investigations and reports) and Action Plans. Inform the Authority of any quality issues as they arise. Submit a Quality Commentary, in the format laid down in SOP 1, quarterly, or as required by the CBDO or Quality Mentor, and contribute to the CBDO's Performance Commentary. For SP holding contracts for provision to multiple Cap Badges, a Quality Commentary shall be produced that deals specifically with the SP activities on behalf of the individual Cap Badges.

	9 Maintain a comprehensive stakeholder voice strategy to gather feedback from all stakeholders. Analyse the findings to identify trends and areas for improvement. 10 Support the Authority (CBDO and Pers Pol (A)/Ed Branch) in conducting assurance visits to Field Army Units. 11 Observe SP staff delivery (inductions, FS, reviews, coaching sessions and delivery of new training) and participate in moderation/standardisation with the QM as required by the Authority. 12 SP Quality Manager shall attend standardisation and good practice sessions/working groups with the Authority at least twice a year and work with the Authority to implement improvements identified through the assurance process. 13 Participate in the Army's Quality Framework activities and implement actions to address any areas for improvement identified. 14 SP data management team, supported by their Quality Manager, shall attend MAYTAS User Group (MUG) meetings (2-4 per year). 15 SP FS leads shall attend Authority led FS CPD as required.
	Apprentice Management, Support and Engagement: 1 Plan a learning journey tailored to the individual apprentice and shared with the Apprentice's line manager. 2 Coordinate and lead tripartite high quality progress reviews with the Apprentice and the employer (line manager and/or their mentor, where a military mentor has been identified) at regular and agreed intervals. Individual apprentices are to receive a review at least every 10 weeks. In the event the employer (line manager and/or their mentor, where a military mentor has been identified) is not available a progress report, based on the progress review, is to be provided to the employer (line manager). A minimum of 75% are to be physically face to face in the apprentice's work location. In cases where an apprentice is overseas and locations are not conducive to face to face visits, electronic means such as MS Teams or Skype may be used subject to agreement with the CBDO. 3 Support Gateway and EPA preparation throughout the duration of the apprenticeship, ensuring the Apprentice is competent and is confident in taking all elements of the assessment. The SP will monitor amendments to the Standard's Assessment Plan and any feedback from EPAO and tailor provision accordingly. 4 Noting that there may be differences in terminology between the Armed Services and civilian industry, the SP will ensure the Apprentice is familiar with wider civilian industry terminology. 5 Provide support to the Cap Badge in all aspects of the apprenticeship including their understanding of the apprenticeship and its component parts to enable the Cap Badge to support and mentor their Apprentice during their apprenticeship. 6 Support the Authority and the Apprentice in their appeals process with the EPAO when required. 7 Have in place processes to ensure that welfare, PREVENT and safeguarding issues raised by the Apprentice are brought to the attention of the CBDO.
	Administration, data handling and compliance: 1 Enrol Apprentices on to the relevant apprenticeship programme. This includes conducting the appropriate checks, completing the documentation provided in SOP 1, in accordance with ESFA regulations.

2	The SP shall use the MAYTAS database provided by the Authority, or such other system as directed by the Authority. The Authority-provided MAYTAS system shall be the sole system for the reconciliation of finance. The SP will provide its own equipment and connectivity for accessing the MAYTAS database.
3	Complete MAYTAS data entry to create and maintain the complete learner record. At all times use high quality data management procedures to ensure compliance with ESFA and Authority direction. Detailed MIS responsibilities are laid down in SOP 7 ⁶ .
4	Record progress on MAYTAS; ensure all apprenticeship activities required to evidence completion or funding are recorded within MAYTAS and the learner file.
5	In accordance with SOP 7, maintain data quality, rectify all data errors and report to the Authority.
6	Support the Authority in the roll out of a phased, standardised digitisation of the delivery of the programme from the enrolment process, digitisation of documentation and use of common e-portfolio platform.
7	The SP shall adhere to ESFA apprenticeship regulations using Rules for Employer-Providers and conduct their own internal audits to identify and rectify errors.
8	The SP will be subject to an annual financial and ESFA compliance audit ⁷ conducted by the Authority.
9	For Frameworks and Standards which include externally accredited qualifications, be responsible for the Registration, Examination and Certification of candidates, together with all associated fees for all elements of the apprenticeship.
10	For Standards document the Gateway process. This will include signatures from the Apprentice, Chain of Command and SP to confirm readiness for EPA.
11	The SP will be required to liaise with EPAO and CBDO to ensure EPA assessment material is compatible with the military working environment, equipment and language, request practice papers and monitor any amendments to the Assessment Plan. Activities undertaken by the SP include, but are not limited to: (1) Register the Apprentice for EPA. (2) Book EPA and liaise with EPAO to reschedule if required. (3) Upload all documentation required by the EPAO (e.g. portfolios). (4) Receive feedback from the EPAO and brief the Apprentice and their Line Manager on EPA outcome. (5) Receive certificates and forward to Units for presentation to the Apprentice and retain a copy in the learner file. (6) Arrange resits/retakes in accordance with Army policy on resits/retakes.
12	Maintain all learner documentation in accordance with IfATE and Authority requirements and make available, on request, all records/processes for data handling audits by the Authority or Information Commissioner's Office.
13	Archive learner files in accordance with the Authority's direction.
14	The SP shall be compliant with requirements of GDPR and the UK DPA 18. All transfer of data between the SP, EPAO, IfATE, LRS, ESFA and the Authority shall be compliant with the data handling requirements of these bodies.
15	SP staff that come in to contact with Apprentices must have the appropriate security clearances and hold an enhanced DBS check. They must meet the requirements of safeguarding regulations and fulfil their obligations in addressing

⁶ SOP 7 Service Provider MIS Responsibilities.

⁷ Internal Audit process is laid down in SOP 5 Funding Assurance Review.

.16	PREVENT matters. The SP will have in place their own complaints policy, that is briefed as part of the enrolment procedure. Ensure all delivery is compliant with current Government regulations and adopts national best practice.
	Contract End and Transition: .1 When changing contracts, the incoming SP shall attend transition planning meetings and contribute to the development of the transition plan. .2 The incoming SP shall satisfy themselves that all Apprentices are accounted for, that learner administration files are complete, all apprenticeship evidence (whether hard copy or electronic) has been transferred and funding reconciled. .3 When changing contracts, the outgoing SP shall attend transition planning meetings and contribute to the development of the transition plan. .4 The outgoing SP shall make available all learner files and electronic evidence in accordance with the timelines agreed in the transition plan. .5 Both incoming and outgoing SP shall sign off, as fully completed, all activities listed in the transition certificate. A senior manager from both SPs, with authority to sign such documents, shall sign the final section of the transition certificate.
	Compliance with ESFA sub-contracting regulations⁸. The SP must adhere to the following specific regulations laid down in the ESFA funding rules: 1. The SP must keep to the ESFA funding rules. 2. The SP must provide the Authority with ILR data so that the Army data returns to the ESFA accurately reflect delivery information. 3. The SP must give the ESFA, and any other person nominated by the ESFA, access to their premises and to all documents related to the SP's delivery of apprenticeships. 4. The SP must give the Authority sufficient evidence to allow the Authority to: (1) Assess the performance of the SP against Ofsted's Education Inspection Framework. (2) Incorporate the evidence provided by the SP into the Authority's Self-Assessment Report. (3) Guide the judgements and grades within the Authority's Self-Assessment Report. 5. The SP must always have suitably qualified staff available to provide apprenticeship training and/or on-programme assessment. 6. The SP must co-operate with the Authority to ensure that there is continuity of learning for Apprentices if the delivery contract ends for any reason. 7. The SP must inform the Authority if evidence of irregular financial or delivery issues arises. This could include, but is not limited to, non-delivery of training when funds have been paid, sanctions imposed by an awarding organisation, allegations of fraud, an inadequate Ofsted grade, allegations or complaints by Apprentices, employees, staff members or other relevant parties. 8. The SP must not use ESFA funding to make bids for, or claims from, any European funding on their own behalf or on behalf of the Authority or ESFA.

⁸ Apprenticeship Funding Rules for Employer-Providers, the version currently in force at contract commencement or subsequent amendments.

	9. The SP must not use payments made by the ESFA as match funding for ESF projects.
--	---

SECTION 2 – PART ONE: SPECIFIC PROGRAMME INFORMATION for ROYAL ARTILLERY (RA)

Context

1. The contract is for 7 Standards across the RA. The Royal Artillery (RA) find Track and Strike at range anywhere in all weathers and at any time in order to defeat the enemy. RA soldiers undertake a range of specialist roles, including gunnery, surveillance, target acquisition, and air defence. Within these broad roles, many soldiers require generic skills in telecommunications, logistics management, MT office management and driving, and some require skills in aviation operations. Apprenticeship programmes provide training and accreditation for soldiers in all of these skills areas. Additionally, soldiers in The King's Troop RHA are offered the opportunity to achieve an apprenticeship in horse care. RA recruits attend Initial Trade Training (ITT) at the Royal School of Artillery (RSA), Larkhill where most gain specialist trade training; they return to the RSA throughout their career for further professional training. Eleven regiments are based in UK located between Newcastle and Plymouth. The King's Troop RHA is based in London. A sub-unit of 29 Commando Regiment RA is based in Poole. The current strength of the RA is approximately 5431 soldiers.

In 2020/21 the RA implemented Standards for Level 2 Express Delivery Operative, which is the primary standard and available to all soldiers in gunner trades enrolled during ITT and added as progression in 2022/23 Level 3 Transport and Warehouse Operations Supervisor for those specialising in Logistics. Level 2 Equine Groom and Level 3 Senior Equine Groom which is available to Horse Gunners of The Kings Troop RHA. Level 3 Digital Support Technician which is available to those in the gunnery command systems and targeting trades. The RA continues to offer Level 2 Aviation Ground Operative Standard to those in UAS trades progressing to Level 3 Aviation Ground Specialist.

Governance

2. The Designated Officer (DO) for this contract is SO1 Apprenticeships at Pers Pol (A). Each Cap Badge has its own programme lead responsible for chairing the strategic level Steering Group management board twice a year. Cap Badge Service Providers will report directly to the respective CBDOs and be required to attend each Cap Badge Working group and Steering group boards.

Governance of the programme is compliant with direction given in the ACSO 3232 and the various SOPs within the Apprenticeship Handbook which is owned and maintained by Ed Br. The lead programme officer for this Cap Badge is the Regimental Colonel based at Regimental Headquarters Royal Artillery in Larkhill and the CBDO who is responsible for the day to day management of the programme. The CBDO is supported in the role by the C2 Whole Life Development. Bi-annually formal Steering group management

Board meetings take place between all stakeholders which includes Pers Pol, Ed Br, the SP and the full spectrum of the RA CoC. Six weekly Working group Management Board meetings are conducted with the RA, WBL and the Service Provider at which programme performance is scrutinised and improvement actions recorded. The RA and the Service Provider should work closely to enable continuous sharing of information to ensure that actions are proactive and timely.

Demographics Information

3. Information presented in the annexes outlining the programme requirements are based upon the July 2022 forecasts of recruitment. Future recruitment, occupancy, levels of suspension and achievement levels cannot be guaranteed by the Authority and any data provided below in respect of these aspects is strictly indicative only. The information has been estimated by the two Cap Badges and reflects the recruiting and training requirement forecasted situation as at Aug 23 for new enrolments.

There will be a requirement to provide Functional Skills, up to and including Level 2 where not held. The % of starts who require at least one Functional Skills historically is around 40%.

4. **Overseas locations.** It is possible for RA soldiers to be sent overseas for significant periods during their apprenticeships. The SP is to provide support to these apprentices including, where agreed on a case by case basis by the Authority, face to face support. Any additional costs arising above the pricing in Schedule 2 are to be agreed by the Authority in advance along with any additional location specific terms and conditions.

Infrastructure

5. There is no guaranteed infrastructure or government furnished assets provided by the Authority. The RA currently has dedicated apprenticeship classrooms and offices at Larkhill, Catterick, Newcastle, Topcliffe, Thorney Island and Plymouth. However, regular access to office, classroom space and internet is at the discretion of the Garrison Management Team and or local unit.

Summary of Programmes

Ser	Standard	Level	Est. annual enrolments	EPAO (Aug 23) ⁹	Annex
(a)	(b)	(c)	(d)	(e)	(f)

⁹ Current EPAO, note all EPAO contracts will be relet during the period of this Contract.

1	Express Delivery Operative	2	375	RTITB	A
2	Transport and Warehouse Operations Supervisor – Option Standard	3	52 Transport – 25 Warehouse - 27	TBA	B
3	Digital Support Technician	3	74	Notebook Assessment Services	C
4	Aviation Ground Operative	2	12	Highfield	D
5	Aviation Ground Specialist	3	Upto 10	Highfield	E
6	Equine Groom	2	12	Sheldrake training Ltd	F
7	Senior Equine Groom	3	upto 9	Sheldrake Training Ltd	G

Annexes provide details of the requirement.

1. Express Delivery Operative – Level 2 Standard
2. Transport and Warehouse Operations Supervisor – Level 3 Standard
3. Digital Support Technician – Level 3 Standard
4. Aviation Ground Operative – Level 2 Standard
5. Aviation Ground Specialist – Level 3 Standard
6. Equine Groom – Level 2 Standard
7. Senior Equine Groom – Level 3 Standard
8. Forecast Starts
9. Glossary

**Annex A to Section 2 Part One
SOR Schedule 1****Level 2 Express Delivery Operative – ST0103**

Target Audience Description	Off-the-Job training ¹⁰	Predominant ¹¹ On-the-Job locations
Enrolment: All apprentices enrol at Larkhill Initial Trade Training (ITT) for 8 weeks (depending on trade) and then are allocated to one of the locations above to complete the Apprenticeship. This is a first apprenticeship. Level 2 Express Delivery Operative, which is the primary standard and available to all soldiers in gunner trades enrolled during ITT. 375 starts per year (expected). Will vary according to operational requirements. Expected length of stay of 12 months	Off-the-Job trg met by both Military training and SP delivery	Larkhill, Newcastle, Topcliffe, Catterick, Colchester, Thorney Island, Plymouth, and Woolwich

¹⁰ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

¹¹ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex B to Section 2 Part One
SOR Schedule 1**

Level 3 Transport and Warehouse Operations Supervisor – ST0647

Target Audience Description	Off-the-Job training ¹²	Predominant ¹³ On-the-Job locations
Enrolment: This is an options standard which has two routes, Transport or Warehousing; For Transport, there is a mandatory component qualification completed at DST Leconfield by the Authority. For both options, all apprentices enrol at their local unit for 3 weeks and then return to their regiment to complete the apprenticeship. This is available to soldiers in Artillery Logistics trade. 52 starts per year and will vary according to operational requirements; split between Transport option 25 starts per year and warehouse option 27 starts per year Expected length of stay of 12 months	Off-the-Job trg met by both Military training and SP delivery	Larkhill, Newcastle, Topcliffe, Catterick, Colchester, Thorney Island, Plymouth, and Woolwich

¹² There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

¹³ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex C to Section 2 Part One
SOR Schedule 1**

Level 3 Digital Support Technician – ST0120

Target Audience Description	Off-the-Job training ¹⁴	Predominant ¹⁵ On-the-Job locations
Enrolment: All apprentices enrol at Larkhill for 6 - 10 weeks depending on their discipline and then return to their regiment to complete the Apprenticeship This apprenticeship is available to soldiers in the Artillery Command Systems Trade Group 74 starts per year (expected). Will vary according to operational requirements. Expected length of stay of 15 months	Off-the-Job trg met by both Military training and SP delivery	Larkhill, Newcastle, Topcliffe, Catterick, Colchester, Thorney Island, Plymouth, and Woolwich

¹⁴ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

¹⁵ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex D to Section 2 Part One
SOR Schedule 1**

Level 2 Aviation Ground Operative – ST0037
Will change to L2 Aviation Ground Handler – ST0908

Target Audience Description	Off-the-Job training ¹⁶	Predominant ¹⁷ On-the-Job locations
Enrolment: All apprentices enrol in their field unit and then are allocated to one of the regiments (32 and 47) to complete the Apprenticeship. This apprenticeship is available to soldiers in the Unmanned Air Systems (UAS) Trade Group 12 starts per year (expected) Will vary according to operational requirements. Expected length of stay of 12 months	Off-the-Job trg met by both Military training and SP delivery	Larkhill 1. 32 Regt RA 2. 47 Regt RA

¹⁶ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

¹⁷ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex E to Section 2 Part One
SOR Schedule 1****Level 3 Aviation Ground Specialist - ST0038****Will change to Aviation Flight Operations Coordinator – ST1007**

Target Audience Description	Off-the-Job training ¹⁸	Predominant ¹⁹ On-the-Job locations
Enrolment: All apprentices enrol at Larkhill for 4 weeks and then return to their regiments to complete the Apprenticeship. This apprenticeship is available to soldiers in the Unmanned Air Systems (UAS) Trade Group Upto 10 starts per year . Will vary according to operational requirements. Expected length of stay of 18 months	Off-the-Job trg met by both Military training and SP delivery	Larkhill

¹⁸ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

¹⁹ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex F to Section 2 Part One
SOR Schedule 1****Level 2 Equine Groom – ST0166**

Target Audience Description	Off-the-Job training ²⁰	Predominant ²¹ On-the-Job locations
Enrolment: All apprentices enrol at Woolwich for their ITT and remain at Woolwich for the duration of their Apprenticeship This apprenticeship is available to soldiers in the Horse Gunners of The Kings Troop RHA 12 starts per year (expected). Will vary according to inflow. Expected length of stay of 12 months	Off-the-Job trg met by both Military training and SP delivery	Woolwich

²⁰ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

²¹ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex G to Section 2 Part One
SOR Schedule 1****Level 3 Senior Equine Groom – ST0167**

Target Audience Description	Off-the-Job training ²²	Predominant ²³ On-the-Job locations
Enrolment: All apprentices enrol at Woolwich for their STT and remain at Woolwich for the duration of their Apprenticeship This apprenticeship is available to soldiers in the Horse Gunners of The Kings Troop RHA Upto 9 starts per year. Will vary according to inflow. Expected length of stay of 18 months	Off-the-Job trg met by both Military training and SP delivery	Woolwich

²² There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

²³ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex H to Section 2 Part One
SOR Schedule 1**

FORECAST START NUMBERS 2023/24 to 2028/29

Ser	Standard	Path way	Estimate d Starts 2023/24	Estimated Starts 2024/25	Estimated Starts 2025/26	Estimated Starts 2026/27	Estimated Starts 2027/28	Estimated Starts 2028/29
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
1	Express Delivery Operative – Level 2 (Standard 0103)	-	375	375	375	375	375	375
2	Transport and Warehouse Operations Supervisor – Level 3 (Standard 0647)	-	Options: Transpor t – 25 Warehou se - 27	Options: Transport – 25 Warehouse - 27	Options: Transport – 25 Warehouse - 27	Options: Transport – 25 Warehouse - 27	Options: Transport – 25 Warehouse - 27	Options: Transport – 25 Warehouse - 27
3	Digital Support Technician – Level 3 (Standard 0120)	-	74	74	74	74	74	74
4	Aviation Ground Operative – Level 2 (Standard 0037) Will change to Aviation Ground Handler – Level 2 Standard (Standard 0908)	-	12	12	12	12	12	12
5	Aviation Ground Specialist – Level 3 (Standard 0038)	-	7	10	7	10	7	10
6	Equine Groom – Level 2 (Standard 0166)	-	12	12	12	12	12	12

7	Senior Equine Groom – Level 3 (Standard 0167)		6	9	6	9	6	9
	Total		538	544	538	544	538	544

**Estimated starts are based on the 2022 Army demand planned numbers of Gains to Trade Trained Strength (GTTTS) and represents the estimated Army requirement of trained soldiers leaving Initial Trade Training (ITT).*

I Glossary

Abbreviation	Meaning	Abbreviation	Meaning	Abbreviation	Meaning
AAP	Army Apprenticeship Programme	ESF	European Social Fund	PC	Performance Commentary
ACSO	Army Command Standing Order	ESFA	Education and Skills Funding Agency	Pers Pol(A)	Personnel Policy (Army)
AFC	Army Foundation College	FS	Functional Skills	QA	Quality Assure/Assurance
AGG	Army Guarantee Group	GA	Gateway Assessment	QAA	Quality Assurance Agency
AO	Awarding Organisation	GDPR	General data Protection Regulation	QIP	Quality Improvement Plan
BSS	Business Support Services	HC	Home Command	QM	Quality Mentor
CBDO	Cap Badge Designated Officer	IAG	Information, Advice and Guidance	RoATP	Register of Apprenticeship Training Providers
CC	Corps Colonel	IFATE	Institute for Apprenticeships and Technical Education	SAR	Self-assessment Report
CoC	Chain of Command	ILR	Individual learning Record	SASE	Specification of Apprenticeship Standards for England
CPD	Continuing Professional Development	ILP	Individual Learning Plan	SLOS	Standard Length of Stay
DBS	Disclosure and Barring Service	ITT	Initial Trade Training	SOP	Standard Operating Procedure
DPA	Data Protection Act	JSP	Joint Service Publication	SP	Service Provider
DO	Designated Officer	KSB	Knowledge, skills and behaviours	TESRR	Training, Education, Skills, Recruitment and Resettlement
Ed Br	Education Branch	L&D	Learning and Development	UAS	Unmanned Air Systems
EIF	Education Inspection Framework	MIS	Management Information Systems	WBL	Work-Based Learning
EPA	End-Point assessment	MMB	Maxi-Management Board	WLD	Whole-life development
EPAO	End Point Assessment Organisation	MOD	Ministry of Defence		
EQA	External Quality Assurance	MUG	Maytas User Group		

SECTION 2– PART TWO: SPECIFIC PROGRAMME INFORMATION FOR THE ARMY AIR CORPS (AAC)

Context

1. This contract is for 5 Standards (including Legacy Standards) across the AAC. The annual AAC Initial Trade Training (ITT) target is for 120 starts. New trainees usually arrive at the AAC's Trade Training School, Middle Wallop, Nr. Stockbridge, Hampshire, from either:
 - a. Basic Training Establishments (Winchester or Pirbright) as adult soldiers (18 years plus). They usually make up two thirds of the AAC's annual trainee cohort. They will complete a short Basic Training course (12 weeks) and will start Functional Skills there if required. Many arrive without one or both Functional Skills.
 - b. Army Foundation College (Harrogate) (AFC(H)) as junior soldiers (17-18 years old). They usually make up one third of the AAC's annual trainee cohort. They complete a longer course at AFC(H) (22 weeks), and will enrol on an apprenticeship while there, taking Functional Skills only, before transferring apprenticeships with the AAC. Some still arrive at Middle Wallop needing at least some element of Functional Skills.
2. Following 6 weeks of common syllabus courses (including 3 weeks of Functional Skills), trainees are split into the AAC's two main trade streams, AAC Groundcrew Specialists or AAC Communications Specialists. The expected ratio of this split is two thirds to one third respectively, but can vary, depending on Front Line Unit demand. Trainees are enrolled onto one of the two main AAC apprenticeships at this stage, depending on the specialism.
3. All trainees complete approximately seven months of ITT at Middle Wallop, before being posted to their first front line Unit. Following further trade training and consolidation, they return approximately one year later to complete the 'Advanced Course' in their trade (including a vocational week) at Middle Wallop. On return to Unit they then receive any top up training required, before completing Gateway and then taking their End Point Assessments.
4. Some learners can be placed into a Stores or Motorised Transport (MT) role. Where there is no ability to rotate through their main roles, the AAC is investigating suitable standards which these learners could transfer over to. There is potential for a Level 3 Logistics/Stores or Warehousing standard, and/or a Level 3 Driving standard to be delivered to approx 15-20 soldiers per annum.
5. **Overseas locations.** It is possible for AAC soldiers to be sent overseas for significant periods during their apprenticeships. The SP is to provide support to these apprentices including, where agreed on a case by case basis by the Authority, face to face support. Any additional costs arising above the pricing in Schedule 2 are to be agreed by the Authority in advance along with any additional location specific terms and conditions.

Governance

6. The overall lead officer for this contract is SO1 Apprenticeships, Pers Pol (A), Army HQ. The AAC Corps Colonel has overall responsibility for the AAC Apprenticeship Programme, but delegates day-to-day management to the CBDO. The AAC Corps Colonel and the CBDO are based at HQ AAC, Middle Wallop. The SP will report direct to the CBDO and be required to attend AAC Working Group Management Boards (minimum four per year) and Steering Group Management Boards (biannual).

Demographics Information

7. Information presented in the Annexes outlining the programme requirements are based upon current recruitment forecasts. Future recruitment, occupancy, levels of suspension and achievement levels cannot be guaranteed by the Authority and any data provided below in respect of these aspects is strictly indicative only. The information has been estimated by the Cap Badge and reflects the expected recruiting and training requirement situation as at Aug 23 for new enrolments. .

There will be a requirement to provide Functional Skills, up to and including Level 2. The % of starts who require at least one Functional Skills historically is 35%.

Infrastructure

8. There is no guaranteed infrastructure or government furnished assets provided by the Authority. The AAC currently has dedicated apprenticeship classrooms and offices at Middle Wallop, Wattisham and Yeovilton. Temporary facilities are made available at Aldergrove when required. However, regular access to office, classroom space and internet is at the discretion of the local unit.
9. The SP is expected to ensure that, subject to local arrangements, learning delivery staff are routinely available, in person, to Learners at Middle Wallop, Wattisham and Yeovilton, and where practicable at Aldergrove.

Summary of Programmes

Ser	Standard	Level	Estimated annual enrolments	EPAO ²⁴	Annex
(a)	(b)	(c)	(d)	(e)	(f)
1.	Aviation Movement Specialist	3	80	tbc	A

²⁴ Current EPAO contracts will be relet during the period of the Contract.

2.	Radio Network Technician	3	40	Notebook Assessment Services Ltd	B
3.	Aviation Flight Operations Coordinator	3	10	tbc	C
4.	Aviation Operations Manager (Specialist Function 2: Aircraft Movements Manager)	4	5	Highfield Awarding Body for Compliance	D

Annexes:

A L3 Aviation Movement Specialist.

B L3 Radio Network Technician.

C L3 Aviation Flight Operations Coordinator.

D L4 Aviation Operations Manager (Specialist Function 2: Aircraft Movements Manager).

E Forecast Starts.

F Glossary.

**Annex A to
Section 2 to
SCHEDULE 1 SOR**

Level 3 Aviation Movement Specialist – ST0954

Target Audience Description	Off-the-Job training ²⁵	Predominant ²⁶ On-the-Job locations
This Standard will replace ST0038 from August 2023. Note there may still be Carry in Learners from this Standard at contract award. This programme is for Groundcrew Specialists All apprentices enrol at Middle Wallop at the start of their ITT. All trainees complete approximately seven months of ITT at Middle Wallop, before being posted to their first front line Unit, in one of the locations on the right. Following further trade training and consolidation, they return approximately one year later to complete the 'Advanced Course' in their trade (including a vocational week) at Middle Wallop. On return to Unit they then receive any top up training required, before completing Gateway and then taking their End Point Assessments. This is a first apprenticeship. Enrolment will commence on this Standard at the start of this contract (August 2023). 80 starts per year at the contracting point. Length of stay 24 months.	Off-the-Job Training met by both Military training and SP delivery.	Main locations: • RNAS Yeovilton • Middle Wallop • Wattisham, Stowmarket • Aldergrove, Co. Antrim Minor locations (single figures): 1. RAF Benson, Wallingford 2. Credenhill, Herefordshire 3. Bury St Edmunds

²⁵ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

²⁶ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex B to
Section 2 to
SCHEDULE 1 SOR**

Level 3 Radio Network Technician – ST0757

Target Audience Description	Off-the-Job training ²⁷	Predominant ²⁸ On-the-Job locations
This programme is for Communications Specialists. All apprentices enrol at Middle Wallop at the start of their ITT. All trainees complete approximately seven months of ITT at Middle Wallop, before being posted to their first front line Unit, in one of the locations on the right. Following further trade training and consolidation, they return approximately one year later to complete the 'Advanced Course' in their trade (including a vocational week) at Middle Wallop. On return to Unit they then receive any top up training required, before completing Gateway and then taking their End Point Assessments. This is a first apprenticeship. 40 starts per year at the contracting point. Length of stay 28 months.	Off-the-Job Training met by both Military training and SP delivery.	Main locations: 1. RNAS Yeovilton 2. Middle Wallop 3. Wattisham, Stowmarket 4. Aldergrove, Co. Antrim Minor locations (single figures): 1. RAF Odiham, Hook

²⁷ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

²⁸ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex C to
Section 2 to
SCHEDULE 1 SOR**

Level 3 Aviation Flight Operations Coordinator – ST1007

Target Audience Description	Off-the-Job training ²⁹	Predominant ³⁰ On-the-Job locations
This programme is for Communications Specialists. Some Communication Specialists can be placed in Flight Operations cells. If this is for more than a temporary period, they will be offered the opportunity to transfer to this standard. This is a transfer apprenticeship. Enrolments will be conducted in the Field Army. Enrolment on this standard will commence no earlier than Aug 23 based on 10 starts per year.. Length of stay 12 months.	Off-the-Job Training met by both Military training and SP delivery.	Main locations: 1. RNAS Yeovilton 2. Middle Wallop 3. Wattisham, Stowmarket 4. Aldergrove, Co. Antrim Minor locations (single figures): • RAF Odiham, Hook

²⁹ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

³⁰ Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex D to
Section 2 to
SCHEDULE 1 SOR**

Level 4 Aviation Operations Manager (Specialist Function 2: Aircraft Movements Manager) – ST0039

Target Audience Description	Off-the-Job training ³¹	Predominant ³² On-the-Job locations
This programme is for Groundcrew Specialists. This is a progression apprenticeship from ST0954. Enrolments will be conducted in the Field Army. Enrolment on this standard will commence no earlier than Aug 23 at 5 starts per year. Length of stay 12 months (due to RPL).	Off-the-Job Training met by both Military training and SP delivery.	Main locations: 1. RNAS Yeovilton 2. Middle Wallop 3. Wattisham, Stowmarket 4. Aldergrove, Co. Antrim Minor locations (single figures): 1 RAF Benson, Wallingford 2 Credenhill, Herefordshire 3 Bury St Edmunds

³¹ There may be additional Subsequent Trade Training events that can provide evidence for completion of the portfolio.

³² Will include time away on exercise, on operations, on additional residential training events, and other taskings as operational imperative dictates.

**Annex E to
Section 2 to
SCHEDULE 1 SOR**

FORECAST START NUMBERS 2023/24 to 2028/29

S e r (a)	Standard	Pathway	Estimate d Starts 2023/24	Estimate d Starts 2024/25	Estimate d Starts 2025/26	Estimate d Starts 2026/27	Estimate d Starts 2027/28	Estimate d Starts 2028/29
	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
1.	Aviation Movement Specialist – Level 3 (ST0954)	N/A	80	80	80	80	80	80
2.	Radio Network Technician – Level 3 (ST0757)	N/A	40	40	40	40	40	40
3.	Aviation Flight Operations Coordinator – Level 3 (ST1007)	N/A	10	10	10	10	10	10
4.	Aviation Operations Manager – Level 4 (ST0039)	Aircraft Movements Manager	5	5	5	5	5	5
5.	Total		135	135	135	135	135	135

Note: Estimated starts are based on the current Army demand planned numbers of Gains to Trade Trained Strength (GTTTS) and represents the estimated Army requirement of trained soldiers leaving Initial Trade Training (ITT).

**Annex F to
Section 2 to
SCHEDULE 1 SOR**

GLOSSARY

Abbreviation	Meaning	Abbreviation	Meaning	Abbreviation	Meaning
AAC	Army Air Corps	EQA	External Quality Assurance	MT	Motorised Transport
AAP	Army Apprenticeship Programme	ESF	European Social Fund	PC	Performance Commentary
ACSO	Army Command Standing Order	ESFA	Education and Skills Funding Agency	Pers Pol (A)	Personnel Policy (Army)
AFC	Army Foundation College	FS	Functional Skills	QA	Quality Assure/Assurance
AGG	Army Guarantee Group ³³	GA	Gateway Assessment	QAA	Quality Assurance Agency for Higher Education
AO	Awarding Organisation	GDPR	General Data Protection Regulation	QIP	Quality Improvement Plan
BSS	Business Support Services	HC	Home Command	QM	Quality Mentor
CBDO	Cap Badge Designated Officer	IAG	Information, Advice and Guidance	RoATP	Register of Apprenticeship Training Providers
CC	Corps Colonel	IfATE	Institute for Apprenticeships and Technical Education	SAR	Self-Assessment Report
CoC	Chain of Command	ILP	Individual Learning Plan	SASE	Specification of Apprenticeship Standards for England
CPD	Continuing Professional Development	ILR	Individual learning Record	SG	Steering Group
DBS	Disclosure and Barring Service	ITT	Initial Trade Training	SLOS	Standard Length of Stay
DPA	Data Protection Act	JSP	Joint Service Publication	SOP	Standard Operating Procedure
DO	Designated Officer	KSB	Knowledge, Skills and Behaviours	SP	Service Provider

³³ Learners not funded through the ESFA.

Abbreviation	Meaning	Abbreviation	Meaning	Abbreviation	Meaning
Ed Br	Education Branch	L&D	Learning and Development	STT	Subsequent Trade Training
EIF	Education Inspection Framework	MIS	Management Information Systems	TESRR	Training, Education, Skills, Recruitment and Resettlement
EPA	End-Point Assessment	MOD	Ministry of Defence	WBL	Work-Based Learning
EPAO	End Point Assessment Organisation	MUG	Maytas User Group	WLD	Whole-Life Development

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 2

PRICE

c. Pricing Part 1 – Variation of Price

- a. All Services in the Statement of Requirements shall be Firm Priced for a period of two (2) years from the Contract Implementation Date (the "**Firm Price Period**") and the price stated in Parts 2 and 3 of this Schedule 2 shall be the price payable for the Services delivered in accordance with the terms of the Contract.
- b. The price payable for each Learner for their Apprenticeship Standard shall be the price stated for the year in which they enrol.
- c. The prices in Parts 2 and 3 of this Schedule 2 for Years 3 to 6 are FIXED at Year 1 price levels and do not include provision beyond the end of the Firm Price Period for increases or decreases in the market price of the Services being purchased. Any such variation shall be calculated in accordance with the following formula:
- d. $V = P (a+b(O_i / O_o)) - P$

Where:

V represents the variation of price;

P represents the Fixed Price as stated in Parts 2 and 3 of this Schedule 2 Year 1 pricing;

O represents the indices: HQT1 – Top Level SPPI (Service Provider Price Inflation),
Sections
H to U excl. Section K

O_o is the value of the Output Price Index at the base date period (first year of contract)

O_i is the value of the Output Price Index at the payment date period (the year being calculated)

a represents the Non-Variable Element (NVE) of 0; and

b represents the Variable Element of 1,

and: $a+b=1$

- e. The OUTPUT Price Index referred to in Paragraph d above shall be taken (as specified by the Authority) from the:
 - i. ONS Publication MM22 Table 2 'Price Indices of UK OUTPUT: All Manufacturing and Selected Industries'; or
 - ii. Table 4 'Price Indices of Products Manufactured in the UK'.
- f. Indices published with a 'B' or 'F' marker or a suppressed value, in the last 4 years are not valid for the purposes of this Paragraph **Error! Reference source not found.**1 (Variation of Price) and shall not be used. Where Indices have an 'F' marker or suppression applied to them during the Contract Term, the Authority and the Service Provider shall agree appropriate replacement Indices. The replacement Indices shall cover, to the maximum extent possible, the same economic activities as the original Indices.

- g. In the event that any material changes are made to the Indices (for example, a revised statistical base date) during the Contract Term and before final adjustment of the final Contract Price, then the re-basing methodology outlined by the Office for National Statistics (as the series providers) to match the original Indices to the new series shall be applied.
- h. In the event the agreed Indices cease to be published (for example, because of a change in the standard industrial classification), the Authority and the Service Provider shall agree appropriate replacement Indices, which shall cover to the maximum extent possible the same economic activities as the original Indices. The methodology outlined by the Office for National Statistics (as the series providers) to match the original Indices to the new series shall be applied.
- i. Notwithstanding Paragraphs f, g and h above, any extant Indices agreed pursuant to this Contract shall continue to be used as long as they are available, and subject to the application of the methodology outlined by the Office for National Statistics (as the series providers) to match the original Indices to the new series. Payments calculated using the extant Indices (during the period in which they apply to this Contract) shall not be amended retrospectively as a result of any change to the Indices.
- j. The Service Provider shall promptly notify the Authority in writing of any significant changes in the Service Provider's Proposal, or in any of its purchasing proposals, or of any other factor, having a material bearing on the operation of the provisions of this Paragraph 1 (Variation of Price), and the Parties shall consider whether a Contract Change would be appropriate.
- k. Prices shall be adjusted taking into account the effect of the variation of price mechanism set out in Paragraph d above as soon as possible after publication of the relevant Indices, or at such later date if so agreed between the Authority and the Service Provider.
- l. Claims under this Paragraph 1 shall be submitted to the CP&F (Contracting, Purchasing and Finance), certified to the effect that the requirements of this Paragraph 1 have been met.
- m. Any changes to the Indices used shall be agreed in writing with the Authority in accordance with Paragraphs 1.6, 1.7, and 1.8 above.

d. Pricing Part 2 – Schedule of Requirements

Name and Address of Service Provider The Colleges' Partnership 14b, Sunrise Business Park Higher Shaftesbury Rd Blandford DT11 8ST	MINISTRY OF DEFENCE	Contract No
	THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY (RA) AND THE ARMY AIR CORPS (AAC)	704841450.3
Issued With Contract documentation	On 1st March 2023	Previous Contract No ARMYHQ2/00262 (RA) ARMYHQ2/00266 (AAC)

Requirements – STANDARDS APPRENTICESHIPS

Item Number	Description	Notes to Supplier	Year of Enrolment					
			Year 1 Total Price £ (ex-VAT)	Year 2 Total Price £ (ex-VAT)	Year 3 Total Price £ (ex-VAT)	Year 4 Total Price £ (ex-VAT)	Year 5 Total Price £ (ex-VAT)	Year 6 Total Price £ (ex-VAT)
1	Level 2 Express Delivery Operative (ST0103) RA	Price per student	Redacted – pricing information					
2	Level 3 Transport and Warehouse Operations Supervisor (ST0647) RA Transport Op	Price per student						
3	Level 3 Transport and Warehouse Operations Supervisor (ST0647) RA Warehouse Op	Price per student						
4	Level 3 Digital Support Technician (ST0120) RA	Price per student						
5	Level 2 Aviation Ground Handler (ST0908) RA	Price per student						

6	Level 3 Aviation Ground Specialist (ST0038) RA	Price per student
7	Level 2 Equine Groom (ST0166) RA	Price per student
8	Level 3 Senior Equine Groom (ST0167) RA	Price per student
9	Level 3 Aviation Movement Specialist (ST0954) AAC	Price per student
10	Level 3 Radio Network Technician (ST0757) AAC	Price per student
11	Level 3 Aviation Flight Operations Coordinator (ST1007) AAC	Price per student
12	Level 4 Aviation Operations Manager (Aircraft Movements Manager) (ST0039) AAC	Price per student

Redacted – pricing information

Table 2 – Allocation of Firm Overhead Costs to Programmes

- c. The total firm overhead costs that are directly attributable to this contract needs to be allocated to each apprenticeship standard being delivered and an overhead cost per individual calculated for use in Table 3 – Firm Delivery Costs for each individual apprentice.

Table 2 – Allocation of Firm Overhead Costs to Programmes:

Serial	Standard	Total Overhead Cost (£) (Exl VAT) allocated to each apprenticeship standard	No Individuals on programme	Year of Enrolment					
				Year 1 Overhead per individual (£)	Year 2 Overhead per individual (£)	Year 3 Overhead per individual (£)	Year 4 Overhead per individual (£)	Year 5 Overhead per individual (£)	Year 6 Overhead per individual (£)
5.	Level 2 Express Delivery Operative (ST0103) RA	Redacted – pricing information							
6.	Level 3 Transport and Warehouse Operations Supervisor (ST0647) RA Transport Op								
7.	Level 3 Transport and Warehouse Operations Supervisor (ST0647) RA Warehouse Op								
8.	Level 3 Digital Support Technician (ST0120) RA								
9.	Level 2 Aviation Ground Handler (ST0908) RA								
10.	Level 3 Aviation Ground Specialist (ST0038) RA								

11.	Level 2 Equine Groom (ST0166) RA
12.	Level 3 Senior Equine Groom (ST0167) RA
13.	Level 3 Aviation Movement Specialist (ST0954) AAC
14.	Level 3 Radio Network Technician (ST0757) AAC
15.	Level 3 Aviation Flight Operations Coordinator (ST1007) AAC
16.	Level 4 Aviation Operations Manager (Aircraft Movements Manager) (ST0039) AAC

Redacted – pricing information

d. The costs detailed in Table 3 should be shown as actual costs per individual apprentice. These costs will depend on the length and complexity of the standard and the proportion of direct Army delivery. A separate table showing the detailed costs for each standard is required.

Tables 3 – Firm Direct Delivery Costs for Standards:

Serial	Item – description of costs	Unit Cost (£) (Ex VAT)	Number of units per learner	Year of Enrolment					
				Year 1 Total cost per individual apprentice (£ Ex VAT)	Year 2 Total cost per individual apprentice (£ Ex VAT)	Year 3 Total cost per individual apprentice (£ Ex VAT)	Year 4 Total cost per individual apprentice (£ Ex VAT)	Year 5 Total cost per individual apprentice (£ Ex VAT)	Year 6 Total cost per individual apprentice (£ Ex VAT)
N/A	Example	£#.## per instance	# Total instances per learner	£#.## Unit Cost <i>multiplied by</i> Number of Units	£#.##	£#.##	£#.##	£#.##	£#.##
5.	Progress Reviews /mentoring Costs (Cost per Progress review/mentoring session). Reviews are to be every 10 weeks and at least 75% face to face.	Redacted – pricing information							
6.	Initial Assessment and Information, Advice & Guidance								
7.	EPA preparation								
8.	Gateway Review.								
9.	Off the job training								
10.	Materials and Consumables								
11.	Programme Governance and Administration								
12.	Quality Assurance								

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

Redacted – pricing information

e. Costs entered into Table 4 should reflect the total price per year and the total contract value.

f. Note that: Costs for years 1 and 2 shall be FIRM; and Costs for years 3, 4, 5, and 6 shall be Fixed (equal to Year 1) and subject to VOP in accordance with Paragraph 1 to this Schedule 2 (Price).

[illegible]

Total Contract Value	£12,357,615
----------------------	-------------

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 3

TERMS AND CONDITIONS

INDEX TO CONDITIONS OF CONTRACT**Contents**

GENERAL CONDITIONS.....	29
1. DEFENCE CONTRACT CONDITIONS (DEFCONs).....	29
1.2. DEFENCE FORMS (DEFFORMs).....	30
SPECIAL CONDITIONS.....	31
2. NOTES & FURTHER DEFINITIONS	31
3. NOTICES.....	36
4. ENTIRE AGREEMENT	37
5. GOVERNING LAW.....	37
6. WAIVER	38
7. ASSIGNMENT OF CONTRACT	38
8. THIRD PARTY RIGHTS.....	39
9. TRANSPARENCY	39
10. ESFA COMPLIANCE	40
11. DURATION OF CONTRACT.....	41
12. SUB CONTRACTING.....	41
13. LEGAL AND STATUTORY RESPONSIBILITIES	41
14. CHANGES IN LAW	41
15. RELATIONSHIPS BETWEEN THE PARTIES	41
16. OTHER CONTRACTS WITH THE CROWN.....	42
17. AMENDMENTS.....	42
18. ENVIRONMENTAL REQUIREMENTS	43
19. AUTHORITY RESPONSIBILITIES	43
20. SERVICE PROVIDER RESPONSIBILITIES.....	43
21. SERVICE PROVIDER RECORDS.....	44
22. PRECEDENCE	45
23. PRICE.....	46
24. PAYMENT & CP&F - THE AUTHORITY'S ELECTRONIC PAYMENT SYSTEM:.....	47
25. STUDENT DEMAND.....	48
26. TRAVEL & SUBSISTENCE.....	49
27. SERVICE PROVIDER'S PERSONNEL	49
28. SAFEGUARDING LEARNERS	50
29. EQUALITY AND DIVERSITY	50
30. QUALITY ASSURANCE.....	50
31. PROVIDER FINANCE ASSURANCE	50
32. ACCOUNTING PRINCIPLES.....	51
33. MONITORING AND COMPLIANCE	51
34. PERFORMANCE	51
35. REPORTS & MEETINGS.....	53
36. ARMY APPRENTICESHIP BUSINESS SUPPORT E-PLATFORM	53
37. DATA MANAGEMENT	54
38. SECURITY	55
39. CYBER SECURITY	58
40. DATA PROTECTION	58
41. CONFIDENTIALITY OF INFORMATION	59
42. CONTROLLED INFORMATION	60
43. INSURANCE	62
44. LIMITATIONS ON LIABILITY	63
45. PUBLIC RELATIONS AND PUBLICITY.....	68
46. ARMY BRANDING	68
47. CONFIDENTIALITY	69
48. TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT).....	69
49. DEFAULT/STEP IN RIGHTS	69
50. DEFAULT & RECTIFICATION.....	70
51. TERMINATION ESFA	72
52. TERMINATION FOR INSOLVENCY OR CORRUPT GIFTS.....	73
53. TERMINATION FOR CONVENIENCE	76

54. MATERIAL BREACH78

55. CONSEQUENCES OF TERMINATION.....78

56. DISPUTE RESOLUTION PROCEDURE78

57. CO-OPERATION ON EXIT: ESFA AUDIT78

58. TRANSITION.....79

59. EXIT MANAGEMENT.....79

ANNEXES
Annex A – List of SOPs
Annex B – Payment Methodology
Annex C – Transition Activity Checklist
Annex D – DEFFORM 532 – Personal Data Particulars
Annex E – Exit Plan
Annex F – Governance and Meetings

TERMS & CONDITIONS OF CONTRACT

GENERAL CONDITIONS

1. DEFENCE CONTRACT CONDITIONS (DEFCONs)

1.1. The following DEFCONs in respect of general and other matters shall apply:-

DEFCON 5J (Edn 18/11/16)	Unique Identifiers (Clause 4 is not applicable)
DEFCON 76 (Edn 06/21)	Contractor's Personnel at Government Establishments ³⁴
DEFCON 90 (Edn 06/21)	Copyright
DEFCON 129J (Edn 18/11/16)	The Use of The Electronic Business Delivery Form
DEFCON 501 (Edn 10/21)	Definitions and Interpretations
DEFCON 503 (Edn 06/22)	Formal Amendments to Contract
DEFCON 507 (Edn 07/21)	Delivery
DEFCON 513 (Edn 04/22)	Value Added Tax (VAT) and Other Taxes
DEFCON 514 (Edn 08/15)	Material Breach
DEFCON 515 (Edn 06/21)	Bankruptcy and Insolvency
DEFCON 516 (Edn 04/12)	Equality
DEFCON 518 (Edn 02/17)	Transfer
DEFCON 520 (Edn 08/21)	Corrupt Gifts and Payments of Commission
DEFCON 522 (Edn 11/21)	Payment and Recovery of Sums Due
DEFCON 524 (Edn 12/21)	Rejection
DEFCON 526 (Edn 08/02)	Notices
DEFCON 527 (Edn 09/97)	Waiver
DEFCON 529 (Edn 09/97)	Law (English)
DEFCON 530 (Edn 12/14)	Dispute Resolution (English Law)
DEFCON 531 (Edn 09/21)	Disclosure of Information
DEFCON 532B (Edn 09/21)	Protection of Personal Data (Where Personal Data is being processed on behalf of the Authority)
*DEFCON 534 (Edn 06/21)	Subcontracting and Prompt Payment
DEFCON 537 (Edn 12/21)	Rights of Third Parties
DEFCON 538 (Edn 06/02)	Severability
DEFCON 539 (Edn 01/22)	Transparency
DEFCON 550 (Edn 02/14)	Child Labour & Employment Law
DEFCON 566 (Edn 10/20)	Change of Control of Contractor

³⁴ The total liability of the Service Provider in respect of damage to Government property is unlimited – Clause 3 & 4 on this DEFCON refer.

DEFCON 602B (Edn 12/06)	Quality Assurance (without Deliverable Quality Plan)
DEFCON 604 (Edn 06/14)	Progress Reports
DEFCON 608 (Edn 07/21)	Access and Facilities to be Provided by the Contractor
DEFCON 609 (Edn 07/21)	Contractor's Records
DEFCON 620 (Edn 06/22)	Contract Change Control Procedure
DEFCON 625 (Edn 06/21)	Co-Operation on Expiry of Contract
DEFCON 632 (Edn 11/21)	Third Party Intellectual Property – Rights and Restrictions
DEFCON 642 (Edn 07/21)	Progress Meetings
DEFCON 643 (Edn 12/21)	Price Fixing (Non-qualifying Contracts)
DEFCON 656B (Edn 08/16)	Termination for Convenience – £5M and Over
DEFCON 658 (Edn 09/21)	Cyber
DEFCON 660 (Edn 12/15)	Official-Sensitive Security Requirements
DEFCON 670 (Edn 02/17)	Tax Compliance ³⁵
DEFCON 671 (Edn 10/22)	Plastic Packaging Tax
DEFCON 674 (Edn 03/21)	Advertising Subcontracts (Public Contract Regulations 2015 Only)
DEFCON 678 (Edn 09/19)	SME Spend Data Collection
DEFCON 694 (Edn 07/21)	Accounting for Property of The Authority

1.2. DEFENCE FORMS (DEFFORMS)

DEFFORM 10B (Edn 06/22)	Acceptance Of Offer Of Amendment To Contract
DEFFORM 111 (Edn 07/21)	Appendix – Addresses and Other Information
DEFFORM129J (Edn 09/17)	The Use of the Electronic Business Delivery Form
DEFFORM 532 (Edn 10/19)	Personal Data Particulars
DEFFORM 539A (Edn 01/22)	Tenderer's Commercially Sensitive Information Form
DEFFORM 539B (Edn 01/22)	Publishable Performance Information – KPI Data Report

For copies of DEFCONs/DEFFORMs refer to 'Note' on the DEFFORM 111 Enclosure to this Schedule 3 (Ts&Cs).

³⁵ DEFCONs applicable to Contracts with estimated value exceeding £5M.

SPECIAL CONDITIONS2. NOTES & FURTHER DEFINITIONS

2.1. For the purposes of Condition 1 and in addition to the provisions of DEFCON 501 (refer to Condition 1):

- 2.1.1. where appropriate to the work to be performed under the Contract, in the Standard Conditions and the DEFCONs, references to “Article” and “Articles” shall be read as meaning “Service” and “Services” and all other terms shall generally be interpreted in the context of the delivery of such a Service or Services as opposed to the delivery of goods of the Contractor’s manufacture;
- 2.1.2. in the DEFCONs, any references to the “Project Manager”, “Project Desk Officer”, “Quality Assurance Manager” and the like shall be interpreted as being a reference to the Authority’s ‘Designated Officer’ as defined at sub-Clause 2.1.25 of this Condition and identified in Box 2 of the DEFFORM 111 Enclosure to this Schedule 3 (Ts&Cs);
- 2.1.3. in the DEFCONs, any references to “Contractor” shall be interpreted as being reference to the ‘Service Provider’;
- 2.1.4. ‘Appointed End Point Assessor’ means an organisation that must be on the ESFA’s Register of End Point Assessment Organisations, and has been appointed by the Authority, to undertake the End Point Assessments;
- 2.1.5. ‘Apprenticeship Start Date’ shall mean the date that the apprentice begins training towards an Apprenticeship Standard or Framework.
- 2.1.6. Note: e.g. induction date, ESFA sign-on paperwork completed
- 2.1.7. ‘Apprenticeship Frameworks’ are multi-occupational apprenticeships with an integrated programme of learning comprising of a Qualification Curriculum Framework (QCF) /National Vocational (NVQ) or Diploma, Functional Skills, Employer Rights and Responsibilities (ERR) and, where required, a Technical Certificate or Diploma and is compliant with the Specifications of Apprenticeships Standards for England (SASE).
- Frameworks are in the process of being phased out and replaced by Apprenticeship Standards;
- 2.1.8. ‘Apprenticeship Standards’ are endorsed by the Institute for Apprenticeships (an executive non-departmental public body, sponsored by the Department for

Education) and comprise of initial assessment, on programme training and learning (including Functional Skills), Gateway assessment and End-Point Assessment. Standards are tailored to each individual profession, designed by employers and include an Assessment Plan and assessments and grading of behaviours. Apprenticeship Standards are replacing Apprenticeship Frameworks;

- 2.1.9. 'Army Apprenticeship Programme' shall mean the Army managed apprenticeship programme in which all Education Skills Funding Agency (ESFA) and Apprenticeship Levy funded apprenticeship provision is delivered under the Single Army Contract (SAC);
- 2.1.10. 'Army Apprenticeship Standard Operating Procedure (SOP)' shall mean the working instructions produced, and amended as necessary, by the Authority, and which set out the policies and procedures to be followed in respect of Army Apprenticeships. A list of extant SOPs is attached at Annex A to this Schedule 3 (Ts&Cs). All SOPs can be obtained by request from the Army's Personnel Policy (Pers Pol) Branch.
- 2.1.11. 'The Authority'. In addition to the definition set out in DEFCON 501, the Authority is an employer-provider of apprenticeships and an ESFA contractor;
- 2.1.12. the 'Authority's Representative', means the 'Designated Officer' as defined at sub-Clause 2.1.25 or such other nominated individual who may be appointed by the Authority in accordance with the provisions of the Contract;
- 2.1.13. Awarding Body or 'Awarding Organisation' means the body nominated by the Service Provider, and approved by the Authority, to undertake external verification of the qualifications embedded within the Standards, and Functional Skills, attained by the Learners and to provide external test papers and certification where necessary;
- 2.1.14. the 'Authority's Commercial Desk Officer' means the individual/post identified in Box 1 of the DEFFORM 111 Enclosure to this Schedule 3 (Ts&Cs);
- 2.1.15. The 'Bill Paying Authority' means the Bill paying Authority whose name and address is given in Box 11 of the DEFFORM 111 to the Contract;
- 2.1.16. 'Cap Badge' means the Royal Artillery (RA) **and** the Army Air Corps (AAC);
- 2.1.17. 'Conditions' means the Terms and Conditions (Ts&Cs) set out in this Schedule 3 (Ts&Cs);

- 2.1.18. 'Confidential Information' means all information (including data in electronic form, computer programs, designs, plans, drawings, analyses, studies and other documents or material) designated as such by either Party in writing together with all such other information of a technical, commercial or financial nature received from a Party to this Contract, its agents, servants, employees, representatives or advisors (including, without limitation, any and all documents and information supplied in the course of proceedings under Schedule 4 (Dispute Resolution Procedure));
- 2.1.19. 'Consents' means permission and agreement to conduct an activity or make changes to procedure.
- 2.1.20. 'Contract Award Date' means the day on which Contract Award is confirmed, which shall be 10 days after the standstill period commences following notification of award decision, or 14 days after the completion of any legal challenge;
- 2.1.21. 'Contract Implementation Date' means the day upon which the Service Provider assumes responsibility for the provision of all of the Services required in Schedule 1 (SOR);
- 2.1.22. 'Contract Price' for the purposes of the definition set out in DEFCON 501 means the amount set out in Schedule 2 (Price);
- 2.1.23. 'Day(s)' means 'working day(s) unless specifically expressed as calendar day(s);
- 2.1.24. 'Delivery Subcontractor' means any organisation contracted through an employer-provider to deliver the apprenticeship, English or maths or planned on-programme assessment. The Service Provider of this Contract is the ESFA's service delivery subcontractor;
- 2.1.25. "Designated Officer" is the principal Representative of the Authority appointed to monitor the Service Provider's performance in respect of the Contract and to certify receipt of satisfactory performance. The Authority's Designated Officer may, at their sole discretion and by notice to the Service Provider, delegate certain functions to other Representatives of the Authority. The address of the Designated Officer is contained in Box 2 of the DEFFORM 111 to the Contract;
- 2.1.26. 'DfE Funding Band' shall mean the maximum capped funding band against which each apprenticeship is allocated through IfATE by the DfE. Additional information on the DfE Funding Bands can be found at:

<https://www.gov.uk/government/publications/apprenticeship-funding-bands>

- 2.1.27. 'Education and Skills Funding Agency (ESFA)' is an executive agency of the Department for Education. The Secretary of State for Education, via the ESFA, sets the rules and guidance for apprenticeships. The Authority is an ESFA contractor;
- 2.1.28. 'Employer-Provider' means any organisation that delivers some, or all, of the training element of an apprenticeship to their own staff and holds a contract with the ESFA. The Authority is an employer-provider and thus an ESFA contractor;
- 2.1.29. 'End-Point Assessment' (EPA) is a holistic and independent assessment of the knowledge, skills and behaviours of the Learner which have been learnt throughout an Apprenticeship Standard;
- 2.1.30. 'FIRM Price' means a price (excluding VAT) which is not subject to variation;
- 2.1.31. 'FIXED Price' means a price (excluding VAT) which is agreed at the outset but varies over time using an agreed Variation of Price (VOP) formula.
- 2.1.32. 'Functional Skills' means the applied practical skills in English, maths and, if required, ICT;
- 2.1.33. 'Gateway Assessment' or 'Gateway Requirements' means the requirements set out in the Assessment Plan that must be met by the apprentice prior to undertaking EPA of the Apprenticeship Standard;
- 2.1.34. 'Good Industry Practice' means the exercise of such degree of skill, diligence, prudence and foresight as would reasonably and ordinarily be expected from a skilled and experienced person, seeking to comply with its contractual obligations and seeking to avoid liability arising under any duty of care that might reasonably apply to, or to be expected, from that person complying with all applicable laws and engaged in the same type of undertaking and under the same or similar circumstances and conditions as the Service Provider;
- 2.1.35. 'Individualised Learner Record (ILR)' means the primary data collection requested from learner providers for further education and work-based learning in England. Data is used by ESFA/Government to monitor policy implementation and the performance of the sector;
- 2.1.36. 'Learners' shall mean all individuals registered on the ESFA funded or apprentice levy funded programmes supported by this Contract;

- 2.1.37. 'L&D' means the Authority's Learning & Development Branch which is responsible for the management and oversight of the Army Apprenticeship programme;
- 2.1.38. 'Management Information' means any information acquired or generated by the Service Provider for the purpose of managing the Contract which may be provided to the Authority and/or the ESFA during the term of the Contract;
- 2.1.39. 'Ofsted' means the Office for Standards in Education, Children's Services and Skills;
- 2.1.40. 'Parties' means the Service Provider and the Authority, and Party shall be construed accordingly;
- 2.1.41. 'Personal Data' means personal information and data relating to a specific individual who can be identified by such information and data;
- 2.1.42. 'Planned End Date' means date entered onto the individualised learner record (ILR) when the learner is expected to complete their learning;
- 2.1.43. 'Re-competition' means where the Authority re-competes its requirement for either the whole or part of the Services or their replacement or equivalent;
- 2.1.44. 'Register of Apprenticeship Training Providers' (RoATP) means the Register held by the ESFA of Training Providers who have passed tests on due diligence, financial health and tests of quality, capacity and capability. Service Providers must be registered on the RoATP throughout the duration of the Contract;
- 2.1.45. 'Register of End Point Assessment Organisations' (RoEPAO) means the Register held by the ESFA of organisations that the employer-provider can contract with for the delivery of End-Point Assessments;
- 2.1.46. 'Replacement Contract' means any contract entered into by the Authority with a Successor Service Provider for the provision of some or all of the Services;
- 2.1.47. 'Service Provider' means the organisation who, under this Contract, undertakes to provide the Contract deliverables detailed in Schedule 1 (SOR). The Service Provider is the service delivery subcontractor of the ESFA.
- 2.1.48. 'Service Provider's Representative' means a person or persons employed by the Service Provider in connection with the provisions of the deliverables and in connection with this Contract;

- 2.1.49. 'Services' means the services which are to be provided by the Service Provider throughout the Contract term in accordance with the terms of this Contract and Schedule 1 (SOR);
- 2.1.50. 'Single Army Contract (SAC)' shall mean the Army arrangement to draw funding directly from the ESFA or the Employer Levy Account for Apprenticeships and Functional Skills;
- 2.1.51. 'Statement of Requirements (SOR)' means the Services specified in Schedule 1 (SOR) which are to be performed by the Service Provider and the minimum standards to be achieved;
- 2.1.52. 'Steering Group Management Board' shall mean the forum at which the Corps Colonel provides the strategic leadership to the programme, deciding the key priorities for the future and monitoring performance against Performance targets set by the Management Board.
- 2.1.53. 'Sub-Contractor' means a legal entity that has a contractual relationship with the Authority to deliver apprenticeship training – also known as the Service Provider (see sub-Clause 2.1.46);
- 2.1.54. 'Transition' means the period between the Contract Award Date and the Contract Implementation Date;
- 2.1.55. 'Working Group Management Board' shall mean the operational level meeting chaired by the CBDO that deals with the day-to-day management of the programme, monitoring how well cohorts of learners and individual apprentices are progressing on their apprenticeships and identifying action to be taken to overcome delivery issues. The meeting reviews performance and quality and progress against the Corps Colonel's Performance Targets and the Quality Improvement Plan (QIP).

3. NOTICES

- 3.1. For the purposes of DEFCON 526 (Notices), any notice given under or pursuant to the Contract shall be sent or transmitted to the addresses of the parties to the Contract at sub-Clauses 3.1.1 and 3.1.2:

3.1.1. Authority Commercial Desk Officer Address:

Army Commercial Branch
Floor 0, Zone 0.A,
Blenheim Building,

Army HQ, Marlborough Lines,
Monxton Road, ANDOVER,
Hampshire SP11 8HJ
Email: ArmyComrcl-Procure-AAP-Mailbox@mod.gov.uk

3.1.2. Service Provider Address:

The Colleges' Partnership
14b, Sunrise Business Park,
Higher Shaftesbury Rd,
Blandford,
DT11 8ST

4. ENTIRE AGREEMENT

- 4.1. The Contract constitutes the entire agreement between the Parties relating to the subject matter of the Contract. The Contract supersedes, and neither Party has relied upon, any prior negotiations, representations and undertakings, whether written or oral, except that this Condition shall not exclude liability in respect of any fraudulent misrepresentation.
- 4.2. The Service Provider's Technical Submission filed in response to the Authority's Requirement of Response will be inserted in Schedule 7 (Service Delivery Plan) to this Contract and its content therefore enforceable as part of the entire agreement.

5. GOVERNING LAW

- 5.1. Subject to Clause 5.4, the Contract shall be considered as a contract made in England and subject to English Law.
- 5.2. Subject to Clause 5.4 and Condition 56 (Dispute Resolution Procedure) and without prejudice to the dispute resolution process set out therein, each Party submits and agrees to the exclusive jurisdiction of the Courts of England to resolve, and the laws of England to govern, any actions proceedings, controversy or claim of whatever nature arising out of or relating to the Contract or breach thereof.
- 5.3. Subject to Clause 5.4 any dispute arising out of or in connection with the Contract shall be determined within the English jurisdiction and to the exclusion of all other jurisdictions save that other jurisdictions may apply solely for the purpose of giving effect to this Condition 5 and for the enforcement of any judgment, order or award given under English jurisdiction.
- 5.4. If the Parties pursuant to the Contract agree that Scots Law should apply, then the

following amendments shall apply to the Contract:

5.4.1. Clause 5.1, 5.2 and 5.3 shall be amended to read:

- a) The Contract shall be considered as a contract made in Scotland and subject to Scots Law.
- b) Subject to Condition 56 (Dispute Resolution Procedure) and without prejudice to the dispute resolution process set out therein, each Party submits and agrees to the exclusive jurisdiction of the Courts of Scotland to resolve, and the laws of Scotland to govern, any actions, proceedings, controversy or claim of whatever nature arising out of or relating to the Contract or breach thereof.
- c) Any dispute arising out of or in connection with the Contract shall be determined within the Scottish jurisdiction and to the exclusion of all other jurisdictions save that other jurisdictions may apply solely for the purpose of giving effect to this Condition 5 and for the enforcement of any judgment, order or award given under Scottish jurisdiction.

5.5. Each Party warrants to each other that entry into the Contract does not, and the performance of the Contract will not, in any way violate or conflict with any provision of law, statute, rule, regulation, judgement, writ, injunction, decree or order applicable to it. Each Party also warrants that the Contract does not conflict with or result in a breach or termination of any provision of, or constitute a default under, any mortgage, contract or other liability, charge or encumbrance upon any of its properties or other assets.

5.6. Each Party agrees with each other Party that the provisions of this Condition 5 shall survive any termination of the Contract for any reason whatsoever and shall remain fully enforceable as between the Parties notwithstanding such a termination.

6. WAIVER

6.1. No act or omission of either Party shall by itself amount to a waiver of any right or remedy unless expressly stated by that Party in writing. In particular, no reasonable delay in exercising any right or remedy shall by itself constitute a waiver of that right or remedy.

6.2. No waiver in respect of any right or remedy shall operate as a waiver in respect of any other right or remedy.

7. ASSIGNMENT OF CONTRACT

7.1. Neither Party shall be entitled to assign the Contract (or any part thereof) without the prior

written consent of the other Party.

8. THIRD PARTY RIGHTS

- 8.1. Notwithstanding anything to the contrary elsewhere in the Contract, no right is granted to any person who is not a Party to the Contract to enforce any term of the Contract in its own right and the Parties to the Contract declare that they have no intention to grant any such right.

9. TRANSPARENCY

- 9.1. Notwithstanding any other term of this Contract, including DEFCON 531 (Disclosure of Information), the Contractor understands that the Authority may publish the Transparency Information and Publishable Performance Information to the general public.
- 9.2. Subject to Clause 9.3 of this Condition the Authority shall publish and maintain an up-to-date version of the Transparency Information and Publishable Performance Information in a format readily accessible and reusable by the general public under an open licence where applicable.
- 9.3. If, in the Authority's reasonable opinion, publication of any element of the Transparency Information and Publishable Performance Information would be contrary to the public interest, the Authority shall be entitled to exclude such Information from publication. The Authority acknowledges that it would expect the public interest by default to be best served by publication of the Transparency Information and Publishable Performance Information in its entirety. Accordingly, the Authority acknowledges that it shall only exclude Transparency Information and Publishable Performance Information from publication in exceptional circumstances and agrees that where it decides to exclude Information from publication on that basis, it will provide a clear statement to the general public explaining the categories of information that have been excluded from publication and reasons for withholding that information.
- 9.4. The Contractor shall assist and co-operate with the Authority as reasonably required to enable the Authority to publish the Transparency Information and Publishable Performance Information, in accordance with the principles set out above, including through compliance with the requirements relating to the preparation of Publishable Performance Information set out in Clause 9.5 to 9.9 of this Condition. Where the Authority publishes Transparency Information, it shall:
- 9.4.1. before publishing, redact any Information that would be exempt from disclosure if it was the subject of a request for information under the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004 (EIR), for

the avoidance of doubt, including Sensitive Information;

- 9.4.2. taking account of the Sensitive Information set out in DEFFORM 539A, consult with the Contractor where the Authority intends to publish Information which has been identified as Sensitive Information. For the avoidance of doubt the Authority, acting reasonably, shall have absolute discretion to decide what information shall be published or be exempt from disclosure in accordance with the FOIA and/or the EIR; and
- 9.4.3. present information in a format that assists the general public in understanding the relevance and completeness of the information being published to ensure the public obtain a fair view on how this Contract is being performed.

Publishable Performance Information

- 9.5. Within three (3) months of the effective date of Contract the Contractor shall provide to the Authority for its approval (such approval shall not be unreasonably withheld or delayed) a draft Publishable Performance Information KPI Data Report consistent with the content requirements of Schedule 6 (Performance Monitoring).
- 9.6. If the Authority rejects any draft Publishable Performance Information the Contractor shall submit a revised version of the relevant KPI Data Report for further approval by the Authority with five (5) business days of receipt of any notice or rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. This process shall be repeated until the parties have an agreed version of the Publishable Performance Information.
- 9.7. The Contractor shall provide an accurate and up-to-date version of the KPI Data Report to the Authority for each quarter at the frequency referred to in the agreed Schedule 6 (Performance Monitoring).
- 9.8. Any dispute in connection with the preparation and/or approval of Publishable Performance Information, other than under Clause 9.6 of this Condition, shall be resolved in accordance with Condition 56 (Dispute Resolution Procedure) of this Schedule 3 (Ts&Cs).
- 9.9. The requirements of this Condition are in addition to any other reporting requirements in this Contract.
- 10. **ESFA COMPLIANCE**
- 10.1. Both Parties shall fully comply with all ESFA funding rules and policies, as updated from time-to-time.

11. DURATION OF CONTRACT

- 11.1. Without prejudice to any other Term or Condition of the Contract and subject at all times to the continued availability of ESFA Funding / Apprenticeship Levy funding, the duration of Contract in accordance with Schedule 2 (Price) shall be 6 years. The Contract Implementation date shall be 1 August 2023. Subject to the termination provisions of the Contract, the Contract duration shall be from 1 August 2023 to 31 July 2029 inclusive.

12. SUB CONTRACTING

- 12.1. The Service Provider shall not sub-contract any part of the apprenticeship training delivery, or on-programme assessment.
- 12.2. The Service Provider may, with the express prior agreement of the Authority's Commercial Desk Officer, sub-contract administrative support activities.

13. LEGAL AND STATUTORY RESPONSIBILITIES

- 13.1. Whilst attention is drawn herein and in the SOR to specific legislation, it shall be the sole responsibility of the Service Provider to ensure that they comply with all legal requirements and statutory instruments and any local by-laws, as appropriate to the nature of the services being provided in so far as such legal requirements, statutory instruments and by-laws are applicable to the geographic areas where the Contract is being performed.

14. CHANGES IN LAW

- 14.1. Changes to statutory legislation shall be dealt with on a case-by-case basis.
- 14.2. The Service Provider shall not be relieved of its obligations to supply the Services in accordance with the terms of this contract as the result of a Specific Change in Law provided always that the costs of complying with the Specific Change in Law which cannot clearly be anticipated as at the Effective Date shall be agreed pursuant to the DEFCON 620 (Contract Change Control Procedure).
- 14.3. Without prejudice to the rest of this Condition, the Service Provider shall use all reasonable endeavours to minimise any disruption caused by any Specific Change in Law.

15. RELATIONSHIPS BETWEEN THE PARTIES

- 15.1. Nothing in the Contract shall be construed as creating a partnership, a contract of employment or a relationship of principal and agent between the Authority and the Service Provider.

- 15.2. The Service Provider will be treated as an independent Service Provider and will be responsible for all taxation, National Insurance contributions and similar liabilities arising in relation to the fees payable for the work.
- 15.3. The Service Provider shall not place or cause to be placed any orders with suppliers or incur liabilities in the name of the Authority or any representative of the Authority.
- 15.4. The Authority shall not have any additional liability or responsibility for payments to any of the Service Provider's creditors, employees, partners, sponsored tutors, in respect of any materials purchased, premises costs incurred, or services provided by the Service Provider in the delivery of the requirement in Schedule 1 (SOR).

16. OTHER CONTRACTS WITH THE CROWN

- 16.1. If the Service Provider shall enter into any other contract with the Crown relating in any way to the subject matter of the Contract, then, no breach by the Crown of that other contract nor any other act or omission nor any written or oral statement nor representation whatsoever of or by the Crown its servants or agents or other service providers relating to or connected with any other contracts as aforesaid shall, regardless of any negligence on its or their part:
 - 16.1.1. Give the Service Provider any right under this Contract to an extension of time or otherwise or additional payment or damages or any other relief or remedy whatsoever against the Authority, or
 - 16.1.2. Affect, modify, reduce or extinguish either the obligations of the Service Provider or the rights or remedies of the Authority under this Contract;
 - 16.1.3. Be taken to amend, add to, delete or waive any Term or Condition of this Contract.

17. AMENDMENTS

- 17.1. Subject to sub-Clause 17.3.3 of this Condition, the Contract may only be amended by the written agreement of the Parties (or their duly authorised representatives acting on their behalf). Such written agreement shall consist of:
 - 17.1.1. the Authority's offer set out in a serially numbered amendment letter issued by the Authority to the Contractor; and
 - 17.1.2. the Contractor's unqualified acceptance of the contractual amendments as evidenced by the DEFFORM 10B duly signed by the Contractor.
- 17.2. Where required by the Authority in connection with any such amendment, the Contractor shall (as so required) confirm that any existing Parent Company Guarantee is sufficiently

comprehensive so as to cover and support all of the Contractor's liabilities and obligations under and in connection with the Contract (as amended by such amendment) or provide a revised Parent Company Guarantee with such DEFFORM 10B to achieve the same purposes.

- 17.3. Where the Authority wishes to amend the Contract to incorporate any work that is unpriced at the time of amendment:

17.3.1. if the Contract is not a Qualifying Defence Contract, the Authority shall have the right to settle with the Contractor a price for such work under the terms of DEFCON 643; or

17.3.2. if the Contract is a Qualifying Defence Contract, the Contract Price shall be redetermined on amendment in accordance with the Defence Reform Act 2014 and Single Source Contract Regulations 2014 (each as amended from time to time).

17.3.3. Changes to the Specification

- 17.4. The Specification forms part of the Contract and all Contract Deliverables to be supplied by the Contractor under the Contract shall conform in all respects with the Specification.

- 17.5. The Contractor shall use a configuration control system to control all changes to the Specification. The configuration control system shall be compatible with ISO 9001 (latest published version) or as specified in the Contract.

18. ENVIRONMENTAL REQUIREMENTS

- 18.1. The Contractor shall in all their operations to perform the Contract, adopt a sound proactive environmental approach that identifies, considers, and where possible, mitigates the environmental impacts of their supply chain. The Contractor shall provide evidence of so doing to the Authority on demand.

19. AUTHORITY RESPONSIBILITIES

- 19.1. The Authority shall be responsible for:

19.1.1. providing details of the mandatory training courses required for personnel working on a MOD site and notifying both the individual and the Service Provider of these requirements within fourteen calendar days of the Service Provider notifying the Authority of an individual's Apprenticeship Start Date;

19.1.2. where required, Security Clearance at or above Security Check (SC) level.

20. SERVICE PROVIDER RESPONSIBILITIES

- 20.1. The Service Provider shall also be responsible for:

- 20.1.1. ensuring that contracted personnel complete any mandatory training required by the MOD for personnel working on an MOD site within the first three months of starting work on the MOD site. and
- 20.1.2. ensuring that contracted personnel maintain any essential skills, qualifications or accreditation required for their role, at no cost to the Authority.
- 20.2. The Service Provider shall ensure the continuity in post of skilled staff, in so far as this lies within their control. They shall maintain sufficient employees to carry out the Contract and ensure that all of their employees are adequately trained, qualified and experienced to achieve the required standards.
- 20.3. The Service Provider shall keep the Authority (Designated Officer) informed on any industrial relations problems or other impending difficulties likely to delay or impede the performance of the Contract and use all reasonable endeavours to avoid industrial disputes or stoppages involving staff employed for the purposes of the Contract. Notwithstanding the foregoing, such disputes and industrial stoppages are strictly a matter for the Service Provider and the Authority will grant no relief under the terms of the Contract in such event.
- 20.4. The Service Provider shall understand each Learners' line management structure and how it fits in the Chain of Command (CoC) in order to carry out the requirements defined in Schedule 1 (SOR).
- 20.5. The Service Provider's staff must ensure the staff that come into unsupervised face-to-face contact with apprentices have enhanced Disclosure and Barring Service (DBS) clearance before carrying out their duties. The Service Provider must inform the Authority immediately of any Service Provider staff referred to DBS following a complaint. Additional responsibilities are contained within Condition 38 (Security) of this Schedule 3 (Ts&Cs).
- 21. SERVICE PROVIDER RECORDS
- 21.1. The Service Provider shall maintain all records in connection with the Contract (expressly or otherwise), and without prejudice to Condition 41 (Confidentiality of Information) of this Schedule 3 (Ts&Cs), make them available to be examined or copied, by or on behalf of the Authority, as the Authority may require. It is an ESFA requirement that these records shall be retained for a period of at least seven (7) years from:
 - 21.1.1. the end of the Contract term or;
 - 21.1.2. termination of the Contract; whichever occurs latest; or
 - 21.1.3. the end of a Learner's Apprenticeship if this occurs during the contract period.

- 21.2. The Service Provider shall maintain such records in respect of the matter comprised in the Contract as the ESFA and/or Authority may reasonably require (including any specified elsewhere in the Contract) and shall upon request produce such records for inspection by the Authority (including all statistical information gathered for the purposes of performance requirements and quality assurance monitoring); such records will be the property of the Authority and will not be released, published or disposed of without the approval of the Authority (Designated Officer);
- 21.3. The Service Provider shall give the Authority ready access to all work in progress and completed work. Inspections by the Authority may be made on a “no notice” basis.

22. PRECEDENCE

- 22.1. In performing its obligations under this Contract, the Service Provider shall:
- 22.1.1. Provide the Services and carry out all other obligations under this Contract, in accordance with the terms of this Contract, all relevant Legislation, ESFA Rules, L&D Standard Operating Procedures (SOPs), and Good Industry Practice;
 - 22.1.2. In consultation with the Authority, and where appropriate, develop such policies and procedures, which are likely to improve/enhance the provision of the Service and shall comply with such policies and procedures once they have been agreed with the Authority; and
 - 22.1.3. Obtain and maintain all necessary Consents.
- 22.2. In the event of any inconsistency or conflict between the obligations of the Service Provider referred to in sub-Clause 22.1.1 of this Condition the following order of precedence shall apply:
- 22.2.1. Statutory Legislation;
 - 22.2.2. Education and Skills Funding Agency (ESFA) Rules;
 - 22.2.3. This Schedule 3 (Ts&Cs);
 - 22.2.4. Schedule 1 - Statement of Requirements (SOR);
 - 22.2.5. Standard Operating Procedures (SOPs) subject to regular review/update;
 - 22.2.6. Schedule 2 – Price;
 - 22.2.7. Schedule 7 – Service Delivery Plan (Technical Tender Submission) at contract award;

22.2.8. All other Schedules;

22.2.9. Other ancillary documents referred to in this Contract;

22.2.10. Good Industry Practice.

22.3. In the event of any conflict between the General Conditions of the Contract and the Special Conditions of the Contract then the Special Conditions of the Contract shall prevail.

22.4. Each Party is to notify the other in writing forthwith upon the Authority's Representative or the Service Provider's Representative becoming aware of any discrepancy, inconsistency or divergence between the documents referred to in Clause 22.2 of this Condition. The Parties must seek to resolve such discrepancy, inconsistency or divergence as soon as practicable. Where they fail to do so and either Party considers the discrepancy, inconsistency or divergence to be material, then the matter may be referred to Schedule 4 (Dispute Resolution Procedure).

23. PRICE

23.1. The prices for delivery of the apprenticeship programmes shall be FIRM (i.e. non-variable) for years 1-2 of the contract and Fixed priced (i.e. variable) for years 3-6 of the contract as specified in Schedule 2 (Price) and relate to Schedule 1 (SOR).

23.2. Prices in Schedule 2 (Price) are based on the assumption that the apprentice has no prior learning necessary to achieve the relevant apprenticeship. If the apprentice has prior learning, the content and price shall be reduced by negotiation with the Authority in line with ESFA funding rules.

23.3. Prices in Schedule 2 (Price) for delivery of each apprenticeship programme are fully inclusive of all Travel and Subsistence costs associated with Service Provider personnel travelling to and from MOD sites both within UK (including Wales & NI) and overseas, here the Service Provider deems this necessary for delivery of apprenticeship training and assessments.

23.4. The overall cost for delivery of an Apprenticeship to the Authority shall not exceed the maximum-capped price for the relevant DfE Funding Band for each Apprenticeship, taking into account those elements of the Apprenticeship delivered in-house by the Authority as well as those elements of the Apprenticeship delivered by the Service Provider (the latter elements being covered by the Contract Price) and in the case of standards, the costs allocated to the EPA.

23.5. Where there has been a change of Service Provider Contract and there is an associated transfer of Learners-in-progress between the outgoing Service Provider and the incoming Service Provider (i.e. Learners who have commenced an apprenticeship under the previous Service Provider, but have not yet completed their apprenticeship), the Price per Learner payable to the incoming Service Provider for the completion of such apprenticeships shall be limited to the existing Price per Learner that was recorded on the Authority's MI system at the point when the Learner was first registered for their apprenticeship, and which represents the maximum sum available for draw-down from the ESFA or employer levy account for that Learner. The maximum sum payable to the Incoming Service Provider for that Learner shall also take account of any sums already paid to the previous Service Provider in connection with the delivery of an apprenticeship to that Learner.

24. PAYMENT & CP&F - THE AUTHORITY'S ELECTRONIC PAYMENT SYSTEM:
CONTRACTING, PURCHASING & FINANCE

24.1. Payment for Contractor Deliverables will be made by electronic transfer and prior to submitting any claims for payment under Clause 24.2 the Contractor will be required to register their details (Supplier on-boarding) on the Contracting, Purchasing and Finance (CP&F) electronic procurement tool.

24.2. The Contractor shall submit claims for payment monthly in arrears to the Authority (Designated Officer).

24.3. Where the Contractor submits an invoice to the Authority in accordance with Clause 24.2, the Authority will consider and verify that invoice in a timely fashion.

24.4. The Authority shall pay the Contractor any sums due under such an invoice no later than a period of 30 days from the date on which the Authority has determined that the invoice is valid and undisputed.

24.5. Where the Authority fails to comply with Clause 24.3 and there is undue delay in considering and verifying the invoice, the invoice shall be regarded as valid and undisputed for the purpose of Clause 24.4 after a reasonable time has passed.

24.6. The approval for payment of a valid and undisputed invoice by the Authority shall not be construed as acceptance by the Authority of the performance of the Contractor's obligations nor as a waiver of its rights and remedies under the Contract.

24.7. Without prejudice to any other right or remedy, the Authority reserves the right to set off any amount owing at any time from the Contractor to the Authority against any amount payable by the Authority to the Contractor under the Contract or under any other contract

with the Authority, or with any other Government Department.

- 24.8. Annex B (Payment Methodology) to this Schedule 3 (Ts&Cs), provides details of how payment shall be calculated.
- 24.9. The Service Provider shall prepare full supporting documentation (including copies of receipts) relating to delivery of Stand Alone Functional Skills training in support of each claim in order that sums invoiced can be linked directly to the Statement of Requirements and the price agreed at the start of each Academic Year as described at Annex B (Payment Methodology) to this Schedule 3 (Ts&Cs). Approval for payment of the Service Provider's invoice shall not be given until the Authority (Designated Officer) has formally certified that the work to which the invoices refers has been undertaken and has been completed to a satisfactory standard. All records will be made available to L&D in advance of the claim for payment being submitted.
- 24.10. No claim by the Service Provider for additional payment will be allowed on the grounds of any misunderstanding or misinterpretation of the SOR or any instruction given. The Service Provider shall not be released from any risks or obligations imposed on or undertaken by him under the Contract on any such grounds or on the grounds that they did not, or could not, foresee any matter which might affect or have affected proper execution of the Contract.
- 24.11. Without prejudice to any other right or remedy, the Authority reserves the right to set off any amount owing at any time by the Service Provider to the Authority against any amount payable by the Authority to the Service Provider under the Contract, or under any other contract with the Authority, or with any other Government Department.
- 24.12. In the event that ESFA are satisfied that the Service Provider has breached the funding rules and seek to recover all or part of their funding from the Authority, the Authority shall in turn seek to recover the relevant funds from the Service Provider.
- 24.13. The ESFA will review and monitor whether the training provided represents good Value for Money. In the event that the ESFA considers the funds provided to the Authority are significantly more than the cost of the education and training, the ESFA may reduce the amount of funding which may result in the need for the Service Provider and Authority to review pricing.
25. STUDENT DEMAND
- 25.1. The actual levels of student demand for the Apprenticeship programme under the Contract may be lower or higher than any estimated level of demand given by the Authority at the outset. The Authority accepts no liability for, nor offers any guarantee to

the Service Provider in respect of, the accuracy of projections of estimated student demand for the programmes as detailed in Schedule 1 (SOR).

- 25.2. The Service Provider shall be expected to show flexibility in order to meet the demands of a continually-changing student population and student availability. The student population is dependent upon the Army's recruitment of soldiers and thus student numbers cannot be guaranteed.

26. TRAVEL & SUBSISTENCE

- 26.1. When Service Provider personnel are required to travel, either within UK (including Wales & Northern Ireland) or overseas, for the purposes of delivery of apprenticeship training or assessments under the requirements of the Contract, all hotel accommodation, transport and supporting travel arrangements, including purchase of visas, vaccinations/ preventative medical treatment and health insurance will be the responsibility of the Service Provider. The Contract prices shall therefore fully define the travel and subsistence costs incurred by the Service Provider's personnel in connection with the delivery of apprenticeship training.
- 26.2. For the avoidance of doubt, no other allowances shall be paid by the Authority to the Service Provider.

27. SERVICE PROVIDER'S PERSONNEL

- 27.1. Where specific personnel have been proposed by the Service Provider for the performance of the Contract, the Service Provider shall take all reasonable steps to avoid changes to such personnel and any changes which are unavoidable shall be brought to the immediate attention of the Authority which reserves the right, acting reasonably, to reject such alternative personnel as the Service Provider may then propose. The agreement by the Authority, whether notified or otherwise, to any personnel shall not prejudice the requirement upon the Service Provider to perform the Contract.
- 27.2. If in the opinion of the Authority, acting reasonably, any of the Service Provider's employees associated with the performance of the Contract shall misconduct themselves or be incapable of efficiently performing their duties or it shall not be in the public or National interest for any such person to be employed or engaged by the Service Provider in the performance of the Contract then the Service Provider shall remove such person without delay on being required to do so by the Authority (Designated Officer) and, subject to Clause 27.1 of this Condition, shall cause the work to be performed by such other person or persons as may be necessary in default.

- 27.3. The Service Provider shall notify the Authority immediately of any circumstances where the Service Provider becomes aware of an actual or potential conflict of interest which would affect either the Service Provider or any of its personnel engaged in the performance of work under this Contract. In the event of any actual or potential conflict, the Authority shall deal with it in accordance with the provisions of Clause 27.2 of this Condition.

28. SAFEGUARDING LEARNERS

- 28.1. The Service Provider shall comply fully with SOP 12 and shall co-operate with, and provide information to, the Army Safeguarding lead as requested; to give assurance that adequate arrangements exist for Learner Safeguarding to enable the Authority and the ESFA to review Learner incidents.

29. EQUALITY AND DIVERSITY

- 29.1. The MOD and its agencies are committed to and operate a policy of equality and diversity for its entire staff and recruits.
- 29.2. The Authority, in line with the Common Inspection Framework (CIF), aims to promote equality and diversity, tackle discrimination and narrow the achievement gap. The Service Provider shall cooperate with the Authority and reinforce the achievement of these aims.

30. QUALITY ASSURANCE

- 30.1. The Service Provider shall undertake the services in accordance with the quality requirement set out in schedule 1 SOR and associated SOPs.

31. PROVIDER FINANCE ASSURANCE

- 31.1. The Service Provider shall provide the L&D Army Apprenticeships Team with appropriate Learner records to satisfy the Provider Finance Assurance Team (PFAT), which has a statutory responsibility for the provision of audit services to the ESFA.
- 31.2. The Service Provider shall provide the necessary records to the L&D Army Apprenticeships Team no later than seven calendar days following receipt of a formal request.
- 31.3. The Service Provider shall be subject to regular Provider Finance Assurance (PFA) audits and shall adhere to SOP 5 (PFA).

32. ACCOUNTING PRINCIPLES

32.1. The Service Provider shall at all times maintain a full record of particulars of the costs of conducting its business including all books of account kept in accordance with generally accepted UK accounting principles, showing in detail:

32.1.1. administrative overheads;

32.1.2. capital and revenue expenditure;

32.1.3. such other cost items as the Authority may reasonably require from time to time in order to conduct cost audits for verification of cost expenditure or estimated expenditure, for the purposes of this Contract.

33. MONITORING AND COMPLIANCE

33.1. For the purposes of ensuring compliance with this Contract the Army Apprenticeship Management Board and Steering Group Management Board shall be entitled to monitor the apprenticeship programme. Any concerns over the Contract performance shall be dealt with in accordance with DEFCON 530 – Dispute Resolution (English Law) utilising the process within Schedule 4 (Dispute Resolution Procedure).

33.2. The Designated Officer may inspect, or arrange for the inspection of, the delivery of the apprenticeship programme or any part thereof at any reasonable time during the period of the Contract. This shall include, but not be limited to, access to all learner administration files, records of completion of apprenticeship competences and units and Learner portfolios (whether paper or electronic). When the Authority wishes to exercise its rights of inspection under this Condition, the Contractor shall give to the Designated Officer and any other person nominated by the L&D Army Apprenticeships Team full and free access to the apprenticeship programme.

34. PERFORMANCE

34.1. The Service Provider shall provide and maintain an organisation of a standard commensurate with the performance of all of their obligations under the Contract (as defined in Schedules 1 to 8 inclusive) and have facilities and employees of appropriate qualifications and experience to undertake the said obligations with all due care, skill and diligence.

34.2. Only persons with appropriate qualifications and competence for the tasks on which they are engaged shall be employed by the Service Provider under this Contract. The Service Provider shall ensure that persons employed on this Contract meet the Awarding Body and ESFA requirements.

- 34.3. Should the ESFA remove the Service Provider from the RoATP for any reason, this will be considered a Fundamental Breach of Contract, and the Authority reserves the right to immediately terminate the Contract under such circumstances. In this event, the Service Provider shall comply with its obligations in relation to the Exit Plan and Transition Activity Checklist.
- 34.4. If the Authority considers that any service provided by the Service Provider has not been delivered in accordance with the Contract, they shall (without prejudice to any other remedy available) require the Service Provider to undertake rectification action as stipulated by the Authority, within an agreed period, and to the Authority's satisfaction. Such action shall be undertaken at no additional cost to the Authority.
- 34.5. If at the end of the agreed period the rectification action undertaken by the Service Provider does not remedy the problem, the Authority shall determine whether:
- 34.5.1. the period may reasonably be extended and progress will be reviewed again in accordance with this Clause 34.5; or
- 34.5.2. the Service Provider must produce and submit to the Designated Officer a detailed Recovery Plan as per Clause 34.6 below.
- 34.6. Recovery Plan – the requirement for a Plan can be triggered by Clause 34.5 of this Schedule 3 (Ts&Cs), or by Schedule 6 (Performance Monitoring). The Plan shall detail the Service Provider's proposals (including timescales which must be agreed with the Authority) to resolve the poor performance and restore performance in accordance with Schedule 1 (SOR) and Schedule 6 (Performance Monitoring). Notwithstanding the Authority's other contractual rights, the Authority may request the Service Provider to propose further amendments to their proposed Recovery Plan so that it becomes acceptable to the Authority. For the avoidance of doubt, comment and discussion by the Authority on the remedial plan does not, and shall not, be interpreted as express or implied acceptance of the contents of the Recovery Plan. The responsibility remains that of the Service Provider.
- 34.7. Implementation and progress on the actions introduced by the Service Provider as a result of the Recovery Plan shall be reviewed at the next Working Group Management Board in accordance with the requirements of Schedule 1 (SOR).
- 34.8. If the achieved performance level remains below the required standard at the monthly review meeting following the end of the agreed timescale for the implementation of the Recovery Plan, then the Authority shall treat this as a contractual default and may apply the remedies detailed in Condition 49 (Default/Step in Rights) of this Schedule 3 (Ts&Cs) for contractual breaches caused by the Service Provider.

- 34.9. If Clauses 34.4 to 34.7 of this Condition have been exhausted to their fullest extent, and the Service Provider fails to deliver any of the services under the Contract to a satisfactory standard and fails at the monthly progress meeting to provide a reasonable response to the failure(s), the Authority shall be entitled to withhold payment in respect of those services, pending resolution of the unsatisfactory work. Once the residual work has been signed off by the Authority (Designated Officer) as having met the required satisfactory standard, the Service Provider shall be entitled to claim payment for the withheld payments.

35. REPORTS & MEETINGS

- 35.1. The Service Provider shall, as required by the Designated Officer, provide the reports detailed in Schedule 1 (SOR) and Annex F (Governance and Meetings) to this Schedule 3 (Ts&Cs).

36. ARMY APPRENTICESHIP BUSINESS SUPPORT E-PLATFORM

- 36.1. The Army Apprenticeships Team shall provide a groupware system on an EPlatform known as a “Knowledge Management System”. The Authority will grant the Service Provider access to this Knowledge Management System at no cost to the Service Provider.
- 36.2. The Service Provider and any employee of the Service Provider shall use this Knowledge Management System solely for the purpose of performing its obligation under this Contract.
- 36.3. The Knowledge Management System is accessed via the internet using a login and password that are issued to specific users by the Authority and are not transferable. Logins and Passwords for Individual authorised users will be issued by the Authority. The Service Provider shall be responsible for providing IT equipment to enable its employees to access the Knowledge Management System.
- 36.4. Should any employee of the Service Provider who has been granted access to the E-Platform system leave the employment of the Service Provider or cease to be involved in the performance of the obligation under this Contract, the Service Provider shall immediately inform the L&D Army Apprenticeships Team to enable the login and password to be terminated.
- 36.5. The Authority accepts no liability in relation to the E-Platform Systems availability. The Authority will endeavour to, within reason, report any faults with the system, and communicate such issues to the Service Provider, in accordance with the communication procedures in place.

37. DATA MANAGEMENT

- 37.1. The Service Provider is required to enter learning information, as required by the L&D Army Apprenticeships Team, to populate the Authority's Management Information System. The Management Information System database shall be the primary database for the Army Apprenticeships and shall be the only database from which ESFA returns are made, unless the ESFA mandates the use of an alternative.
- 37.2. The Service Provider shall enter learner information on the mandated Management Information System in accordance with the ESFA requirements for timely entry of data. The Service Provider shall supply data on each individual Learner, to L&D Army Apprenticeships Team, in accordance with the Army Apprenticeships Team requirements, the 'data collections' framework and the ILR Specification (as published from time to time on the ESFA website or other ESFA publications). The Service Provider shall ensure that data held on the Management Information System remains up to date at all times.
- 37.3. User login identities and passwords will be supplied by the L&D Army Apprenticeships Team to the Service Provider for the purposes of accessing the Management Information System. Should any employee provided with a login and password leave the employment of the Service Provider, the Service Provider shall immediately notify the L&D Army Apprenticeships Team to enable the login and password to be terminated.
- 37.4. The L&D Army Apprenticeships Team shall monitor the quality of data using the ESFA provided Funding Information Suite (FIS) and the ESFA submit learner data service and shall require the Service Provider to correct any errors or warnings that the FIS may return. The Authority may require the Service Provider to monitor the quality of data using the ESFA Data Self-Assessment Toolkit (DSAT) or other similar diagnostic tools which may be approved by the ESFA. The Authority shall inform the Service Provider where it is concerned about the quality of the data, including the completeness or accuracy of the data, provided by the Service Provider. If the Service Provider is unable to rectify the situation, the Authority shall require the Service Provider to supply data more frequently as the Authority shall reasonably require. The Authority shall require the Service Provider, at its own cost, to carry out such work as the Authority deems necessary to improve the quality of the data.
- 37.5. The L&D Army Apprenticeships Team, acting reasonably, reserves the right to suspend payments to the Service Provider where data quality gives rise to concern about the accuracy of the data provided, and where these concerns are not adequately addressed by the Service Provider, in accordance with the measures set out in Condition 34 (Performance) of this Schedule 3 (Ts&Cs), within a reasonable timescale.

- 37.6. The Service Provider shall use a learner tracking system to monitor Learner progress on the apprenticeship programmes. The Service Provider shall use the Learner Tracking module in the L&D Management Information System (or ESFA mandated database) to monitor Learner progress on the apprenticeship programmes. All significant progress, including Functional Skills, Reviews, ERR, placements and any mandated qualifications, for each Learner against their planned learning programme must be recorded on the Authority Management Information System (or ESFA mandated database).
- 37.7. The Service Provider shall enter the data on the L&D Management Information System (or ESFA mandated database) in the format directed by the Authority. The Service Provider shall provide free and unrestricted access to the data and shall provide reports to the Authority as requested.
- 37.8. The Service Provider shall use the Management Information System Placement Tab to record the placement/postings of learners in the Field Army in the format directed by the Authority.
- 37.9. The Service Provider shall not switch from use of the Authority's Management Information System (or ESFA mandated database) to any another data storage & retrieval system unless expressly agreed in writing by the Authority. The Authority, acting on instruction from the ESFA, may require the Service Provider to move to another form of data transmission during the term of the Contract. Any such change shall be at no additional cost to the Service Provider.

38. SECURITY

- 38.1. The Service Provider shall be required to ensure that any staff provisioned to deliver any part of the Services detailed in Schedule 1 (SOR) shall submit themselves to MOD security clearance procedures as required by the Designated Officer.
- 38.2. The Service Provider shall comply with any reasonable security measures requested by the Authority and shall comply with extant security procedures prevalent in the establishments.
- 38.3. The Service Provider shall provide the Authority (Designated Officer) with:
- 38.3.1. Personal details of any of the Service Provider employees requiring access to the Authority site(s) (or any other Government establishment); the Authority reserves the right to refuse entry to any individuals, or to require that they be removed from an Authority site at any time without explanation;

38.3.2. No employee of the Service Provider is to be allowed access to classified information or material unless prior clearance to receive information of the appropriate security classification has been authorised by the Authority's security officer, and the employee holds an appropriate level of personal security clearance.

38.4. The Service Provider shall additionally be responsible for:

38.4.1. Ensuring that no classified material held by the Service Provider in connection with this Contract is removed from the Establishment unless express prior permission has been given, in writing, by the Authority (Designated Officer). Similarly, no classified information stemming from lectures, discussions or other activities arising from this Contract is to be passed to any unauthorised person or anyone outside of the Contract or is to be used for any purpose outside of the Contract unless express prior permission has been given, in writing, by the Authority (Security Officer).

38.5. The Service Provider shall ensure that the highest standards of privacy and confidentiality are maintained by their employees in relation to documents which bear privacy markings, whether classified or not, with which they are entrusted. The same standards of privacy and confidentiality shall be applied to information acquired orally. Unauthorised divulgence of Protected Material or information (including, for example, Reportable OFFICIAL and OFFICIAL- SENSITIVE) can damage the reputation of an individual, of the Service Provider, of the Authority or of the Establishment. The Service Provider shall be aware that the Authority attaches great importance to the protection of such information.

38.6. The Service Provider's employees working in or visiting the Establishment must display security passes issued by the Authority at all times when the employees are present on the Establishment site. Such passes shall remain the property of the Authority and shall be surrendered on demand.

38.7. The Authority shall be responsible for:

38.7.1. Issue of vehicle passes to those of the Service Provider's employees who have been authorised to bring vehicles into the grounds of the Establishment;

38.7.2. Notification and briefing of security alert states as necessary;

38.7.3. The provision, maintenance and checking of approved security furniture.

38.8. The Service Provider's employees shall consent to the servants or officers of the Authority searching any vehicles, containers, equipment, work bags and other chattels (together

"the chattels") owned by the Service Provider and/or their employees whilst the chattels are on the Establishment and/or as a condition of their access to the Establishment. Routine checks may be carried out on any person within, entering or leaving the Establishment (and any other Government establishment), and such a person must be prepared to accept as a condition of entry the obligations to be stopped and searched and to have their vehicle(s) and chattels examined. The Authority reserves the right to deny access to, or expel from, the Establishment (and any other Government establishment) any persons who do not consent to their being searched.

- 38.9. The Service Provider shall accept (without prejudice to any other remedies which the Authority may have) full responsibility for any loss or delay in performance of the Contract caused directly or indirectly by the expulsion of or refusal to allow entry to a Service Provider employee and the like who does not consent to being searched.
- 38.10. In addition to the requirements of other Conditions of the Contract, security requirements or other local procedures as laid down in Establishment Standing Orders/Instructions shall be stringently enforced by the Service Provider.
- 38.11. The Service Provider shall appoint one of their employees as the Service Provider's Security Officer who will be responsible, in consultation as necessary with the Authority (Designated Officer and the Garrison/Unit Security Officer) for the implementation of all security arrangements concerning the Service Provider's employees together with the area(s) in which they are employed, their offices and equipment.
- 38.12. The Service Provider shall provide the Authority (Designated Officer and Garrison/Unit Security Officer) with:
- 38.12.1. Full personal details of all of the Service Provider's employees and visitors sponsored by the Service Provider, and will not be permitted to introduce any such employees or visitors to the Establishment (or any other Government establishment) until they have been given prior security clearance by the Authority; the Authority reserves the right to refuse entry to any individuals, or to require that they be removed at any time without explanation;
- 38.12.2. With the assistance of the Authority (Garrison/Unit Security Officer) as appropriate, details of all of the Service Provider's employees requiring access to classified information and materials for their work at the Establishment; no employee of the Service Provider is to be allowed access to classified information or material unless prior clearance to receive information of the appropriate security classification has been authorised by the Authority (Garrison/Unit Security Officer).

38.13. The Service Provider shall additionally be responsible for:

38.13.1. Making arrangements for their new employees to be briefed on their security responsibilities at the Establishment; they will also arrange for continuation security training of their employees as required by the Authority (Garrison/Unit Security Officer);

38.13.2. All classified documents, and other material held, including the library department(s);

38.13.3. The proper disposal or destruction of classified material held by them;

38.13.4. Where a post has been identified as DBS, the Service Provider shall ensure that all personnel are DBS checked and have enhanced clearance prior to commencement of work on the contract;

39. CYBER SECURITY

39.1. Further to DEFCON 658, the Cyber Risk Level of the Contract is assessed as Moderate, as defined in Def Stan 05-138.

39.2. The Service Provider shall reassess the cyber security controls that they have in place every year, on the anniversary of the date of commencement of the Contract and shall inform the Authority's Designated Officer if the status of their cyber security rating changes. Where necessary, the Service Provider shall devise and implement a Cyber Implementation Plan (CIP) to address any shortcomings in their cyber security controls.

39.3. Where an agreed Cyber Implementation Plan (CIP) is required, or becomes required in the course of the Contract, the Service Provider shall provide the details of their CIP to the Authority (Pers Pol) who shall arrange for the CIP to be inserted into the Contract Documentation as a Schedule to the Contract; and the Service Provider shall then meet the agreed timescales set out within the CIP for implementation of the necessary security controls.

40. DATA PROTECTION

40.1. The Service Provider shall ensure that any Personal Data is protected in accordance with DEFCONs 531 and 532B. Annex D (DEFFORM 532) to this Schedule 3 (Ts&Cs) defines the Personal Data concerned, the source of the data and the processes to be applied to it and the intended disposal of the Personal Data after processing. Personal Data held on any portable device shall be encrypted in accordance with Defence policy (the current Defence policy will be made available via the Army Apprenticeship Team's E-Platform Site).

- 40.2. The Service Provider shall ensure that any e-mail transmissions containing Personal Data are protected in accordance with Schedule 1 (SOR). The password shall be communicated to the address separately from the e-mail containing the encrypted material. No single transmission shall contain the Personal Data for more than 1000 individuals without permission of the Authority. (This is an evolving MOD data protection policy and latest changes to this policy will be notified to Service Providers where appropriate).
- 40.3. The Service Provider shall report at the earliest opportunity all security breaches and actual or suspected losses of data to the L&D Security Officer. Such losses shall be subject to formal investigation by the relevant MOD organisation, Ministry of Defence Police (MDP), Royal Military Police (RMP) or Military Intelligence (MI) section, depending on the location and the circumstances.
- 40.4. The Authority will enable the Service Providers to purchase specialist IT consumables, i.e. colour coded and/or encrypted Removable Media, from authorised MOD suppliers if requested to do so.
- 40.5. The Service Provider shall ensure that all employees who handle any Personal Learner Data shall complete the Authority's mandatory data protection training, which the Authority shall make available to the Service Provider. The Service Provider shall ensure that all employees complete this training and the associated assessment on an annual basis. The Service Provider shall maintain a register of all employees successfully completing the assessment and this register shall be made available to the Authority on demand for inspection.

41. CONFIDENTIALITY OF INFORMATION

- 41.1. Any and all information together with any documentation, specification or computer software and the like which contain it, and which is provided by the Authority to the Service Provider for the purposes of the Contract (together "the information") shall be treated as received "in confidence" and used only for the purposes of the Contract.
- 41.2. The Service Provider agrees that they shall not:
- 41.2.1. Copy the information in any manner;
 - 41.2.2. Remove the information from the Establishment in any material form;
 - 41.2.3. Disclose the information, or any part of it, to a third party or use the information for any purpose other than for the purpose of performing work for the Authority

pursuant to the Contract without the express permission of either the Authority (Commercial Team) or, if appropriate, the IPR owner.

- 41.3. The restrictions and obligations set out at Clause 41.2 of this Condition shall not apply to any of the information which the Service Provider can show to the satisfaction of the Authority (Commercial Desk Officer):
- 41.3.1. was already known to the Service Provider prior to their examination of it at the Establishment and otherwise than by communication from the Authority;
 - 41.3.2. Is rightfully received by the Service Provider from a third party without any obligations or confidence; or
 - 41.3.3. Has been generated independently by the Service Provider prior to its being made available by the Authority pursuant to the Contract.
- 41.4. The restrictions and obligations at Clause 41.2 of this Condition shall cease to apply to any of the information, which is the subject of this Condition and which, subsequent to its being made available by the Authority for examination by the Service Provider comes into the public domain otherwise than through a breach of this Condition or any other contract.
- 41.5. Nothing in this Condition or any other Condition of the Contract shall be interpreted as constituting or implying a transfer, assignment or licence of rights in any of the information made available by the Authority.
- 41.6. The Service Provider shall at all times hereafter indemnify, and keep indemnified, the Authority in respect of any claim against the Service Provider or the Authority arising out of the failure to discharge fully their responsibilities under this Condition.
- 41.7. Information deriving from, or relating to the Contract, and the services provided under the Contract, the Establishment or the Ministry of Defence as a whole may not be communicated to a third party without the prior specific permission to do so, in writing, from the Authority (Designated Officer).
- 41.8. The provisions of this Condition shall survive indefinitely notwithstanding the termination of the Contract.
42. CONTROLLED INFORMATION
- 42.1. This Condition shall apply in addition to and notwithstanding DEFCON 531 (Disclosure of Information) or any other confidentiality Condition of the Contract.
- 42.2. For the purposes of this Condition 'Controlled Information' shall mean any information in any written or tangible form which is disclosed to the Service Provider by or on behalf of

the Authority under or in connection with the Contract, and which is identified by the legend 'Controlled Information' or other approved legend notified to the Service Provider. Controlled Information shall exclude information provided by oral communication.

42.3. The Service Provider shall:

- 42.3.1. hold the Controlled Information and not use it other than for the purpose of discharging its obligations under the Contract;
- 42.3.2. not copy the Controlled Information except as strictly necessary for the purpose of discharging its obligations under the Contract;
- 42.3.3. not disclose the Controlled Information to any third party unless so authorised in writing beforehand by the Authority;
- 42.3.4. protect the Controlled Information diligently against unauthorised access and against loss; and,
- 42.3.5. act diligently to ensure that:
 - 42.3.6. Controlled Information is disclosed to its employees only to the extent necessary for the purpose of discharging its obligations under the Contract;
 - 42.3.7. employees to whom Controlled Information is disclosed are made aware of and required to comply with the terms of this Condition.
- 42.3.8. Where Controlled Information is provided to the Service Provider, it shall:
 - 42.3.9. compile a register of that Controlled Information, which shall include explicit description of the Controlled Information, a record of the number of copies made and a record of all access to the Controlled Information, including access to any copies of the Controlled Information;
 - 42.3.10. maintain this register for the duration of the Contract and for two years following completion of the Contract;
 - 42.3.11. make the register of access available to the Authority upon reasonable notice for inspection and audit for so long as it is required to be maintained under this Condition; and,
 - 42.3.12. at the completion of the Contract, return to the Authority all original and duplicate copies of the Controlled Information, or else at the Authority's option destroy these copies and provide a certificate of destruction to the Authority.

- 42.4. This Condition shall not diminish or extinguish any right of the Service Provider to copy, use or disclose any other information to the extent that it can show:
- 42.4.1. that the information concerned was or has become published or publicly available for use without breach of any provision of the Contract or any other agreement between the parties;
 - 42.4.2. that the information was already known to it (without restrictions on disclosure or use) prior to receiving it under or in connection with the Contract;
 - 42.4.3. that the information concerned was lawfully provided by a third party without restriction on use or further disclosure; or
 - 42.4.4. from its records, that the information was derived independently of the Controlled Information;
 - 42.4.5. to the extent that copying use or disclosure of this other information shall not disclose its relationship to any Controlled Information.

43. INSURANCE

- 43.1. The Service Provider will be required to maintain adequate insurance and professional indemnity cover for all of their activities in the performance of the Contract and any liabilities arising there from.
- 43.2. The Authority reserves the right, acting reasonably, to require the Service Provider to provide evidence of the method used to affect such cover, at any time during the period of the Contract. Any such request shall not in any way constitute the Authority's approval or acceptance of either the chosen method or the extent of the cover afforded. The Service Provider will be required to ensure that their personnel travelling overseas have appropriate medical insurance.
- 43.3. Without prejudice to the requirements of DEFCON 76, the Service Provider shall take out and maintain insurance against their liabilities under the Contract; and when required to do so by the Authority, shall produce for inspection by the Authority documentary evidence that the insurance required by this Condition has been taken out and is being maintained. This obligation is without prejudice to, and does not limit, the obligations of the Service Provider under the Contract. In particular, inspection of documents in accordance with this Condition shall not be taken as acceptance by the Authority that the insurance which the Service Provider holds is suitable for or sufficient to meet all their liabilities under the Contract.

- 43.4. The Authority shall be at liberty, subject to the agreement of the Service Provider and the Service Provider's Insurers to settle any claim against the Authority or any servant of the Crown coming within the scope of the indemnities given by the Service Provider in this Condition, by payment as a matter of grace of a sum to be agreed with the Service Provider and the Service Provider's Insurers by way of compensation, and the said indemnities shall cover any payment so made.
- 43.5. The indemnities contained in this Condition shall extend to all claims which are not legally enforceable against the Crown or the Authority but would be so enforceable if the Crown were a private person or if the Authority or the servant or agent were not a representative of or in the employment of the Crown and to all sums properly payable by the Crown to or in respect of any servant of the Crown in connection with any injury or loss arising in connection with the Contract, being sums which are payable under any statute, warrant, order, scheme, regulation or condition of service, for the benefit of the servant or their family or dependants, whether or not these are enforceable against the Crown.

44. LIMITATIONS ON LIABILITY

Definitions

- 44.1. In this Condition 44 the following words and expressions shall have the meanings given to them, except where the context requires a different meaning:
- 44.1.1. **"Charges"** means any of the charges for the provision of the Services, Contractor Deliverables and the performance of any of the Contractor's other obligations under this Contract, as determined in accordance with this Contract;
- 44.1.2. **"Data Protection Legislation"** means all applicable Law in force from time to time in the UK relating to the processing of personal data and privacy, including but not limited to:
- (1) UK GDPR;
 - (2) DPA 2018; and
 - (3) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426) as amended, each to the extent that it relates to the processing of personal data and privacy;
- 44.1.3. **"Default"** means any breach of the obligations of the relevant Party (including fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or statement of the relevant Party, its employees, servants, agents or sub-contractors in connection with or in relation to the subject matter of

this Contract and in respect of which such Party is liable to the other. In no event shall a failure or delay in the delivery of an Authority responsibility or an activity to be carried out by the Authority or its representatives in accordance with the Contract be considered a Default;

44.1.4. **'DPA 2018'** means the Data Protection Act 2018;

44.1.5. **"Law"** means any applicable law, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, regulation, order, regulatory policy, mandatory guidance or code of practice judgment of a relevant court of law, or directives or requirements of any regulatory body, delegated or subordinate legislation or notice of any regulatory body.

44.1.6. **"Term"** means the period commencing on [*to be inserted*] and ending [*to be inserted*] or on earlier termination of this Contract.

44.1.7. **'UK GDPR'** means the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in UK law by the EU (Withdrawal) Act 2018 and the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019;

Unlimited liabilities

44.2. Neither Party limits its liability for:

44.2.1. death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors (as applicable);

44.2.2. fraud or fraudulent misrepresentation by it or its employees;

44.2.3. breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or

44.2.4. any liability to the extent it cannot be limited or excluded by law.

44.3. The financial caps on liability set out in Clauses 44.4 and 44.5 below shall not apply to the following:

44.3.1. for any indemnity given by the Contractor to the Authority under this Contract, including but not limited to:

a) the Contractor's indemnity in relation to Schedule 5 (TUPE);

44.3.2. for any indemnity given by the Authority to the Contractor under this Contract, including but not limited to:

- a) the Authority's indemnity in relation to Schedule 5 (TUPE);
- 44.3.3. breach by the Contractor of DEFCON 532B and Data Protection Legislation; and
- 44.3.4. to the extent it arises as a result of a Default by either Party, any fine or penalty incurred by the other Party pursuant to Law and any costs incurred by such other Party in defending any proceedings which result in such fine or penalty.

Financial limits

- 44.4. Subject to Clauses 44.2 and 44.3 and to the maximum extent permitted by Law:
 - 44.4.1. throughout the Term the Contractor's total liability in respect of losses that are caused by Defaults of the Contractor shall in no event exceed:
 - a) in respect of DEFCON 76 £500,000.00 in aggregate;
 - b) in respect of DEFCON 514 £2,000,000.00 in aggregate;
 - c) in respect of DEFCON 611 £0.00 in aggregate;
 - d) in respect of DEFCON 612 £0.00 in aggregate; and
 - e) in respect of Other £400,000.00 in aggregate;
 - 44.4.2. without limiting sub-Clause 44.4.1 and subject always to Clauses 44.2, 44.3 and sub-Clause 44.4.3, the Contractor's total liability throughout the Term in respect of all other liabilities, arising under warranty, under statute or otherwise under or in connection with this Contract shall be £2,900,000.00 in aggregate.
 - 44.4.3. on the exercise of any and, where more than one, each option period or agreed extension to the Term, the limitation of the Contractor's total liability (in aggregate) set out in sub-Clauses 44.4.1 and 44.4.2 above shall be fully replenished such that on and from each such exercise or extension of the Term, the Authority shall be able to claim up to the full value of the limitation set out in sub-Clauses 44.4.1 and 44.4.2 of this Contract.
- 44.5. Subject to Clauses 44.2, 44.3 and 44.6, and to the maximum extent permitted by Law the Authority's total liability (in aggregate) whether in contract, in tort (including negligence), under warranty, under statute or otherwise under or in connection with this Contract shall in respect of all liabilities (taken together) be limited to the Charges paid by the Authority in the relevant Contract Year in respect of any and all claims in that Contract Year.
- 44.6. Clause 44.5 shall not exclude or limit the Contractor's right under this Contract to claim for the Charges.

Consequential loss

44.7. Subject to Clauses 44.2, 44.3 and 44.8, neither Party shall be liable to the other Party or to any third party, whether in contract (including under any warranty), in tort (including negligence), under statute or otherwise for or in respect of:

44.7.1. indirect loss or damage;

44.7.2. special loss or damage;

44.7.3. consequential loss or damage;

44.7.4. loss of profits (whether direct or indirect);

44.7.5. loss of turnover (whether direct or indirect);

44.7.6. loss of business opportunities (whether direct or indirect); or

44.7.7. damage to goodwill (whether direct or indirect),

even if that Party was aware of the possibility of such loss or damage to the other Party.

44.8. The provisions of Clause 43.7 shall not restrict the Authority's ability to recover any of the following losses incurred by the Authority to the extent that they arise as a result of a Default by the Contractor:

44.8.1. any additional operational and administrative costs and expenses arising from the Contractor's Default, including any costs paid or payable by the Authority:

- a) to any third party;
- b) for putting in place workarounds for the Contractor Deliverables and other deliverables that are reliant on the Contractor Deliverables; and
- c) relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;

44.8.2. any or all wasted expenditure and losses incurred by the Authority arising from the Contractor's Default, including wasted management time;

44.8.3. the additional cost of procuring and maintaining in place transitional assistance and replacement deliverables for the remainder of the Term and any option period or agreed extension to the Term (including legal and other consultants' fees, re-procurement project costs, other expenses associated with such exercise and any increase in the fees for the replacement services over and

above the Contract Price that would have been payable for the relevant Contractor Deliverables);

- 44.8.4. any losses arising in connection with the loss, destruction, corruption, inaccuracy or degradation of Authority data, or other data or software, including, to the extent the Authority data, other data or software can be recovered or reconstituted, the fees, costs and expenses of reconstituting such Authority data, data or software;
- 44.8.5. damage to the Authority's physical property and tangible assets, including damage under DEFCONs 76 and 611;
- 44.8.6. costs, expenses and charges arising from, or any damages, account of profits or other award made for, infringement of any third-party Intellectual Property Rights or breach of any obligations of confidence;
- 44.8.7. any additional costs incurred by the Authority in relation to the Authority's contracts with a third party (including any compensation or interest paid to a third party by the Authority) as a result of the Default (including the extension or replacement of such contracts);
- 44.8.8. any fine or penalty incurred by the Authority pursuant to Law and any costs incurred by the Authority in defending any proceedings which result in such fine or penalty; or
- 44.8.9. any savings, discounts or price reductions during the Term and any option period or agreed extension to the Term committed to by the Contractor pursuant to this Contract.

Invalidity

- 44.9. If any limitation or provision contained or expressly referred to in this Condition 44 is held to be invalid under any Law, it will be deemed to be omitted to that extent, and if any Party becomes liable for loss or damage to which that limitation or provision applied, that liability will be subject to the remaining limitations and provisions set out in this Condition 44.

Third party claims or losses

- 44.10. Without prejudice to any other rights or remedies the Authority may have under this Contract, the Authority shall be entitled to make a claim under this Contract against the Contractor in respect of any losses incurred by the Authority which arise out of a claim made against the Authority by a third party under any contract with that third party provided that such third party claim:

44.10.1. arises naturally and ordinarily as a result of the Contractor's failure to provide the Contractor Deliverables or failure to perform any of its obligations under this Contract; and

44.10.2. is a type of claim or loss that would have been recoverable under this Contract if the third party were a party to this Contract (whether as the Authority or the Contractor), such claim to be construed as direct losses for the purpose of this Contract.

No double recovery

44.11. Neither Party shall be entitled to employ such rights and remedies available to it so as to seek to recover more than once in respect of the same loss, but the Authority shall be entitled to use (singly or together) such rights and remedies available to the Authority so as to recover the full extent of any recoverable losses suffered or incurred, including any remedies the Authority may have against any guarantor.

45. PUBLIC RELATIONS AND PUBLICITY

45.1. Responsibility for communicating with representatives of the press, both popular and technical, radio, television, and other communication media on all matters concerning this Contract and the Sites as a whole is borne solely by the Authority. The Service Provider or their agents shall not communicate with any such representatives in relation to any aspect of this Contract, the Sites or the Authority's operations without the prior consent of the Designated Officer.

45.2. The Service Provider shall not, and shall ensure that their agents shall not, without the prior written consent of the Authority's Project Manager, other than to fulfil its obligations to the Authority under this Contract, take photographs or video recordings of the provision of the Services, and shall take all necessary steps to ensure that no photographs or video recordings shall at any time be taken or published or otherwise circulated by any third party including, but not limited to, any visitors to the Sites.

45.3. The Authority reserves the right to publish information about the performance of the Service Provider and/or any other information as it may deem appropriate (acting reasonably) in order to comply with its statutory obligations.

46. ARMY BRANDING

46.1. If required by the Authority, and subject to obtaining prior permissions from the Directorate of Intellectual Property Rights, the Authority shall authorise the Service Provider to use Ministry of Defence and Corps Brands/Logos, for the purposes of promoting the Army

Apprenticeship Programme, subject to any instructions concerning their use that might be given from time to time by the Designated Officer. The Authority will facilitate access to DIPR.

- 46.2. Full instructions on how the images, obtained under this Condition, shall be used are contained in paragraphs 9 to 24 of the 'British Army Brand Identity Instructions' (BABII) which is accessed on the Defence Brand Portal. On award of Contract the Service Provider shall register for use of the Defence Brand Portal on <http://www.defencebrandportal.mod.uk>. Electronic versions of the permitted brands shall then be provided by the Authority once the necessary permissions have been granted.
- 46.3. The Service Provider must not use any MOD or Corps Brands/Logos without prior written permission from the Authority (Directorate of Intellectual Property Rights).

47. CONFIDENTIALITY

- 47.1. Neither party shall without the written consent of the other (save as required by this agreement) disclose any of the contents of this Contract to any Third Party save: (in the case of both parties) for any necessary disclosure to professional advisers of that party;
- 47.1.1. (in the case of the Authority) to the ESFA or other organisation required to monitor its performance, including but not limited to, Awarding Bodies, Ofsted, Sector Skills Councils;
- 47.1.2. (in the case of both parties) when required to do so by a Statutory Body.
- 47.2. This Contract shall be subject to inspection and audit by the ESFA, Ofsted and other Government Agencies. The Service Provider shall be identified in any reports subsequently published in the public domain.

48. TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT)

- 48.1. Where the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) is applicable to any of the Service Provider's employees, the Terms and Conditions in Schedule 5 (TUPE) shall apply.

49. DEFAULT/STEP IN RIGHTS

- 49.1. Should the Service Provider fail or neglect to render any service required of them under the Contract, or fail or neglect to perform any obligation imposed on them thereby, the Authority shall (without prejudice to any other remedy for breach of Contract) be at liberty to exercise 'Step-In Rights' and make such other arrangements as it may think proper for the rendering of that service or the performance of that obligation and to recover from the

Service Provider the extra costs, if any, thereby incurred from the Service Provider in accordance with DEFCON 514. Where the Authority is obliged to reintroduce its own personnel for the rendering of that service, the costs for their provision will be established at full repayment cost.

- 49.2. In the event that the Authority exercise Step-In Rights under Clause 49.1 of this Condition then the Authority shall use all reasonable endeavours to obtain the rendering of alternative services as economically as is possible in the prevailing circumstances.

50. DEFAULT & RECTIFICATION

- 50.1. The Authority's Commercial Desk Officer may, by notice in writing, summarily determine the Contract (without prejudice to its rights and remedies in respect of a breach by the Service Provider of any of the provisions hereof) in whole or part without compensation if in the opinion of the Authority the services or facilities provided by the Service Provider are not in all respects satisfactory and the Service Provider shall not have provided satisfactory services or facilities within the period as agreed between the parties, after notice has been given to the Service Provider specifying the matters in respect of which such services or facilities are regarded as unsatisfactory and have therefore resulted in the issue of the termination notice to the Service Provider.
- 50.2. If the Service Provider rectifies the Service Provider Default within the time period specified in the termination notice, the termination notice will be deemed to be revoked and the Contract will continue.
- 50.3. In the case of a termination notice specifying a Service Provider Default which in the sole opinion of the Authority is capable of remedy the Service Provider shall be invited to put forward a rectification programme, within ten (10) Working Days of the date of the termination notice, for remedying the Service Provider Default (the "Rectification Programme") and detailing the timescales within which the Service Provider shall remedy the specified Service Provider Default. If the Rectification Programme provides for the Service Provider to remedy the Service Provider Default to the Authority or ESFA's satisfaction (as to which the Authority or ESFA shall be the sole judge) the Authority/ESFA shall accept the Rectification Programme and shall not be entitled to terminate the Contract (in whole or in part) in respect of the Service Provider Default for which the Termination Notice was originally served while the Service Provider is complying with the Rectification Programme in all material respects.
- 50.4. If, in the reasonable opinion of the Authority, the Service Provider fails to fulfil their full Contract obligations, which shall include the requirements of Schedule 1 (SOR), the Authority may issue a notice (a "**Notified Defect Notice**") to the Service Provider giving

details of the relevant event or circumstances giving rise to the failure (a “**Notified Defect**”) and, subject to Clause 50.7 below, specifying a reasonable time within which the Service Provider must remedy the Notified Defect or take the necessary steps to ensure that it does not recur.

- 50.5. Subject to the Authority’s right to take immediately such steps as it reasonably considers necessary in order to prevent, mitigate or eliminate an immediate and serious risk to health, safety, the environment, national security or to ensure the proper discharge of its statutory functions, the Service Provider must either:
- 50.5.1. Remedy the Notified Defect or take the necessary steps to ensure that it does not recur within the period specified in the Notified Defect Notice, or
 - 50.5.2. Within five (5) Working Days of the date of the Notified Defect Notice agree with the Authority (both Parties acting reasonably) an alternative period of time for rectification of the Notified Defect.
- 50.6. If the Service Provider fails to remedy the Notified Defect or take the necessary steps to ensure that it does not recur within the time specified in the Notified Defect Notice or any agreed alternative time period for rectification, the Authority may step-in in respect of the Notified Defect and:
- 50.6.1. without thereby avoiding or terminating this Contract or releasing the Service Provider from any pre-existing liabilities, suspend performance by the Service Provider of the Contract obligations, which shall include Schedule 1 (SOR), as relate to the Notified Defect until the Authority has remedied the default; and
 - 50.6.2. take or employ a Service Provider to take such steps in relation to the performance of the full Contract obligations as relate to the Notified Defect Notice as it may think fit in order to procure the performance of the obligations in accordance with the provisions of this Contract.
- 50.7. In exercising its step-in rights, the Authority shall:
- 50.7.1. use reasonable endeavours to procure that such rights are exercised in a manner causing as little disruption as reasonably possible to the Service Provider in its performance of its other obligations under this Contract; and
 - 50.7.2. exercise such rights for no longer than is reasonably necessary to remedy the Notified Defect; and
 - 50.7.3. promptly following rectification of the Notified Defect or the Authority being reasonably satisfied that the Service Provider is able to resume full responsibility

for all Contract obligations, give written notice to the Service Provider of the Authority's intention to step-out specifying a date (which shall be as soon as reasonably practicable) from which the Service Provider will resume responsibility for performance of all of its obligations under this Service Provider.

- 50.8. The Service Provider shall reimburse to the Authority such costs as are reasonably and properly incurred by the Authority in exercising its step-in rights together with a premium of 5% of such costs to reflect the Authority's administrative and management costs.
- 50.9. If the Authority exercises its step-in rights, it shall be entitled, for the period of such step-in by the Authority, to reduce the payments by such amount as is fair and reasonable to reflect the non-performance of the relevant obligations by the Service Provider (due account being taken of any sum recoverable from the Service Provider under Clause 50.8 of this Condition.
- 50.10. For the avoidance of doubt, the exercise by the Authority of its step-in rights in relation to any aspect of the Contract shall not relieve the Parties from performance of any obligations under this Contract relating to any other part of the Contract.

51. TERMINATION ESFA

- 51.1. The Authority and the Service Provider agree that the Contract shall be regarded as terminated if, at any time during the period in which the Contract subsists, there is a material adverse change in the amount or nature of the funding provided by ESFA, or if funding is no longer available from the ESFA or via the Defence Apprenticeship Levy account. In the event of any material adverse change or any cessation of funding, the Authority shall endeavour to provide the Service Provider with as much notice as that provided to the Authority by the ESFA/Defence Resources.
- 51.2. In the event of termination under the provisions of Clause 51.1 of this Condition, the Authority and the Service Provider agree that all costs of termination shall lie where they fall, and that neither the Authority nor the Service Provider shall have any claim against the other in respect of the termination.
- 51.3. Termination under the provisions of Clause 51.1 of this Condition shall be entirely without prejudice to the rights of the Authority and the Service Provider that have accrued under the Contract up to the date of termination.
- 51.4. In the event that the ESFA requirements for the assessment of Apprenticeships against Standards changes to the extent that it has a material change or impacts on the way in which the Contract is being delivered, the Authority will take a view on whether this would be a sufficiently substantial, material or adverse change necessitating re-negotiation or re-

competition of the contract; and in such circumstances, the Authority shall endeavour to provide the Service Provider with as much notice as that provided to the Authority by the ESFA.

- 51.5. In the event that a change to the Army career development strategy renders any or all of the Apprenticeship programmes covered by this Contract inappropriate for the career needs of the soldiers, the Authority shall have the right to require the Service Provider to cease enrolment of Learners onto any or all of the apprenticeship programmes. The cessation of enrolment shall be effective from the next intake of Soldiers into their Phase 2 Military training or at the end of the relevant academic year (31 July), at the discretion of the Authority. The Service Provider shall continue to support Learners already on programme to completion in accordance with the provisions of this Contract.
- 51.6. Upon expiry or termination of the Contract, no liability to make payments by way of redundancy liability, wherever statutory or otherwise, shall accrue to the Authority.
- 51.7. On expiry or termination of the Contract, and following consultation with the Designated Officer, all personal information provided by the Authority or acquired by the Service Provider during the course of the Contract must either be returned to the Authority or else destroyed in accordance with directions issued by the Authority (whereby the Authority will require proof of destruction immediately on completion of the activity) within one month of the completion/termination date of the Contract.

52. TERMINATION FOR INSOLVENCY OR CORRUPT GIFTS

Insolvency:

- 52.1. The Authority may terminate the Contract, without paying compensation to the Contractor, by giving written Notice of such termination to the Contractor at any time after any of the following events:
- 52.2. Where the Contractor is an individual or a firm:
- 52.2.1. the application by the individual or, in the case of a firm constituted under English law, any partner of the firm to the court for an interim order pursuant to Section 253 of the Insolvency Act 1986; or
 - 52.2.2. the court making an interim order pursuant to Section 252 of the Insolvency Act 1986; or
 - 52.2.3. the individual, the firm or, in the case of a firm constituted under English law, any partner of the firm making a composition or a scheme of arrangement with them or their creditors; or

- 52.2.4. the presentation of a petition for bankruptcy order against the individual or, in the case of a firm constituted under English law, any partner of the firm unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
- 52.2.5. the court making a bankruptcy order in respect of the individual or, in the case of a firm constituted under English law, any partner of the firm; or
- 52.2.6. where the Contractor is either unable to pay their debts as they fall due or has no reasonable prospect of being able to pay debts which are not immediately payable. The Authority shall regard the Contractor as being unable to pay their debts if:
- a) they have failed to comply with or to set aside a Statutory demand under Section 268 of the Insolvency Act 1986 within twenty-one (21) days of service of the Statutory Demand on them; or
 - b) execution or other process to enforce a debt due under a judgement or order of the court has been returned unsatisfied in whole or in part.
- 52.2.7. the presentation of a petition for sequestration in relation to the Contractor's estates unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
- 52.2.8. the court making an award of sequestration in relation to the Contractor's estates.

Where the Contractor is a company registered in England:

- 52.2.9. the presentation of a petition for the appointment of an administrator; unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
- 52.2.10. the court making an administration order in relation to the company; or
- 52.2.11. the presentation of a petition for the winding-up of the company unless it is withdrawn within three (3) Business Days from the date on which the Contractor is notified of the presentation; or
- 52.2.12. the company passing a resolution that the company shall be wound-up; or
- 52.2.13. the court making an order that the company shall be wound-up; or
- 52.2.14. the appointment of a Receiver or manager or administrative Receiver.

Where the Contractor is a company registered other than in England, events occur or are

carried out which, within the jurisdiction to which they are subject, are similar in nature or effect to those specified in sub-Clauses 52.2.7 to 52.2.14 inclusive above.

- 52.3. Such termination shall be without prejudice to and shall not affect any right of action or remedy which shall have accrued or shall accrue thereafter to the Authority and the Contractor.

Corrupt Gifts:

- 52.4. The Contractor shall not do, and warrants that in entering the Contract they have not done any of the following (hereafter referred to as 'prohibited acts'):

- a) offer, promise or give to any Crown servant any gift or financial or other advantage of any kind as an inducement or reward;
- b) for doing or not doing (or for having done or not having done) any act in relation to the obtaining or execution of this or any other Contract with the Crown; or
- c) for showing or not showing favour or disfavour to any person in relation to this or any other Contract with the Crown.

52.4.2. enter into this or any other Contract with the Crown in connection with which commission has been paid or has been agreed to be paid by them or on their behalf, or to their knowledge, unless before the Contract is made particulars of any such commission and of the terms and conditions of any such agreement for the payment thereof have been disclosed in writing to the Authority.

- 52.5. If the Contractor, their employees, agents or any Subcontractor (or anyone acting on their behalf or any of their employees) does any of the prohibited acts or commits any offence under the Bribery Act 2010 with or without the knowledge or authority of the Contractor in relation to this Contract or any other contract with the Crown, the Authority shall be entitled:

52.5.1. to terminate the Contract and recover from the Contractor the amount of any loss resulting from the termination;

52.5.2. to recover from the Contractor the amount or value of any such gift, consideration or commission; and

52.5.3. to recover from the Contractor any other loss sustained in consequence of any breach of this Condition, where the Contract has not been terminated.

- 52.6. In exercising its rights or remedies under this Condition, the Authority shall:

- 52.6.1. act in a reasonable and proportionate manner having regard to such matters as the gravity of, and the identity of the person performing, the prohibited act;
- 52.6.2. give all due consideration, where appropriate, to action other than termination of the Contract, including (without being limited to):
 - a) requiring the Contractor to procure the termination of a subcontract where the prohibited act is that of a Subcontractor or anyone acting on their behalf;
 - b) requiring the Contractor to procure the dismissal of an employee (whether their own or that of a Subcontractor or anyone acting on their behalf) where the prohibited act is that of such employee.

52.7. Recovery action taken against any person in Her Majesty's service shall be without prejudice to any recovery action taken against the Contractor pursuant to this Condition.

53. TERMINATION FOR CONVENIENCE

53.1. The Authority shall have the right to terminate the Contract in whole or in part at any time by giving the Contractor at least twenty (20) Business Days written notice. Upon expiry of the notice period the Contract, or relevant part thereof, shall terminate without prejudice to the rights of the parties already accrued up to the date of termination. Where only part of the Contract is being terminated, the Authority and the Contractor shall owe each other no further obligations in respect of the part of the Contract being terminated but will continue to fulfil their respective obligations on all other parts of the Contract not being terminated.

53.2. Following the above notification, the Authority shall be entitled to exercise any of the following rights in relation to the Contract (or part being terminated) to direct the Contractor to:

53.2.1. not start work on any element of the Contractor Deliverables not yet started;

53.2.2. complete in accordance with the Contract the provision of any element of the Contractor Deliverables;

53.2.3. as soon as may be reasonably practicable take such steps to ensure that the production rate of the Contractor Deliverables is reduced as quickly as possible;

53.2.4. terminate on the best possible terms any subcontracts in support of the Contractor Deliverables that have not been completed, taking into account any direction given under sub-Clauses 53.2.2 and 53.2.3 of this Condition.

53.3. Where this Condition applies (and subject always to the Contractor's compliance with any

direction given by the Authority under Clause 53.2):

53.3.1. The Authority shall take over from the Contractor at a fair and reasonable price all unused and undamaged materiel and any Contractor Deliverables in the course of manufacture that are:

- a) in the possession of the Contractor at the date of termination; and
- b) provided by or supplied to the Contractor for the performance of the Contract,

except such materiel and Contractor Deliverables in the course of manufacture as the Contractor shall, with the agreement of the Authority, choose to retain;

53.3.2. the Contractor shall deliver to the Authority within an agreed period, or in absence of such agreement within a period as the Authority may specify, a list of:

- a) all such unused and undamaged materiel; and
- b) Contractor Deliverables in the course of manufacture,

that are liable to be taken over by, or previously belonging to the Authority, and shall deliver such materiel and Contractor Deliverables in accordance with the directions of the Authority;

53.3.3. in respect of Services, the Authority shall pay the Contractor fair and reasonable prices for each Service performed, or partially performed, in accordance with the Contract.

53.4. The Authority shall (subject to Clause 53.5 below and to the Contractor's compliance with any direction given by the Authority in Clause 53.2 above) indemnify the Contractor against any commitments, liabilities or expenditure which would otherwise represent an unavoidable loss by the Contractor by reason of the termination of the Contract, subject to:

53.4.1. the Contractor taking all reasonable steps to mitigate such loss; and

53.4.2. the Contractor submitting a fully itemised and costed list of such loss, with supporting evidence, reasonably and actually incurred by the Contractor as a result of the termination of the Contract or relevant part.

53.5. The Authority's total liability under the provisions of this Condition shall be limited to the total price of the Contractor Deliverables payable under the contract (or relevant part), including any sums paid, due or becoming due to the Contractor at the date of

termination.

- 53.6. Claims for payment under this Condition shall be submitted in accordance with the Authority's direction.

54. MATERIAL BREACH

- 54.1. In addition to any other rights and remedies, the Authority shall have the right to terminate the Contract (in whole or in part) with immediate effect by giving written Notice to the Contractor where the Contractor is in material breach of their obligations under the Contract.

- 54.2. Where the Authority has terminated the Contract under Clause 54.1 the Authority shall have the right to claim such damages as may have been sustained as a result of the Contractor's material breach of the Contract, including but not limited to any costs and expenses incurred by the Authority in:

54.2.1. carrying out any work that may be required to make the Contractor Deliverables comply with the Contract; or

54.2.2. obtaining the Contractor Deliverable in substitution from another supplier.

55. CONSEQUENCES OF TERMINATION

- 55.1. The termination of the Contract, however arising, shall be without prejudice to the rights and duties of either Party accrued prior to termination. The Conditions that expressly or by implication have effect after termination shall continue to be enforceable even after termination.

56. DISPUTE RESOLUTION PROCEDURE

- 56.1. The Parties agree to adopt the Dispute Resolution Procedure detailed at Schedule 4 (Dispute Resolution Procedure) for any dispute arising under this Contract.

57. CO-OPERATION ON EXIT: ESFA AUDIT

- 57.1. Upon termination or natural expiry of this Contract, the Service Provider shall be subject to a full audit by the Authority's Provider Finance Assurance Team on behalf of the ESFA. The Service Provider shall cooperate fully with the Authority's staff and with ESFA staff in the completion of such an audit.

58. TRANSITION

- 58.1. In addition to Schedule 5 (TUPE), in the event of a transfer of responsibility of the Contract task from the Service Provider at the expiry or termination of the Contract or due to the Service Provider withdrawing from this Contract or goes into liquidation or administration, the Service Provider shall co-operate in the transfer under arrangements to be notified to him by the Authority. If such transfer of responsibility extends beyond the Contract period, the Service Provider shall undertake to provide, at fair and reasonable prices to be agreed in accordance with Condition 17 (Amendments) of this Schedule 3 (Ts&Cs), any such services regarded as a “Change” as may be required arising from the transfer of responsibility always provided that such services are within the capacity of the Service Provider’s organisation.
- 58.2. The transfer of responsibility shall be arranged so as to reduce to a minimum any interruption in the availability of services provided under the Contract and shall be undertaken in accordance with the agreed Transition Plan. The Transition Plan will be agreed between the Service Provider and the Authority and will include the activities listed in the Transition Activity Sheet at Annex C.
- 58.3. In the event the Service Provider is no longer able to provide all the deliverables in Schedule 1 (SOR) due to, but not limited to, financial difficulties, the Authority reserves the right to temporarily request another Service Provider to Step In to deliver the Services in Schedule 1 (SOR) while the Authority commences the re-let of this Contract. See Condition 49 (Default/Step In Rights) of this Schedule 3 (Ts&Cs) in addition. In such circumstances, the transfer of responsibility will be conducted in accordance with an agreed Transition Plan that includes the activities listed at Annex C (Transition Activity Checklist).

59. EXIT MANAGEMENT

- 59.1. In the event that Exit is triggered, the parties shall follow the Exit Plan as detailed in Annex E (Exit Plan) to this Schedule 3.

**Annex A to
Schedule 3 (Ts&Cs)****Army Apprenticeships Standard Operating Procedures (SOP's)**

SOP Number	Title
1	Standard forms
5	Funding Assurance Review
7	Service provider MIS responsibilities
12	Safeguarding and Prevent
14	Army Self-Assessment Report and Quality Improvement Plan
15	Ofsted
16	Permission to Commence New Delivery
17	Quality Framework for Observing Programme Delivery
18	Functional Skills
20	End Point Assessment

Current SOPs shall be made available through the Army Apprenticeships Business Support e-Platform.

Annex B to Schedule 3**Payment Methodology**

1. The Army Apprenticeship programme may include legacy apprenticeship frameworks and apprenticeship standards learners.

General Payment Methodology

2. The Service Provider's earnings will be paid in monthly "on programme payments", as per the normal ESFA practice. 80% of the agreed price will be spread evenly over the planned duration of the apprenticeship, based on whether the apprentice is in learning. As per ESFA practice, soldiers on an agreed break in learning (suspended) do not receive any on programme payments. There will not be an on-programme payment for the final month if the apprentice withdraws before the last day of the month in which the learning stops.
3. The remaining 20% of the SP agreed price will be paid according to the regulations extant at the date on which the soldier has been enrolled.
4. Payments will be made monthly after the Main Occupancy Report (MOR) has been validated. This payment will be based on an occupancy list of valid learners contained in the monthly MOR generated by the ESFA which is derived from the monthly data submission from the Authority's MIS.
5. The Authority will issue a monthly Financial Authority giving details of the income earned, during the period, by the SP for all work conducted under this contract, which forms the basis for the SP invoice.
6. If the Service Provider wishes to challenge the Financial Authority issued by the Army Apprenticeship team, they must inform the Authority. The basis for reconciliation and resolution of any challenges shall be the Authority's MIS database and no other.
7. Following the annual financial reconciliation, the Authority may need to make an appropriate adjustment to the funding paid to the SP. This adjustment will be made to the next Financial Authority.

Payment for Carry-in Learners

8. For carry-in learners (those learners, enrolled under a previous contract, that are still in learning and will be completed during the term of this contract), the Authority shall pay the SP the residual funding at the price agreed with the preceding contractor in the previous Contract at date of enrolment. Completion payments will be based on the regulations extant on the original date of enrolment of the carry-in learner.

Payments for New Enrolments under this Contract

9. The Authority will pay the SP the price specified for each Apprenticeship Standard listed on the Schedule 2 (Price), Part 2, Schedule of Requirement. The agreed price which applies at the soldier's enrolment onto the programme will continue to apply for the duration of the programme regardless of any changes in funding band maximum funding cap or any variation of price allowable under the terms of Schedule 2. This is the total price and includes any and all elements of training, assessment, End Point Assessment (EPA) preparation and administration that the SP has agreed to deliver on behalf of the Authority.
10. The total price for Apprenticeship Standards does not include:
 - 10.1. Value Added Tax (VAT)
 - 10.2. The cost of delivering Functional Skills qualifications in English and Maths up to Level 2 – see para 11.

Payments for Functional Skills

11. Payments for the delivery of Functional Skills in English and Maths up to Level 2 will be at a set rate of 90% of that funding available for English and Maths from the ESFA for eligible qualifications. Eligible qualifications are listed on the ESFA "find a learning aim" service ([Find a learning aim \(submit-learner-data.service.gov.uk\)](https://find-a-learning-aim.service.gov.uk)) and referred to in ESFA Funding Regulations.
12. The payment of the 90% of ESFA funding applicable to the SP will be made monthly following validation of the MOR and included in the Financial Authority.

Additional/Incentive Payments

13. The SP has no entitlement to any portion of any uplift or other incentive payments received from the ESFA by the Authority as an Employer-Provider.

Allocation of funding on transition between contractors

14. As part of the transition process; as incoming SP (at Contract Initiation) and outgoing SP (at Contract Termination/Exit), you shall agree with the previous or future SP respectively:
 - 14.1. For carry-in learners, the balance between outstanding funding and evidenced learning is broadly in balance across the entirety of the contract. This is to be cross-referenced with a random sample of apprentices' actual learner admin files, or learner tracking/review evidence contained in the learning portfolios.
 - 14.2. Any areas of dispute, which must be confirmed to the Authority at least 3 months before the end of the transition period.

15. Where the funding drawn down does not reflect the learner's evidenced progress against the requirements of the standard the Authority reserves the right to reclaim funding from the outgoing SP to ensure that the learner is funded to the completion of the programme. On completion of the transition process, you shall sign the Apprenticeship Contract Transition checklist, confirming all actions are complete and funding allocations agreed.
16. Following joint signature of the Apprenticeship Contract Transition checklist, the residual funding for carry-in learners will be deemed agreed and the Authority will not accept any further representations from the incoming contractor for the funding of carry-in learners to completion.

ESFA Funding Assurance Audits

17. If an ESFA Funding Assurance Audit results in a recovery of funding already received, the Authority shall reclaim that proportion of the funding received that is attributable to the SP from the SP. This shall be done by an adjustment to the next monthly Financial Authority.
18. In the event that funding errors identified by the ESFA Funding Assurance Audit are deemed to be material by the ESFA and the funding clawback is extrapolated across the wider contract, the Authority shall recover the funding from those SP whose data/learner file errors have contributed to the funding errors. This recovery shall be pro-rata by the value of the errors in the SP files and data that contribute to the total value that breaches the level of materiality.

Annex C to Schedule 3

TRANSITION ACTIVITY CHECKLIST

Serial	Activity Area	Detailed Activity	Lead/Required	Comments
	Learner File Check			
1.		Army Apprenticeships provide full occupancy list	BSS	
2.		Outgoing contractor undertakes 100% file muster (both admin and educational files) and reports all discrepancies to Army Apprenticeships	Outgoing contractor	Report instances of soldiers listed with no files and files present for soldiers not listed
3.		Cap Badge investigates status of any discrepancies	Cap Badge	JPA search to identify if any soldier listed on the discrepancy report is still serving. If still serving, identify current unit, address and POC.
4.		All outgoing contractor assessor staff validate their individual case list and outgoing contractor reconciles the programme case list to rectified occupancy.	Outgoing contractor	
5.		Army Apprenticeships / Cap Badge / Outgoing Contractor agree the final occupancy list	Cap Badge BSS Outgoing contractor	
	Audit of learning / finance			
6.		Outgoing contractor annotates all files to the effect that “as at DD/MM/YYYY XXXXXXXX organisation assumed responsibility for the delivery of the programme”.	Outgoing contractor	
7.		Both contractors undertake audit of (minimum) 10% file sample to validate that % funding received matches % learning delivered. BSS audit staff to monitor process.	BSS Incoming contractor Outgoing contractor	

Serial	Activity Area	Detailed Activity	Lead/Required	Comments
8.		Both contractors undertake(minimum) 10% file sample to agree that the recorded achievement (partial and full achievement) is adequately supported by evidence (e.g. eportfolio, copies of certificates)	BSS, Incoming contractor Outgoing contractor	
9.		File handover to incoming contractor	Incoming contractor	Incoming contractor confirms in writing to BSS that all files have been accounted for .
10.		Incoming contractor certifies that all assessors (whether TUPE transfer or new staff) have confirmed case load and that case load can be validated against the final agreed occupancy list.	Incoming contractor	
	Admin			
11.		HOTO of all locally supplied Government Furnished Assets	Authority rep Outgoing contractor Incoming contractor	
12.		Security passes for all staff no longer employed on apprenticeship contract.	Outgoing contractor	
13.		Renew Security Passes for all staff transferred under TUPE.	Incoming contractor	Passes are linked to contracts and need updating
14.		HOTO of any nongovernment assets agreed by the incoming and outgoing contractors.	Incoming contractor Outgoing contractor	
15.		Incoming contractor provides BSS with plan for provision of IT and other equipment on site.	Incoming contractor	

Serial	Activity Area	Detailed Activity	Lead/Required	Comments
16.		Incoming contractor ensures log ins/ passwords are completed on Company systems	Incoming contractor	
17.		IT and other resourcing plans are in place for TUPE assessment staff	Incoming contractor	
	MIS			
18.		BSS arranges for new logins/passwords and deletes logins/passwords for outgoing contractor staff	BSS	MAYTAS, Moodle
	Finance			
19.		Late notification data entry process agreed	All	Outgoing contractor needs access to Maytas centre to record any late-notified achievement
20.		Final reconciliation payments calculated for Outgoing contractor.	BSS Outgoing contractor	
	Final HOTO Documents			
21.		Outgoing and incoming contractors sign off joint declaration to the effect that all aspects of the Transition Plan have been satisfactorily completed and that no outstanding issues remain open.	Outgoing Contractor Incoming Contractor	

**Appendix 1 of Annex C to
Schedule 3**

ARMY APPRENTICESHIPS – CONTRACT TRANSITION CERTIFICATE

The following contract transition activities have been conducted:

Ser	Activity	Outcome	Incoming SP (initials)	Outgoing SP (initials)	Authority (initials)
	Learner File Check				
1.		Files presented match the full occupancy list and no files are missing			
2.		All files are complete according to the AA provided checklist			
	Audit of Learning/ Finance				
3.		All files annotated to reflect the effective date of handover to incoming contractor. This entry is to be made as to make it clear the point in learning at which the change of delivery responsibility occurred.			
4.		Audit of 10% file sample confirms broad balance between % funding received by outgoing SP and % of learning delivered.			
5.		Audit of 10% file sample confirms that recorded achievement is supported by portfolio evidence and certificates.			
	Admin				
6.		All Government Furnished Assets accounted for			
7.		Security passes/car permits for all outgoing staff not transferred via TUPE have been returned to Unit Security Officer			
8.		All security details for staff transferred under TUPE have been notified to Unit Security Officer for renewal of passes/security records			
9.		Action to amend DBR records for all staff transferred under TUPE is underway			

Ser	Activity	Outcome	Incoming SP (initials)	Outgoing SP (initials)	Authority (initials)
10.	MIS	BSS notified of requirement for new MAYTAS logins and logins to be deleted			
11.	Finance	Late notification data entry process agreed.			

Contract transition declaration

Incoming and outgoing Service Providers confirm that all aspects of the transition plan have been completed satisfactorily and that no outstanding issues remain open.

Signature.....

Signature.....

Date

Date

Name (Blocks).....

Name (Blocks).....

Position.....

Position.....

Organisation.....

Organisation.....

Annex D to Schedule 3

Personal Data Particulars**DEFFORM 532**

Edn 10/19

This Form forms part of the Contract and must be completed and attached to each Contract containing DEFCON 532B.

Data Controller	The Data Controller is the Secretary of State for Defence (the Authority). The Personal Data will be provided by: SP receive Personal Data from employer. Additional data collected directly from apprentice at enrolment.
Data Processor	The Data Processor is the Contractor. The Personal Data will be processed at: Military premises or the SP offices (14b Sunrise Business Park, Higher Shaftesbury Road, Blandford, DT11 8ST
Data Subjects	The Personal Data to be processed under the Contract concern the following Data Subjects or categories of Data Subjects: Apprentices on the Army apprenticeship programme
Categories of Data	The Personal Data to be processed under the Contract concern the following categories of data: Category A - Name, DOB, Service Number. Category B - National Insurance Number, Prior academic achievement, Progress Reviews Unique Learner Number, Enlistment Date, Cap Badge, Unit. Category C - Gender, Ethnicity, SpLD Details
Special Categories of data (if appropriate)	The Personal Data to be processed under the Contract concern the following Special Categories of data: Gender, Ethnicity, Learning difficulties
Subject matter of the processing	The processing activities to be performed under the contract are as follows: Received Personal Data is used by SP for Apprenticeship enrolment, funding, and compliance adherence.
Nature and the purposes of the Processing	The Personal Data to be processed under the Contract will be processed as follows: In accordance with Condition 37 (Data Management). In accordance with Condition 40 (Data Protection). In accordance with DEFCON 532B.
Technical and organisational measures	The following technical and organisational measures to safeguard the Personal Data are required for the performance of this Contract: Secure processes for the handling of data are in place. Robust methods for the security of data on site and in transit are in place. Clear processes are in place with regards to the handling of data (who has authority to handle data and how data is to be handled). Clear procedures to be followed in the event of a security breach.
Instructions for disposal of Personal Data	The disposal instructions for the Personal Data to be processed under the Contract are as follows (where Disposal Instructions are available at the commencement of Contract): In accordance with Condition 40 (Data Protection)
Date from which Personal Data is to be processed	Where the date from which the Personal Data will be processed is different from the Contract commencement date this should be specified here: N/A

The capitalised terms used in this form shall have the same meanings as in the General Data Protection Regulations.

Annex E to Schedule 3EXIT PLAN

1. DEFINITIONS

1.1. In this Annex E to Schedule 3 (Ts&Cs), the following definitions shall apply:

1.1.1. 'Emergency Exit' shall mean any termination of this Agreement which is a:

- a) termination of the whole or part of this Agreement in accordance with Conditions 51-53 (Termination), except where the period of notice given under that Clause is greater than or equal to 6 months;
- b) termination of the provision of the Services for any reason prior to the expiry of any period of notice of termination served pursuant to Conditions 51-53 (Termination); or
- c) wrongful termination or repudiation of this Agreement by either Party.

1.1.2. 'Ordinary Exit' shall mean any termination of the whole or part of this Agreement which occurs:

- a) pursuant to Conditions 51-53 (Termination) where the period of notice given by the Party serving notice to terminate pursuant to such Clause is greater than or equal to 6 months; or
- b) as a result of the expiry of the Initial Term.

2. EXIT PLAN

2.1. The Supplier shall, within 3 months after the Effective Date, deliver to the Authority an Exit Plan which:

- 2.1.1. sets out the Supplier's proposed methodology for achieving an orderly transition of the relevant Services from the Supplier to the Authority and/or its Replacement Supplier on Partial Termination, expiry or termination of this Agreement;
- 2.1.2. complies with the requirements set out in Paragraph 2.2; and
- 2.1.3. is otherwise reasonably satisfactory to the Authority.

2.2. The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within 20 Working Days of its

submission, then such Dispute shall be resolved in accordance with Schedule 4 (Dispute Resolution Procedure).

2.3. The Exit Plan shall set out, as a minimum:

- 2.3.1. how the Exit Information is obtained;
- 2.3.2. separate mechanisms for dealing with Ordinary Exit and Emergency Exit, the provisions relating to Emergency Exit being prepared on the assumption that the Supplier may be unable to provide the full level of assistance which is required by the provisions relating to Ordinary Exit, and in the case of Emergency Exit, provision for the supply by the Supplier of all such reasonable assistance as the Authority shall require to enable the Authority or its subcontractors to provide the Services;
- 2.3.3. a mechanism for dealing with Partial Termination on the assumption that the Supplier will continue to provide the remaining Services under this Agreement;
- 2.3.4. the management structure to be employed during both transfer and cessation of the Services in an Ordinary Exit and an Emergency Exit;
- 2.3.5. the management structure to be employed during the Termination Assistance Period;
- 2.3.6. a detailed description of both the transfer and cessation processes, including a timetable, applicable in the case of an Ordinary Exit and an Emergency Exit;
- 2.3.7. how the Services will transfer to the Replacement Supplier and/or the Authority, including details of the processes, documentation, data transfer, systems migration, security and the segregation of the Authority's technology components from any technology components operated by the Supplier or its Sub-contractors (where applicable);
- 2.3.8. the scope of the Termination Services that may be required for the benefit of the Authority;
- 2.3.9. a timetable and critical issues for providing the Termination Services;
- 2.3.10. any charges that would be payable for the provision of the Termination Services (calculated in accordance with the methodology that would apply if such Services were being treated as a Contract Change), together with a capped estimate of such charges;

- 2.3.11. how the Termination Services would be provided (if required) during the Termination Assistance Period;
 - 2.3.12. procedures to deal with requests made by the Authority and/or a Replacement Supplier for Staffing Information pursuant to Schedule 5 (TUPE); and
 - 2.3.13. how each of the issues set out in this Schedule 3 (Ts&Cs) will be addressed to facilitate the transition of the Services from the Supplier to the Replacement Supplier and/or the Authority with the aim of ensuring that there is no disruption to or degradation of the Services during the Termination Assistance Period.
- 2.4. The Parties acknowledge that the migration of the Services from the Supplier to the Authority and/or its Replacement Supplier may be phased, such that certain of the Services are handed over before others.
- 2.5. The Supplier shall review and (if appropriate) update the Exit Plan on a basis consistent with the principles set out in this Clause in the first month of each Contract Year (commencing with the second Contract Year) and if requested by the Authority following the occurrence of a Financial Distress Event, within 14 days of such request, to reflect any changes in the Services that have occurred since the Exit Plan was last agreed. Following such update the Supplier shall submit the revised Exit Plan to the Authority for review. Within 20 Working Days following submission of the revised Exit Plan, the Parties shall meet and use reasonable endeavours to agree the contents of the revised Exit Plan. If the Parties are unable to agree the contents of the revised Exit Plan within that 20 Working Day period, such dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- Finalisation of the Exit Plan
- 2.6. Within 20 Working Days after service of a Termination Notice by either Party or 6 months prior to the expiry of this Agreement, the Supplier will submit for the Authority's approval the Exit Plan in a final form that could be implemented immediately. The final form of the Exit Plan shall be prepared on a basis consistent with the principles set out in this Annex E to this Schedule 3 (Ts&Cs) and shall reflect any changes in the Services that have occurred since the Exit Plan was last agreed.
- 2.7. The Parties will meet and use their respective reasonable endeavours to agree the contents of the final form of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within 20 Working Days following its delivery to the Authority then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure. Until the agreement of the final form of the Exit Plan, the Supplier shall provide the Termination

Services in accordance with the principles set out in this Schedule 3 and the last approved version of the Exit Plan (insofar as relevant).

Governance and meetings requiring Service provider attendance

1. The Army Apprenticeship programme has a strong governance regime that starts at Cap Badge level and feeds in the 4* Army headquarters Army Apprenticeship management board. The Corps Colonels (CC) are responsible for apprenticeship standard requirement and the performance of their programme at Cap Badge level. They must nominate a suitable officer 4 (Major or equivalent) to conduct the duty of a Cap Badge Designated Officer (CBDO) to manage their programme and act as the interface between the Pers Pol, Fd Army units and SP. The key meetings that Service providers are to attend are detailed below.

Authority Meetings

2. **The Steering Group Management Board (SGMB).** The meetings, also referred to as Maxi Boards, should be chaired by the CC or their approved nominee. The frequency of these meetings varies, but they should not be held less than bi-annually, or more frequently as required. This is a strategic level meeting and typically the meeting is attended by the DO, representatives from initial trade training, Field Army representatives (CO/2IC level), Ed Br DACOS/SO1 Skills, the BSS Quality Mentor (QM) and senior management from the SP. Others may be invited at the discretion of the CC. This meeting was previously known as maxi management board and are held a minimum of twice a year.

3. **The Working Group Management Board (WGMB).** The Working Group MB, also referred to as a Mini Board, is an operational level meeting chaired by the CBDO. It deals with the day-to-day management of the programme, monitoring how well cohorts of learners and individual apprentices are progressing on their apprenticeships and identifying action to be taken to overcome delivery issues. The meeting reviews performance and quality and progress against the CC's Performance Targets and the Quality Improvement Plan (QIP). The frequency of the meeting will depend upon the needs of the programme but usually it would be no less than every 6 weeks. Typical attendance will include the Service provider contract manager and if required the SP quality manager and the BSS QM and other key stakeholders.

4. **Contract Transition meetings.** The structure and format and frequency of Contract Transition meetings will be defined in the Transition Plan in accordance with (iaw) Condition 58 of this Schedule 3 (Ts&Cs). Their purpose is to maintain the learner journey for all apprentices and ensure a smooth transition between providers. These meetings will, as a minimum, facilitate agreement of: funding draw down; carry in of learners; and transfer of learner files and portfolios as required. If the existing provider is re engaged the full transition process will take place to ensure any issues or errors are not carried over to the new contract.

5. **Exit meetings.** The structure and format of Exit meetings will be defined in the Exit Plan in accordance with Condition 59 (Exit Management) of, and Annex E (Exit Plan) to, this Schedule 3 (Ts&Cs). Typical attendance will include Army Commercial, Pers Pol, Ed Branch, BSS team and Service Provider Contract Manager as well as other key stakeholders.

6. **Kick Start meetings** (for Main and EPAO Contracts). These will be held at the start of new contracts to set the base line and ensure all parties have a common understanding of the contract and the Army delivery model. Typical attendance will include the Service Provider; Contract Manager; and if required the SP Quality Manager (QM), BSS QM and other key stakeholders.

7. **Keeping in Touch (KIT) meetings.** KIT meetings are chaired by Pers Pol, the aim of the meeting is to develop and enhance an effective partnering relationship between the Army and the SP. Where necessary real or perceived contractual failings will be raised and, where appropriate, a separate commercial contact review meeting will be initiated. Typical attendance will include Pers Pol, Ed Branch, Service providers contract manager and other key stakeholders.

8. **Contract Management Meeting (CMM).** These meetings will be held on a case-by-case basis to respond to and resolve specific areas of contractual concern such as issues with KIPs or BSS Financial Audit findings.

BSS Service Provider meetings.

9. **Maytas User Group (MUG).** The MUG is chaired by BSS Management Information Systems (MIS) Manager and is attended by MIS/Admin leads from all SPs. The MUG meets formally twice per year and there is a monthly informal breakfast meeting. The principal functions of the MUG are to share best practice in the use of Maytas, discuss the data implications arising from changes to the ESFA funding regulations and the ILR specification, ensure that key processes (e.g. suspension, transferring apprentices, completion) are standardised across the AAP to ensure accuracy of reporting and raise data entry quality standards.

10. **QM Forum.** The QM Forum is chaired by a BSS QM and is attended by all the SP QMs and BSS QM. It meets up to 4 times per year and, in addition, there is a monthly informal breakfast meeting. The principal functions are to update SP QMs on Army priorities for 2nd Party Assurance (e.g. forthcoming themed audits and deep dives), exchange best practice in quality management, update SP QMs on changes to Ofsted inspection methodologies and improve SP processes that impact the apprentice's experience (e.g. IAG, progress reviews, stakeholder voice collection).

11. Summary table of meetings requiring Service Provider representation.

Meeting	Lead	Frequency	Indicative Location
Steering Group Management Board (SGMB)	CC	Minimum 2 per year	Cap badge locations

Working Group Management Board (WGMB)	CBDO	At least every 4-6 weeks.	Cap badge locations
Contract Transition meetings	BSS	As required (iaw Transition Plan)	Cap badge locations or AHQ Andover
Exit meetings	Pers Pol	As required (iaw Exit Plan)	BSS offices, Netheravon
Keeping in Touch (KIT)	Pers Pol	Minimum 2 per year	Army HQ, Andover
Kick Start	Pers Pol	Once within 6 weeks of Start of each contract	Army HQ, Andover
Contract Management Meeting (CMM)	Army Cmcl	As required on a case-by-case basis	Army HQ, Andover
BSS Maytas User Group (MUG)	BSS	Minimum 2 per year	BSS offices, Netheravon
BSS Quality Manager Forum	BSS	Minimum 4 per year	BSS offices or Army HQ Andover

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 4

DISPUTE RESOLUTION PROCEDURE

Dispute Resolution Procedure**1 PERSONNEL POLICY BRANCH DISPUTE RESOLUTION GROUP**

- 1.1 If a disagreement arises whether before or after termination of the Contract and it cannot be resolved at the operational level, then the matter must first be referred to the Personnel Policy Branch Dispute Resolution Group (Pers Pol DRG). The Pers Pol DRG must meet in accordance with Annex A to this Schedule.
- 1.2 If the disagreement is resolved by the Pers Pol DRG, the resolution of the disagreement must be recorded in writing in an appropriate legally binding form and such form must bear the signature of two Authority Representatives and two Service Provider Representatives, and such resolution shall be final and binding on the Parties.
- 1.3 If discussions in the Pers Pol DRG result in or, if implemented would result in a proposed change to the Contract or commitment to additional expenditure or any other matter affecting the Contract the proposed change must be submitted to the Service Provider and the Authority for approval.
- 1.4 Any recommendations made by the Pers Pol DRG and approved in the manner identified in Clause 1.3 of this Schedule must be complied with by the Parties.
- 1.5 If the Pers Pol DRG is unable to resolve the disagreement the matter shall be deemed to be a dispute and shall be dealt with in accordance with the Adjudication Procedure at Clause 2 of this Schedule.

2 REFERRAL TO ADJUDICATION

- 2.1 If the Pers Pol DRG is unable to resolve the Dispute then either Party may refer the matter to adjudication in accordance with the provisions set out below.
- 2.2 The Adjudicator nominated to consider a Dispute referred to him shall be selected on a strictly rotational basis from the relevant panel of experts appointed in accordance with Condition 3 of this Schedule.

3 SELECTION OF THE ADJUDICATION PANEL

- 3.1 There shall be a panel of experts who shall be wholly independent of the Service Provider, the Authority, any End Point Assessors and any of the major competitors of the Service Provider. The panel shall be agreed to by the Parties within one month of the Contract signature.

- 3.2 If any member of the panel resigns during the Contract, a replacement expert shall be appointed jointly by the Service Provider and the Authority as soon as practicable.
- 3.3 If the Authority and the Service Provider are unable to agree on the identity of the experts to be appointed to the panel, the President of the Chartered Institute of Arbitrators shall appoint such expert(s) within thirty (30) days of any application for such appointment by either Party.
- 3.4 If the Adjudicator is either unwilling or unable to accept such appointment, then the next Adjudicator on the Panel will be appointed. The process will be repeated until an Adjudicator is found who accepts the appointment. If none of the Adjudicators on the relevant Panel accepts the appointment, then unless the Parties are able to agree upon the appointment of another Adjudicator the Chairman of the Chartered Institute of Arbitrators will be requested to make an appointment within five (5) days of receiving a request to do so.

4 ADJUDICATION PROCEDURE

- 4.1 Within seven (7) days of appointment in relation to a particular dispute, the Adjudicator shall require the Parties to submit in writing their respective arguments. The Adjudicator shall, in their absolute discretion, consider whether a hearing is necessary in order to resolve the dispute.
- 4.2 In any event, the Adjudicator shall provide to both Parties their written decision on the dispute, within twenty eight (28) days of appointment (or such other period as the Parties may agree after the reference, or forty two (42) days from the date of reference if the Party which referred the dispute agrees). Unless requested by either Party the Adjudicator shall not state any reasons for their decision. Unless and until revised, cancelled or varied by the Arbitrator, the Adjudicator's decision shall be binding on both Parties who shall forthwith give effect to the decision.
- 4.3 The Adjudicator's costs of any reference shall be borne as the Adjudicator shall specify or, in default, equally by the Parties. Each Party shall bear its own costs arising out of the reference, including legal costs and the costs and expenses of any witnesses.
- 4.4 The Adjudicator shall be deemed not to be an arbitrator but shall render their decision as an expert and the provisions of the Arbitration Act 1996 and the law relating to arbitration shall not apply to the Adjudicator or their determination or the procedure by which they reached their determination.
- 4.5 The Adjudicator shall act impartially and may take the initiative in ascertaining the facts and the law. The Adjudicator shall have the power to open up, review and revise any

opinion, certificate, instruction, determination or decision of whatever nature given or made under this Contract.

- 4.6 All information, data or documentation disclosed or delivered by a Party to the Adjudicator in consequence of or in connection with their appointment as Adjudicator shall be treated as confidential. The Adjudicator shall not disclose to any person or company any such information, data or documentation and all such information, data or documentation shall remain the property of the Party disclosing or delivering the same and all copies shall be returned to such Party on completion of the Adjudicator's work.
- 4.7 The Adjudicator is not liable for anything done or omitted in the discharge or purported discharge of their functions as Adjudicator unless the act or omission is in bad faith. Any employee or agent of the Adjudicator is similarly protected from liability.
- 4.8 If:
- 4.8.1 either Party is dissatisfied with or otherwise wishes to challenge the Adjudicator's decision and the Dispute has a value in excess of £200K; or
- 4.8.2 both Parties disagree unequivocally with the Adjudicator's decision,
- then either Party may (within sixty (60) days of receipt of the Adjudicator's decision, where appropriate) notify the other Party of its intention to refer the dispute to arbitration. Such notification shall invite the other Party to concur in the appointment of a sole arbitrator who shall be a solicitor, barrister or arbitrator recognised by the Chartered Institute of Arbitrators of not less than 10 years' standing (the Arbitrator). If the Parties are unable within fourteen (14) days to agree the identity of the Arbitrator either Party may request the Chairman of the Chartered Institute of Arbitrators to make the appointment.
- 4.9 The Arbitrator's decision shall be final and binding on the Parties, subject to below.
- 4.10 If the Arbitrator's decision results in, or if implemented would result in, a proposed change to the Contract or commitment to additional or reduced expenditure or any other matter affecting the Contract the proposed change must be submitted to the Service Provider and the Authority for approval.

5 CONTINUING WITH CONTRACT OBLIGATIONS

- 5.1 Unless the Contract has already been terminated, the Service Provider shall, notwithstanding the existence of any disagreement (whether or not it is deemed to be a Dispute), in every case continue to proceed with the Services and meeting the Contract obligations, including the requirements of Schedule 1 (SOR) (except insofar as both Parties agree that it would not be in the best interests of the Contract as a whole for the

Service Provider so to continue) with all due diligence, and the Parties must continue to comply with all their obligations under the Contract, regardless of the nature of the disagreement or Dispute and notwithstanding the referral of the disagreement or Dispute for resolution according to the procedures permitted under this Schedule 4 (Dispute Resolution Procedure).

- 5.2 The continued performance by each Party of its obligations as aforesaid shall not constitute nor be relied upon by the other Party as a waiver of any alleged rights or operate as acquiescence or estoppel in relation to or otherwise prejudice or diminish such rights to the extent that they are the subject of the disagreement or Dispute.

**STANDARD OPERATING PROCEDURES OF THE PERSONNEL POLICY BRANCH DISPUTE
RESOLUTION GROUP****1. FUNCTION**

- 1.1 The Personnel Policy Branch Dispute Resolution Group (Pers Pol DRG) is a forum for the resolution of Disputes arising between the Authority and the Service Provider in accordance with the provisions of Schedule 4 (Dispute Resolution Procedure). It has no powers in relation to this Contract or any of the Contract documents save as provided below.

2. PROCEDURES

- 2.1 Either Party is entitled by written notice to require the Pers Pol DRG to meet within five (5) Working Days of receipt of the notice with a view to resolving the disagreement.
- 2.2 The Service Provider and the Authority agree that:
- 2.2.1 a quorum of the Pers Pol DRG consists of two of the Authority's Representatives (one of whom must be the Authority's Commercial Manager and one to be either the DO or SO) and two of the Service Provider's Representatives (one of whom must be the Service Provider's Commercial Manager). All of the Authority's Representatives and the Service Provider's Representatives are authorised to attend any such meeting;
 - 2.2.2 if a quorum will not be present at a particular meeting of the Pers Pol DRG must be reconvened within five (5) Working Days after the date of the inquorate meeting. The Authority and the Service Provider must each use reasonable endeavours to ensure that all meetings are quorate;
 - 2.2.3 the Chairman of the Pers Pol DRG will always be an Authority Representative;
 - 2.2.4 an agenda of items to be discussed by the Pers Pol DRG must be notified to the Authority's and Service Provider's Representatives at the time the meeting is called by the Party that called the meeting;
 - 2.2.5 representatives of third parties may attend the Pers Pol DRG meeting or any part thereof with the consent of any of the Authority's Representatives and the Service Provider's Representatives such consent not to be unreasonably withheld or delayed;

2.2.6 for the purposes of taking minutes of the meetings the Service Provider's Representatives shall be entitled to be accompanied by a secretarial assistant;

2.2.7 all meetings of the Pers Pol DRG shall be held at Andover unless the Parties agree otherwise.

2.3 If it is not possible for the Pers Pol DRG to resolve the disagreement at the initial meeting either Party is entitled by written notice to require the Pers Pol DRG to meet again within ten (10) Working Days of receipt of the original notice.

2.4 During the period of such notice, the representatives of the Service Provider and the Authority must seek, from the Party by which they are appointed, the power and authority to resolve the disagreement.

2.5 The Service Provider shall ensure that minutes of each Pers Pol DRG meeting are prepared and circulated to all attendees within one week of the date of the relevant meeting.

2.6 Two copies of each set of minutes are to be signed by one of the Authority's Representatives and one of the Service Provider's Representatives to acknowledge that the minutes are a true reflection of the business conducted at that meeting and one copy of the minutes will be retained by each of the Authority and the Service Provider.

2.7 For the avoidance of doubt, the presence of such signatories on any such minutes will not render such minutes "an appropriate legally binding form", for the purposes of Clause 1.2 of this Schedule 4 and will not bind the Authority or the Service Provider.

3. COSTS

3.1 The Service Provider and Authority agree that all direct costs of their respective Representatives and invitees (including in the case of the Service Provider, the cost of secretarial support) of attending such meetings shall be borne by the Party incurring the cost.

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 5

**TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT)
(TUPE)**

PART 1 - EMPLOYEE TRANSFER ARRANGEMENTS ON ENTRY**1 DEFINITIONS**

1.1 In this Schedule 5 Part 1, save where otherwise provided, words and terms defined in Schedule 3 (Ts&Cs), Condition 2 (Definitions) of the Contract shall have the meaning ascribed to them in Schedule 3 (Ts&Cs), Condition 2 (Definitions) of the Contract.

1.2 Without prejudice to Schedule 3 (Ts&Cs), Condition 2 (Definitions) of the Contract, in this Schedule 5 Part 1 unless the context otherwise requires:

"Data protection legislation" means all applicable data protection and privacy legislation in force from time to time in the UK, including but not limited to:

(i) the General Data Protection Regulation ((EU) 2016/679) as retained in UK law by the EU (Withdrawal) Act 2018 and the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (the "UK General Data Protection Regulation" or "UK GDPR");

(ii) the Data Protection Act 2018;

(iii) the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended; and

(iv) all applicable legislation and regulatory requirements in force from time to time which apply to a party relating to the processing of personal data and privacy and the guidance and codes of practice issued by the Information Commissioner's Office which apply to a party;

"Employing Sub-Contractor" means any sub-contractor of the Contractor providing any part of the Services who is or is to be the employer of a Previous Contractor Employee;

"New Provider" means any replacement service provider or providers engaged to provide the Services (or part thereof) or substantially similar services or the Authority itself where the Services or substantially similar services or part thereof continue to be provided by the Authority after partial termination, termination or expiry of this Contract;

"Previous Contractor" means RACPD for previous contract ARMYHQ2/00262 (RA) and The Colleges Partnership for previous contract ARMYHQ2/00266 (AAC);

"Previous Contractor Employee" means an employee of a Previous Contractor who immediately before the Relevant Transfer Date is assigned to carry out the services to be carried out by the Contractor or Sub-Contractor under this Contract and who has not been dismissed, resigned, been reassigned or objected to the Relevant Transfer;

"Relevant Transfer" means a transfer to the Contractor or an Employing Sub-Contractor of a Previous Contractor Employee pursuant to this Contract and the Transfer Regulations;

"Relevant Transfer Date" means the date on which a Relevant Transfer is effected for Previous Contractor Employees;

"Relevant Statutory Scheme" has the same meaning as in Regulation 8 of the Transfer Regulations;

"Services" shall have the meaning specified in Schedule 1 (SOR);

"Transfer Regulations" means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended from time to time and/or the Service Provision Change

2. PREVIOUS CONTRACTOR EMPLOYEES

2.1. Employee Information

- 2.1.1. No later than three months prior to the Relevant Transfer Date the Authority shall provide to the Contractor the information listed in Appendix 1 of this Schedule 5 Part 1 in respect of Previous Contractor Employees to the extent that such information has been provided to the Authority by the Previous Contractor.
- 2.1.2. The Authority shall provide the Contractor with any update to the information provided under paragraph 2.1.1 as soon as is reasonably practicable, to the extent that such information has been provided to the Authority by the Previous Contractor.
- 2.1.3. The Contractor shall provide any information provided to it by the Authority pursuant to paragraph 2.1.1 to an Employing Sub-Contractor within seven Business Days of receipt to the extent that such Previous Contractor Employees are to transfer to an Employing Sub-Contractor under a Relevant Transfer on the Relevant Transfer Date.
- 2.1.4. Paragraph 2.1.1 is subject to the Authority and any Previous Contractor's obligations in respect of the Data Protection Legislation and any data provided by the Authority in accordance with paragraph 2.1.1 shall be provided in anonymous form in order to enable its disclosure. To the extent anonymous data has been provided by the Authority pursuant to its obligations under Paragraph 2.1.1 above, the Authority shall provide full data no later than 28 days prior to the Relevant Transfer.
- 2.1.5. The Authority does not warrant the accuracy of the information provided under paragraph 2.1.1.

2.2. Obligations in respect of Previous Contractor Employees

- 2.2.1. The Contractor and the Authority acknowledge (and the Contractor shall procure that the Employing Sub-Contractor acknowledges) that the provision of the Services under this Contract will constitute a Relevant Transfer.
- 2.2.2. The Contractor agrees (and will procure that the Employing Sub-Contractor agrees) that from the Relevant Transfer Date the contracts of employment of any Previous Contractor Employees together with any collective agreements (save insofar as such contracts and such agreements relate to benefits for old age, invalidity or survivors under any occupational pension scheme or otherwise do not transfer pursuant to regulation 4A of the Transfer Regulations) will take effect as if originally made between the Contractor or an Employing Sub-Contractor and the Previous Contractor Employees (or the relevant trade union, as the case may be) subject to any variations to such contracts of employment made pursuant to Regulation 9 of the Transfer Regulations, where applicable.
- 2.2.3. The Contractor agrees that it will comply with its obligations under sections 257 and 258 of the Pensions Act 2004 and the Transfer of Employment (Pension Protection) Regulations 2005.
- 2.2.4. Save for any liabilities in respect of Previous Contractor Employees under a Relevant Statutory Scheme or Schemes, the Contractor or Employing Sub-Contractor (as the case may be) shall have responsibility for all emoluments and outgoings (including without limitation all wages, bonuses, commissions, payments in respect of holiday taken after the Relevant Transfer Date as appropriate, PAYE, national insurance contributions and contributions to retirement benefit schemes) in relation to the Previous Contractor

Employees with effect from and including the Relevant Transfer Date and shall indemnify the Authority and the Previous Contractor in respect of the same.

2.3. Indemnities

2.3.1. The Contractor shall indemnify and hold harmless the Authority and any Previous Contractor against all demands, claims, liabilities, losses and damages, costs and expenses (including all interest, penalties, legal and other costs and expenses) together with any applicable Value Added and similar taxes or liability for deduction of PAYE tax properly incurred by the Authority or any Previous Contractor arising out of or in connection with:

- a) any breach by the Contractor and/or any Employing Sub-Contractor of their obligations under Regulation 13 of the Transfer Regulations;
- b) any act or proposal by the Contractor or any Employing Sub-Contractor prior to or following the Relevant Transfer Date which amounts to a repudiatory breach of contract as referred to in Regulation 4(11) of the Transfer Regulations and/or to make a substantial change in working conditions of any Previous Contractor Employee to the material detriment of that employee. For the purposes of this sub-Clause the expressions “repudiatory breach”, “substantial change” and “material detriment” shall have the same meanings as for the purposes of Regulation 4(9) and 4(11) of the Transfer Regulations; and
- c) any collective agreement or any arrangement with any trade union or staff association after the Relevant Transfer Date.
- d) Any variations or proposed variations to any Previous Contractor Employee’s terms and conditions of employment pursuant to regulations 4(5) and 4(5B).

3. GENERAL PROVISIONS APPLICABLE TO PREVIOUS CONTRACTOR EMPLOYEES AND CONTRACTOR PERSONNEL

3.1. Contractor Indemnity

3.1.1. The Contractor shall indemnify the Authority and any New Provider against all reasonable costs (including reasonable legal costs) losses and expenses and all damages, compensation, fines and liabilities arising out of or in connection with the employment or termination of employment by the Contractor or any Employing Sub-Contractor of any person (including the Previous Contractor Employees) engaged in connection with the provision of the Services during the term of this Agreement.

3.2. Post Transfer Reporting

3.2.1. The Contractor shall upon request by the Authority provide (or shall procure that an Employing Sub-Contractor shall provide) the Authority with the following information in respect of the employees who are wholly or mainly employed, assigned or engaged in providing the Services:

- a) any proposed, agreed or imposed changes to terms and conditions of service;
- b) disputes relating to compliance with the Transfer Regulations which are regarded as unresolved by a recognised Trade Union;
- c) any court action or tribunal proceedings relating to compliance with the Transfer Regulations;

- d) completed court action or tribunal proceedings relating to compliance with the Transfer Regulations; and
- e) out of court settlements relating to compliance with the Transfer Regulations if possible having regard to the wording of the settlement.

PERSONNEL INFORMATION TO BE RELEASED PURSUANT TO THIS AGREEMENT**PART A**

1. Pursuant to paragraph 2.1.1 of this Schedule 5 Part 1, the written statement of employment particulars as required by section 1 of the Employment Rights Act 1996 together with the following information (save where that information is included within that statement) will be provided to the extent it is not included within the written statement of employment particulars:
 - 1.1. Personal, Employment and Career
 - a) Age;
 - b) Security Vetting Clearance;
 - c) Job title;
 - d) Work location;
 - e) Conditioned hours of work;
 - f) Employment Status;
 - g) Details of training and operating licensing required for Statutory and Health and Safety reasons;
 - h) Details of training or sponsorship commitments;
 - i) Standard Annual leave entitlement and current leave year entitlement and record;
 - j) Annual leave reckonable service date;
 - k) Details of disciplinary or grievance proceedings taken by or against transferring employees in the last two years;
 - l) Information of any legal proceedings between employees and their employer within the previous two years or any such proceedings that the transferor has reasonable grounds to believe that an employee may bring against the transferee arising out of their employment with the transferor;
 - m) Issue of Uniform/Protective Clothing;
 - n) Working Time Directive opt-out forms; and
 - o) Date from which the latest period of continuous employment began.
 - 1.2. **Performance Appraisal**
 - a) The current year's Performance Appraisal;
 - b) Current year's training plan (if it exists); and
 - c) Performance Pay Recommendations (PPR) forms completed in the current reporting year, or where relevant, any bonus entitlements;
 - 1.3. **Superannuation and Pay**
 - a) Maternity leave or other long-term leave of absence (meaning more than 4 weeks) planned or taken within the last two years;
 - b) Annual salary and rates of pay band/grade;

- c) Shifts, unsociable hours or other premium rates of pay;
- d) Overtime history for the preceding twelve-month period;
- e) Allowances and bonuses for the preceding twelve-month period;
- f) Details of outstanding loan, advances on salary or debts;
- g) Cumulative pay for tax and pension purposes;
- h) Cumulative tax paid;
- i) National Insurance Number;
- j) National Insurance contribution rate;
- k) Other payments or deductions being made for statutory reasons;
- l) Any other voluntary deductions from pay;
- m) Pension Scheme Membership;
- n) For pension purposes, the notional reckonable service date;
- o) Pensionable pay history for three years to date of transfer;
- p) Percentage of any pay currently contributed under additional voluntary contribution arrangements; and
- q) Percentage of pay currently contributed under any added years arrangements.

1.4. Medical

- a) Sickness and absence records for the immediately preceding four-year period; and
- b) Details of any active restoring efficiency case for health purposes.

1.5. Disciplinary

- a) Details of any active restoring efficiency case for reasons of performance; and
- b) Details of any active disciplinary cases where corrective action is on going.

1.6 Further information

- a) Information about specific adjustments that have been made for an individual under the Equality Act 2010;
- b) Short term variations to attendance hours to accommodate a domestic situation;
- c) Individuals that are members of the Reserves, or staff that may have been granted special leave for public duties such as a School Governor; and
- d) Information about any current or expected maternity or other statutory leave or other absence from work.

Part B

1.1. Information to be provided 28 days prior to the Relevant Transfer Date:

- a) Employee's full name;
- b) Date of Birth
- c) Home address;
- d) Bank/building society account details for payroll purposes Tax Code.

1. DEFINITIONS

- 1.1. In this Schedule 5 Part 2, save where otherwise provided, words and terms defined in Schedule 3 (Ts&Cs), Condition 2 (Definitions) or Schedule 5 Part 1 of the Contract shall have the meaning ascribed to them in Schedule 3 (Ts&Cs), Condition 2 (Definitions) or Schedule 5 Part 1 of the Contract.
- 1.2. Without prejudice to Schedule 3 (Ts&Cs), Condition 2 (Definitions) of the Contract or Schedule 5, Part 1, in this Schedule 5 Part 2 unless the context otherwise requires:
- "Employee Liability Information"** has the same meaning as in Regulation 11(2) of the Transfer Regulations;
- "Employing Sub-Contractor"** means any sub-contractor of the Contractor providing all or any part of the Services who employs or engages any person in providing the Services;
- "Subsequent Relevant Transfer"** means a transfer of the employment of Subsequent Transferring Employees from the Contractor or any Employing Sub-Contractor to a New Provider or the Authority under the Transfer Regulations;
- "Subsequent Transfer Date"** means the date on which the transfer of a Subsequent Transferring Employee takes place under the Transfer Regulations;
- "Subsequent Transferring Employee"** means an employee wholly or mainly employed or otherwise assigned to the Services (or in respect of partial termination, the relevant part of the Services) whose employment transfers under the Transfer Regulations from the Contractor or any Employing Sub-Contractor to a New Provider;
- "Transfer Regulations"** means the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended from time to time and/or the Service Provision Change (Protection of Employment) Regulations (Northern Ireland) 2006 (as amended from time to time), as appropriate.

2. EMPLOYMENT

2.1. Information on Re-tender, Partial Termination, Termination or Expiry

- 2.1.1. No earlier than [two] years preceding the termination, partial termination or Expiry of this Contract or a potential Subsequent Transfer Date or at any time after the service of a notice to terminate this Contract or the provision of any of the Services (whether in whole or part) or on receipt of a written request by the Authority, the Contractor shall (and shall procure that any Employing Sub-Contractor shall):
- a) supply to the Authority such information as the Authority may reasonably require in order to consider the application of the Transfer Regulations on the termination, partial termination or expiry of this Contract;
 - b) supply to the Authority such full and accurate and up-to-date information as may be requested by the Authority including the information listed in Appendix 1 to this Schedule 5 Part 2 relating to the employees who are wholly or mainly employed, assigned or engaged in providing the Services or part of the Services under this Contract who may be subject to a Subsequent Relevant Transfer;
 - c) provide the information promptly and in any event not later than three months from the date when a request for such information is made and at no cost to the Authority;

- d) acknowledge that the Authority will use the information for informing any prospective New Provider for any services which are substantially the same as the Services or part of the Services provided pursuant to this Contract;
 - e) inform the Authority of any changes to the information provided under paragraph 2.1.1 or 2.1.1(b) up to the Subsequent Transfer Date as soon as reasonably practicable.
- 2.1.2. Three months preceding the termination, partial termination or expiry of this Contract or on receipt of a written request from the Authority the Contractor shall:
- a) ensure that Employee Liability Information and such information listed in Part A of Appendix 2 of Part 2 of this Schedule 5 (Personnel Information) relating to the Subsequent Transferring Employees is provided to the Authority and/or any New Provider;
 - b) inform the Authority and/or any New Provider of any changes to the information provided under this Paragraph 2.1.2 up to any Subsequent Transfer Date as soon as reasonably practicable;
 - c) enable and assist the Authority and/or any New Provider or any sub-contractor of a New Provider to communicate with and meet those employees and their trade union or other employee representatives.
- 2.1.3. No later than 28 days prior to the Subsequent Transfer Date the Contractor shall provide the Authority and/or any New Provider with a final list of the Subsequent Transferring Employees together with the information listed in Part B of Appendix 2 of Part 2 of this Schedule 5 (Personnel Information) relating to the Subsequent Transferring Employees. The Contractor shall inform the Authority and/or New Provider of any changes to this list or information up to the Subsequent Transfer Date.
- 2.1.4. Within 14 days following the relevant Subsequent Transfer Date the Contractor shall provide to the Authority and/or any New Provider the information set out in Part C of Appendix 2 of this Schedule 5 in respect of Subsequent Transferring Employees.
- 2.1.5. Paragraphs 2.1.1 and 2.1.2 of this Schedule 5 are subject to the Contractor's obligations in respect of the Data Protection Legislation and the Contractor shall use its best endeavours to obtain the consent of its employees (and shall procure that its Sub-Contractors use their best endeavours to obtain the consent of their employees) to the extent necessary under the Data Protection Legislation or provide the data in an anonymous form in order to enable disclosure of the information required under paragraphs 2.1.1 and 2.1.2. Notwithstanding this paragraph 2.1.5, the Contractor acknowledges (and shall procure that its Sub-Contractors acknowledge) that they are required to provide sufficient information to the Authority to enable the Authority to determine the nature of the activities being undertaken by employees engaged in providing the Services, to assess whether there is an organised grouping for the purposes of the Transfer Regulations and to assess who is assigned to such organised grouping. To the extent that anonymous data has been provided by the Contractor pursuant to its obligations under Paragraph 2.1.1 or 2.1.2 above, the Contractor shall provide full data to the Authority no later than 28 days prior to the Subsequent Transfer Date.
- 2.1.6. On notification to the Contractor by the Authority of a New Provider or within the period of six months prior to the Termination Date or after service of a notice to terminate this Contract (whether in whole or in part), whichever is earlier and in any event on receipt of a written request by the Authority, the Contractor shall not and shall procure that an Employing Sub-Contractor shall not:

- a) materially amend or promise to amend the rates of remuneration or other terms and conditions of employment of any person wholly or mainly employed or engaged in providing the Services under this Contract; or
- b) replace or re-deploy from the Services any person wholly or mainly employed or engaged in providing the Services, or materially increase or decrease the number of persons performing the Services under this Contract or the working time spent on the Services (or any part thereof); or
- c) reorganise any working methods or assign to any person wholly or mainly employed or engaged in providing the Services (or any part thereof) any duties unconnected with the Services (or any part thereof) under this Contract; or
- d) terminate or give notice to terminate the employment of any person wholly or mainly employed or engaged in providing the Services (or any part thereof) under this Contract other than in the case of serious misconduct or for poor performance,

save in the ordinary course of business and with the prior written consent of the Authority (not to be unreasonably withheld or delayed) and the Contractor shall indemnify and keep indemnified the Authority in respect of any reasonable costs (including reasonable legal costs), losses and expenses and all damages, compensation, fines and liabilities arising out of or in connection with any breach of paragraphs 2.1.1, 2.1.2, 2.1.3, 2.1.4 or 2.1.5 of this Schedule 5 Part 2.

- 2.1.7. The Authority may at any time prior to the period set out in paragraph 2.1.5 of this Schedule 5 Part 2 request from the Contractor any of the information in sections 1(a) to (d) of Appendix 1 and the Contractor shall and shall procure any Sub-Contractor will provide the information requested within 28 days of receipt of that request.

2.2. **Obligations in Respect of Subsequent Transferring Employees**

- 2.2.1. To the extent that the Transfer Regulations apply on expiry, termination or partial termination of this contract, the Contractor shall and shall procure any Employing Sub-Contractor shall and the Authority shall and shall procure that a New Provider shall in such circumstances:
- a) before and in relation to the Subsequent Transfer Date liaise with each other and shall co-operate with each other in order to implement effectively the smooth transfer of the Subsequent Transferring Employees to the Authority and/or a New Provider; and
 - b) comply with their respective obligations under the Transfer Regulations including their obligations to inform and consult under Regulation 13 of the Transfer Regulations.

2.3. **Unexpected Subsequent Transferring Employees**

- 2.3.1 If a claim or allegation is made by an employee or former employee of the Contractor or any Employing Sub-Contractor who is not named on the list of Subsequent Transferring Employees provided under paragraph 2.1.3 (an "**Unexpected Subsequent Transferring Employee**") that they have or should have transferred to the Authority and/or New Provider by virtue of the Transfer Regulations, the Party receiving the claim or allegation shall notify the other Party (or the Contractor shall notify the Authority on the Sub-Contractor's behalf and the

Authority shall notify the Contractor on the New Provider's behalf) in writing as soon as reasonably practicable and no later than ten Business Days after receiving notification of the Unexpected Subsequent Transferring Employee's claim or allegation, whereupon:

- (a) the Contractor shall (or shall procure that the Employing Sub-Contractor shall), as soon as reasonably practicable, offer and/or confirm continued employment to the Unexpected Subsequent Transferring Employee or take such other steps so as to effect a written withdrawal of the claim or allegation; and
- (b) if the Unexpected Subsequent Transferring Employee's claim or allegation is not withdrawn or resolved the Contractor shall notify the Authority (who will notify any New Provider who is a party to such claim or allegation), and the Authority (insofar as it is permitted) and/or New Provider (as appropriate) shall employ the Unexpected Subsequent Transferring Employee or as soon as reasonably practicable, (subject to compliance with its obligations at paragraph 2.3.1(c)(iii)), serve notice to terminate the Unexpected Subsequent Transferring Employee's employment in accordance with their contract of employment; and
- (c) the Contractor shall indemnify the Authority against all reasonable costs (including reasonable legal costs) losses and expenses and all damages, compensation, fines and liabilities arising out of or in connection with any of the following liabilities incurred by the Authority or New Provider in dealing with or disposing of the Unexpected Subsequent Transferring Employee's claim or allegation:
 - (i) any additional costs of employing the Unexpected Subsequent Transferring Employee up to the date of dismissal where the Unexpected Subsequent Transferring Employee has been dismissed in accordance with paragraph 2.3.1(b);
 - (ii) any liabilities acquired by virtue of the Transfer Regulations in relation to the Unexpected Subsequent Transferring Employee;
 - (iii) any liabilities relating to the termination of the Unexpected Subsequent Transferring Employee's employment but excluding such proportion or amount of any liability for unfair dismissal, breach of contract or discrimination attributable:
 - (A) to a failure by the Authority or a New Provider to act reasonably to mitigate the costs of dismissing such person);
 - (B) directly or indirectly to the procedure followed by the Authority or a New Provider in dismissing the Unexpected Transferee; or
 - (C) to the acts/omissions of the Authority or a New Provider not wholly connected to the dismissal of that person;
 - (iv) any liabilities incurred under a settlement of the Unexpected Subsequent Transferring Employee's claim which was reached with the express permission of the Contractor (not to be unreasonably withheld or delayed);
 - (v) reasonable administrative costs incurred by the Authority or New Provider in dealing with the Unexpected Subsequent

Transferring Employee's claim or allegation, subject to a cap per Unexpected Subsequent Transferring Employee of £5,000; and

(vi) legal and other professional costs reasonably incurred;

2.3.2 the Authority shall be deemed to have waived its right to an indemnity under paragraph (c) if it fails without reasonable cause to take, or fails to procure any New Provider takes, any action in accordance with any of the timescales referred to in this paragraph 2.3.

2.4 Indemnities on Subsequent transfer under the Transfer Regulations on Partial Termination, Termination or Expiry of the Contract

2.4.1 If on the expiry, termination or partial termination of the Contract there is a Subsequent Relevant Transfer, the Contractor shall indemnify the Authority and any New Provider against all reasonable costs (including reasonable legal costs) losses and expenses and all damages, compensation, fines and liabilities arising out of or in connection with any claim by any employee or trade union representative or employee representative arising whether before or after the Subsequent Transfer Date out of any failure by the Contractor or any Sub-Contractor to comply with their obligations under Regulation 13 of the Transfer Regulations in relation to any Subsequent Transferring Employee or any other employee of the Contractor or any Sub-Contractor affected by the Subsequent Relevant Transfer (as defined by Regulation 13 of the Transfer Regulations), save to the extent that all reasonable costs (including reasonable legal costs), losses and expenses and all damages, compensation, fines and liabilities are a result of the act or omission of the Authority or the New Provider.

2.4.2 If there is a Subsequent Relevant Transfer, the Authority shall indemnify the Contractor against all reasonable costs (including reasonable legal costs) losses and expenses and all damages, compensation, fines and liabilities arising out of, or in connection with:

- (a) any claim or claims by a Subsequent Transferring Employee at any time on or after the Subsequent Transfer Date which arise as a result of an act or omission of the Authority or a New Provider or a sub-contractor of a New Provider during the period from and including the Subsequent Transfer Date;
- (b) subject to paragraph 2.4.1 any claim by any employee or trade union representative or employee representative arising whether before or after the Subsequent Transfer Date out of any failure by the Authority or a New Provider or a sub-contractor of a New Provider to comply with their obligations under Regulation 13 of the Transfer Regulations in relation to any Subsequent Transferring Employee or any other employee engaged wholly or mainly in connection with the Services by the New Provider or any other employee of the Authority or any New Provider affected by the Subsequent Relevant Transfer effected by this Contract (as defined by Regulation 13 of the Transfer Regulations),

save to the extent that all reasonable costs (including reasonable legal costs), losses and expenses and all damages, compensation, fines and liabilities are a result of the act or omission of the Contractor or any Employing Sub-Contractor.

2.4.3 In the event of a Subsequent Relevant Transfer, the Authority shall indemnify the Contractor in respect of all reasonable costs (including reasonable legal costs), losses and expenses and all damages, compensation, fines and other liabilities arising out of or in connection with or as a result of a substantial change by the

Authority [or a New Provider or any sub-contractor of a New Provider] on or after the Subsequent Transfer Date to the working conditions of any Subsequent Transferring Employee to the material detriment of any such Subsequent Transferring Employee. For the purposes of this paragraph 0, the expressions "substantial change" and "material detriment" shall have the meanings as are ascribed to them for the purposes of Regulation 4(9) of the Transfer Regulations.

2.5 Contracts (Rights of Third Parties) Act 1999

- 2.5.1 A New Provider may enforce the terms of paragraph 2.3 and 2.3 against the Contractor in accordance with the Contracts (Rights of Third Parties) Act 1999.
- 2.5.2 The consent of a New Provider (save where the New Provider is the Authority) is not required to rescind, vary or terminate this Contract.
- 2.5.3 Nothing in this paragraph 2.5 shall affect the accrued rights of the New Provider prior to the rescission, variation, expiry or termination of this Contract.

2.6 General

- 2.6.1 The Contractor shall not recover any Costs and/or other losses under this Schedule 5 where such Costs and/or losses are recoverable by the Contractor elsewhere in this Contract and/or are recoverable under the Transfer Regulations or otherwise.

**CONTRACTOR PERSONNEL-RELATED INFORMATION TO BE RELEASED UPON
RETENDERING WHERE THE TRANSFER REGULATIONS APPLIES**

1. Pursuant to paragraph 2.1.1(b) of Part 2 of this Schedule 5, the following information will be provided:
 - a) The total number of individual employees (including any employees of Sub-Contractors) that are currently engaged, assigned or employed in providing the Services and who may therefore be transferred. Alternatively the Contractor should provide information why any of their employees or those of their Sub-Contractors will not transfer;
 - b) The total number of posts or proportion of posts expressed as a full-time equivalent value that currently undertakes the work that is to transfer;
 - c) The preceding 12 months total pay costs – (Pay, benefits employee/employer ERNIC and Overtime);
 - d) Total redundancy liability including any enhanced contractual payments;
2. In respect of those employees included in the total at 1(a), the following information:
 - a) Age (not date of Birth);
 - b) Employment Status (i.e. Fixed Term, Casual, Permanent);
 - c) Length of current period of continuous employment (in years, months) and notice entitlement;
 - d) Weekly conditioned hours of attendance (gross);
 - e) Standard Annual Holiday Entitlement (not "in year" holiday entitlement that may contain carry over or deficit from previous leave years);
 - f) Pension Scheme Membership;
 - g) Pension and redundancy liability information;
 - h) Annual Salary;
 - i) Details of any regular overtime commitments (these may be weekly, monthly or annual commitments for which staff may receive an overtime payment);
 - j) Details of attendance patterns that attract enhanced rates of pay or allowances;
 - k) Regular/recurring allowances;
 - l) Outstanding financial claims arising from employment (i.e. season ticket loans, transfer grants);
3. The information to be provided under this Appendix 1 should not identify an individual employee by name or other unique personal identifier unless such information is being provided 28 days prior to the Subsequent Transfer Date.
4. The Contractor will provide (and will procure that the Sub-Contractors provide) the Authority/tenderers with access to the Contractor's and Sub-Contractor's general employment terms and conditions applicable to those employees identified at paragraph 1(a) of this Appendix 1.

PERSONNEL INFORMATION TO BE RELEASED PURSUANT TO THIS CONTRACT**Part A**

1. Pursuant to paragraph 2.1.2 of this Schedule 5, part 2, the written statement of employment particulars as required by section 1 of the Employment Rights Act 1996 together with the following information (save where that information is included within that statement) which will be provided to the extent it is not included within the written statement of employment particulars:

1.1. Personal, Employment and Career

- a) Age;
- b) Security Vetting Clearance;
- c) Job title;
- d) Work location;
- e) Conditioned hours of work;
- f) Employment Status;
- g) Details of training and operating licensing required for Statutory and Health and Safety reasons;
- h) Details of training or sponsorship commitments;
- i) Standard Annual leave entitlement and current leave year entitlement and record;
- j) Annual leave reckonable service date;
- k) Details of disciplinary or grievance proceedings taken by or against transferring employees in the last two years;
- l) Information of any legal proceedings between employees and their employer within the previous two years or such proceedings that the transferor has reasonable grounds to believe that an employee may bring against the transferee arising out of their employment with the transferor;
- m) Issue of Uniform/Protective Clothing;
- n) Working Time Directive opt-out forms; and
- o) Date from which the latest period of continuous employment began.

1.2. Superannuation and Pay

- a) Maternity leave or other long-term leave of absence (meaning more than 4 weeks) planned or taken during the last two years;
- b) Annual salary and rates of pay band/grade;
- c) Shifts, unsociable hours or other premium rates of pay;
- d) Overtime history for the preceding twelve-month period;
- e) Allowances and bonuses for the preceding twelve-month period;
- f) Details of outstanding loan, advances on salary or debts;
- g) Pension Scheme Membership;
- h) For pension purposes, the notional reckonable service date;
- i) Pensionable pay history for three years to date of transfer;
- j) Percentage of any pay currently contributed under additional voluntary contribution arrangements; and
- k) Percentage of pay currently contributed under any added years arrangements.

1.3. Medical

- a) Details of any period of sickness absence of 3 months or more in the preceding period of 12 months; and
- b) Details of any active restoring efficiency case for health purposes.

1.4. Disciplinary

- a) Details of any active restoring efficiency case for reasons of performance; and
- b) Details of any active disciplinary cases where corrective action is on going.

1.5. Further information

- a) Information about specific adjustments that have been made for an individual under the Equality Act 2010;
- b) Short term variations to attendance hours to accommodate a domestic situation;
- c) Individuals that are members of the Reserves, or staff that may have been granted special leave for public duties such as a School Governor; and
- d) Information about any current or expected maternity or other statutory leave or other absence from work.

Part B

1.6. Information to be provided 28 days prior to the Subsequent Transfer Date:

- a) Employee's full name;
- b) Date of Birth
- c) Home address;
- d) Bank/building society account details for payroll purposes Tax Code.

PART C**1.7 Information to be provided within 14 days following a Subsequent Transfer Date:****1.7.1 Performance Appraisal**

- a) The current year's Performance Appraisal;
- b) Current year's training plan (if it exists); and
- c) Performance Pay Recommendations (PPR) forms completed in the current reporting year, or where relevant, any bonus entitlements;

1.7.2 Superannuation and Pay

- a) Cumulative pay for tax and pension purposes;
- b) Cumulative tax paid;
- c) National Insurance Number;
- d) National Insurance contribution rate;
- e) Other payments or deductions being made for statutory reasons;
- f) Any other voluntary deductions from pay.

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 6

Performance Monitoring

Key Performance Indicators (KPIs)**1. DEFINITIONS**

- a. In this Schedule 6 (Performance Monitoring), the following definitions shall apply:

Contract Management Meeting (CMM) means the terms of reference as set out at Annex F to Schedule 3 (Ts&Cs).

Management Status Report (MSR) means as set out in Paragraph 4 below.

Key Performance Indicators (KPIs) the key performance indicators set out in Annex A of this Schedule 6 (Performance Monitoring).

Key Performance Indicator (KPI) Failure where a Key Performance Indicator is measured as Red: Performance Failure.

Keep In Touch (KIT) Meeting means the terms of reference as set out at Annex F to Schedule 3 (Ts&Cs).

Recovery Plan (RP) as detailed at Clause 34.6 of Schedule 3 (Ts&Cs).

Working Group Management Board (WGMB) means the terms of reference as set out at Annex F to Schedule 3 (Ts&Cs).

Performance Indicators (PIs) the performance indicators set out in Annex A of this Schedule 6 (Performance Monitoring).

Steering Group Management Board (SGMB) means the terms of reference as set out at Annex F to Schedule 3 (Ts&Cs).

Social Value Action Plan means the action plan provided by the Service Provider to include specific tasks and timescales for delivery of social value.

Social Value KPI means the social value KPI that is agreed further to the Social Value Action Plan.

2. PERFORMANCE INDICATORS AND KEY PERFORMANCE INDICATORS

- 2.1 Table 1 Annex A sets out the KPIs which both Parties agree shall be used to measure the Service Provider's performance of the Services: as well as the definitions for KPI ratings.

3. MONITORING AND REPORTING

- 3.1 Table 2 Annex A below sets out the Party responsible for producing the data against each KPI, and the reporting and review periods.

4 Management Status Report

- 4.1 A MSR for the relevant meeting for each KPI as set out at Table 2 Annex A below shall be provided by the Service Provider.
- 4.2 The MSR shall be in such format, as agreed between the Parties from time to time, and contain, as a minimum, the following information:

Information in respect of the period just ended

- 4.2.1 for each KPI, the actual performance achieved over the relevant period.
- 4.2.2 a summary of all KPI Failures that occurred during the relevant period.
- 4.2.3 which KPI Failures remain outstanding and progress in resolving them.
- 4.2.4 the cause or likely cause of the relevant KPI Failure and the action being taken to reduce the likelihood of recurrence.
- 4.2.5 the status of any outstanding RP processes, including:
 - (a) whether or not a RP has been agreed; and
 - (b) where a RP has been agreed, a summary of the Service Provider's progress in implementing that RP.
- 4.2.6 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence.
- 4.2.7 such other details as the Authority may reasonably require from time to time.
- 4.3 The MSR shall reflect any Authority feedback and any instances of failure to provide the requirements of the contract to the standard required by the KPIs, which are either identified by the Contractor or by the Designated Officer which relate to each review period.

5. Performance Meetings

- 5.1 Each MSR that has been finalised shall then be submitted for consideration to the next relevant meeting as set out at Table 2 Annex A below.
- 5.2 As part of each meeting:
 - 5.2.1 The Authority shall inform the Service Provider of any additional feedback received which has not been included in the MSR and which indicates that the content of the report may be inaccurate.
 - 5.2.2 The Authority and the Service Provider shall consider and discuss the content of the MSR and any additional feedback.
 - 5.2.3 The Service Provider shall provide any evidence of where the Authority has not met its obligations which have resulted in a failure of performance.
 - 5.2.4 The Authority and the Service Provider shall agree any amendments to be made to the MSR.
 - 5.2.5 Following the meeting, within three (3) working days the Service Provider shall update the MSR to reflect the agreed amendments and issue the Authority with a revised report.
 - 5.2.6 The Authority shall confirm its approval of the revised MSR.
- 5.3 The Authority reserves the right to downgrade a KPI RAG performance level following discussion at the relevant meeting.
- 5.4 The Authority shall have the final decision on whether a KPI has been rectified or not.
- 5.5 In the event of disagreement, the matter shall be dealt with in accordance with the Schedule 4 Dispute Resolution.

6 MEASURING PERFORMANCE FAILURES

6.1 Amber: Requires Improvement (RI)

6.1.1 Where a KPI is measured as being Amber: Requires Improvement (RI), the Service Provider shall:

- (a) receive an AMBER grading against such KPI; and
- (b) discuss within the relevant meeting measures put in place to improve performance

6.1.2 Once the Authority has deemed that the Service Provider has rectified the Services measured as Amber: RI, then the relevant KPI shall be measured as being Green: Good for the month in which it is rectified, and no further action shall be required by the Service Provider.

6.1.3 If a KPI measured as Amber: RI has not been rectified within the time period agreed within the relevant meeting, to the reasonable satisfaction of the Authority, then that month's KPI will be measured as Red: Inadequate Threshold (IT).

6.1.4 If a KPI is measured as Amber: RI three times in a rolling six-month period, on the third occasion such KPI shall be measured as Red: IT.

6.1.5 Where KPI 4 is measured as Amber: RI the Authority reserves the right to require the Service Provider to produce a RP as detailed at Clause 34.6 of Schedule 3 (Ts&Cs). Where an RP is required the actions at 6.2.2 – 6.2.4 shall be followed.

6.2 Red: Inadequate Threshold (IT)

6.2.1 Where a KPI is measured as being Red: IT, the Service Provider shall receive a RED grading against such KPI.

6.2.2 The Service Provider shall produce a RP as detailed at Clause 34.6 of Schedule 3 (Ts&Cs) within 5 Working Days.

6.2.3 The RP shall be submitted to the relevant meeting as set out at Table 2 Annex A below with the exception of KPI 3 which shall be submitted to BSS Service Provider.

6.2.4 If the RP is agreed with the Authority, then the Service Provider shall deliver the actions within the agreed timescales. If the plan is insufficient, then the Authority shall request a revised plan to be provided promptly and no later than 5 Working Days.

6.2.5 The Service Provider shall carry out the RP immediately from the date on which the RP is agreed by the Parties (or such date set out in the RP) and the Service Provider shall complete the actions set out in the RP within the agreed timescales.

6.2.6 Once a KPI is measured as Red: IT it shall stay as RED on the MSR until the relevant Service is rectified (pursuant to the rectification process) to the Authority's reasonable satisfaction, at which point it will return to GREEN.

6.2.7 Where a KPI does not return to GREEN at the end of the timescales set out in the RP the matter shall be referred to a CMM where future actions will be considered.

6.2.8 The CMM shall where performance cannot be restored to GREEN apply the processes set out in Clauses 34.8-34.9 of Schedule 3 (Terms and Conditions).

- Table of Key Performance Indicators

KPI/PI Description	Rating Description			Performance Review			
	Good	Approaching Target	Inadequate Threshold	Performance Achieved	Rating Assigned	Authority Comments	Service Provider Comments
KPI1 Timely Learner Reviews	At least 85% of Learner Reviews are conducted on time.	77%- 84% of Learner Reviews are conducted on time.	Less than 77% of Learner Reviews are Conducted on time				
KPI2.1 Functional Skills First Time Pass Rate - Maths	At least 75% of Learners pass FS Maths at their first attempt	50% - 74% of Learners pass FS Maths at their first attempt	Less than 50% of Learners pass FS Maths at their first attempt				
KPI2.2 Functional Skills First Time Pass Rate – English	At least 75% of Learners pass ALL FS English at their first attempt	50% - 74% of Learners pass ALL FS English at their first attempt	Less than 50% of Learners pass ALL FS English at their first attempt				
KPI3 Timely MIS validation error resolution	Zero outstanding errors	1% - 14% of outstanding Errors	15% or more outstanding Errors				
KPI4 Satisfactory SOP5 Audit Findings	Audit findings result in Full or Substantial assurance	Audit findings result in Limited assurance	Audit findings No assurance				
KPI5 Learner Satisfaction	At least 75% of Learners who respond to questionnaire are satisfied, or better, with Service Provider contribution to their Learning Journey.	65% - 74% of Learners who respond to questionnaire are satisfied, or better, with Service Provider contribution to their Learning Journey.	Less than 65% of Learners who respond to questionnaire are satisfied, or better, with Service Provider contribution to their Learning Journey.				
KPISV1Social Value KPI [to be inserted]	[to be inserted]	[to be inserted]	[to be inserted]				

2. Table of KPI Data Requirements

KPI	Data Produced By	Reporting Frequency	Review Period and Meeting
KPI1 Timely Learner Reviews	BSS Service Provider	Monthly	Monthly WGMB
KPI2.1 Functional Skills First Time Pass Rate - Maths	Service Provider	Monthly from Month 3 of the Contract	Monthly WGMB
KPI2.2 Functional Skills First Time Pass Rate – English	Service provider	Monthly from Month 3 of the Contract	Monthly WGMB
KPI3 Timely MIS validation error resolution	BSS Service Provider	Monthly	6 Monthly at KIT Meeting
KPI4 Satisfactory SOP5 Audit Findings	BSS Service Provider	Annual	Annually at KIT Meeting
KPI5 Learner Satisfaction	Service Provider	Quarterly	6 Monthly SGMB
KPISV1Social Value KPI [to be inserted]	To Be Inserted	To Be Agreed	To Be Agreed

Publishable Performance Information - Key Performance Indicator Data Report (i.a.w. Condition 9 of Schedule 3 (Ts&Cs) for Contract No: 704845450.3

KPI Description*	Rating Thresholds	Frequency of Measurement	Quarter and Year*	Average for Reporting Period	Rating*	Comment*
Functional Skills First Time Pass Rate – Maths and English	Good	Monthly	[Contractor to insert the relevant Quarter and Year for the period being reported on.]	[Contractor to insert the average Rating for the period being reported. This should show the actual performance achieved during the period. The format must be consistent with 'Rating Thresholds'.]	[Contractor to insert the Rating for the period being reported. The Rating must correspond to the appropriate 'Rating Thresholds'.]	[Contractor to insert a comment as appropriate]
	75% Pass Rate					
	Approaching Target:					
	50% - 74% Pass Rate					
Satisfactory SOP5 Audit Findings	Requires Improvement:	Annual				
	Inadequate:					
	Less than 50% Pass Rate					
	Good*: Full or Substantial Improvement					
	Approaching Target:					

	Requires Improvement:					
	Limited Assurance					
	Inadequate:					
	No Assurance					
Learner Satisfaction	Good*:	Quarterly				
	75% Learners Satisfied					
	Approaching Target:					
	Requires Improvement:					
	65% - 74%					
	Learners Satisfied					
	Inadequate:					
	Less than 65% Learners Satisfied					
Social Value KPI (if applicable)	Good*: TBA	TBA				
	Approaching Target:					
	Requires					

	Improvement: TBA					
	Inadequate: TBA					

*Publishable fields. Please note, of the four Rating Thresholds, only the 'Good' threshold is published.

Please see the [DEFFORM 539B Explanatory Notes](#) for guidance on completing the KPI Data Report.

Ministry of Defence

**Contract No:
704841450.3**



**THE DELIVERY OF APPRENTICESHIPS TO THE ROYAL ARTILLERY
(RA) AND THE ARMY AIR CORPS (AAC)**

SCHEDULE 7

SERVICE DELIVERY PLAN (TECHNICAL TENDER RESPONSE)

Redacted – commercially sensitive information