

COMPUTER BASED TESTING FRAMEWORK AGREEMENT

SCHEDULE 2

SERVICE REQUIREMENTS AND CONTRACT SERVICE DESCRIPTIONS

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Part B (Contractor Service Descriptions)

Definitions

Approved Business Users	training organisations that have been approved by the customer to allow them to reserve bulk test slots in the test centres without entering the candidate details.
Approved Tester	an organisation approved by DSA to deliver theory tests to its employees as laid down in the Motor Vehicles (Driving Licences) Regulations 1999.
Check Scheme	provides CESG accredited companies that employ CHECK accredited penetration testers qualified to assess HMG systems up to CONFIDENTIAL, and including SECRET with CESG (Communications-Electronics Security Group) approval.
Contractor Personnel	all employees, agents, consultants, directors, officers, and contractors of the Contractor and/or of any Sub-contractor
Configure, Configurable, Configured	refers to such a change that can be implemented within 30 days.
Customer Service Team	A representative who receives a contact from a customer, no matter in which format, and is empowered to resolve the customer's problem by whatever means necessary.
Greening Government Commitments	a set of commitments which outline the expected environmental performance of central government through to 2014 -15
Government Buying Standards	mandatory minimum standards for commonly purchased goods and services which must be met when sourcing goods for delivering this contract.
Information Assurance Maturity Model	created to assist HMG organisations' boards progress towards the broad outcomes of the National HMG IA Strategy, and particularly the mandatory and other measures set out in the Data Handling Review
Interactive Voice Response	automatic phone answering system designed to guide the caller to the required service as quickly as possible.
Internet Booking System	online booking system which allows candidates to book, change or cancel test appointments.
Non Contractor Locations	Test centres owned and managed by approved organisations such as the police, fire service, Ministry of Defence and bus companies
Premises	See Test Centre

Reconfigure, Reconfigured, Reconfigurable	refers to such a change that can be implemented within 30 days.
Seat	slot at the Test Centre.
Service Charges	means costs for maintenance, repair of the fabric and structure, heating, lighting, water, telecoms, cleaning and security.
Test centre	a facility where tests are delivered in a secure invigilated space. The facility may be permanent or temporary and includes shared accommodation.
Threat Assessment	the current HMG threat assessment can be obtained where applicable from the Framework Authority or relevant Customer or alternatively, can be accessed through a CLAS consultant.

PART A (SERVICE REQUIREMENTS)

1. SCOPE OF REQUIREMENT

1.1.1. The Contractor shall administer the booking and delivery of all computer based tests and assessments, and related services including:

- the hardware and bespoke software required for the delivery of the Services
- A booking administration system
- Test delivery, including invigilated test centres
- Staffing to deliver the services, administer and invigilate tests
- Service centre for resolving problems and enquiries
- results processing, including analysis of test results
- Data hosting and disaster recovery sites.
- A payment processing and account reconciliation system
- Test delivery software to enable PC based testing in Non Contractor Locations
- Item bank management and development

2. REQUIREMENTS

Any reference to tests shall also include assessments

2.1 Test Administration and Delivery

The administration, management and delivery of a secure invigilated computer based test or assessment delivered in the test centre network.

Central Administration

TA1. The Contractor shall provide an administration system which shall have the capability to:

- (i) book and receive payment for tests
- (ii) collect candidate demographic details from the test registration information
- (iii) maintain a record of a candidate's history such as the details of test taken, date/time, location of test and result
- (iv) issue test appointment confirmation
- (v) receive details of completed and scored test forms and notify test results,
- (vi) electronically notify negated test results
- (vii) allow Approved Business Users to reserve and pay for multiple test slots without giving the candidate details. Candidate details are entered by the Approved Business User prior to the test date.
- (viii) processing of other transactions such as cancellations, re-bookings and

refunds;

- (ix) provide management information as required by the customer
- (x) manage and monitor any candidate request for special needs adaptations as per TA20
- (xi) produce regular and timetabled management information to allow the publication of core data as part of HMG Transparency Agenda.
- (xii) generate correspondence

Interfaces

TA2 The Contractor's administration system shall have the ability to interface with a number of external systems and shall ensure that:

- (i) the system validates all interface transactions, edit input files and produce appropriate error reports
- (ii) the system is capable of accepting interface files using a variety of media, such as disk, secure file transfer and tape, and shall be capable of extracting data from anywhere in the system and formatting them as an interface file
- (iii) the system is capable of on-line updates or batch updates
- (iv) the system has the functionality to allow for the movement of information between the Contractor System and Customer systems

TA3 The Contractor shall provide an on-line, real time interface with an approved third party merchant services in order to validate and process the payment of credit and debit card payments for tests.

TA4 The Contractor shall provide a secure method of transfer (to HMG Standards) for data between the Contractor and Customer on a day to day basis accommodating up to IL2 data.

TA5 The Contractor shall provide a secure method of transfer (to HMG Standards) for data between the Contractor and any sub-contractors accommodating up to IL2 data.

Booking System

TA6. The Contractor shall provide and be responsible for operating a full test booking Service, covering Great Britain and Northern Ireland. It should be noted that the booking service may be extended to include candidates within the EU and the Contractor shall have the capability to deliver this requirement.

TA7 All test bookings shall be administered using an IT-based administration system. The booking system shall be capable of:

- (i) providing an internet booking service for candidates
- (ii) providing an internet booking service for Approved Business Users
- (iii) accurately capturing candidate details and financial data

- (iv) scheduling tests, including managing candidate eligibility to resit and lock-out periods.
- (v) issuing confirmation of test bookings to candidates and Approved Business Users as relevant.
- (vi) processing test booking cancellations
- (vii) processing requests by candidates for re-scheduled bookings
- (viii) Validating claims for refunds and refunding candidates where their claims are validated.
- (ix) Validating claims for out-of-pocket expenses and paying candidates where their claims are validated.

TA8. The Contractor shall make test slots available for booking not less than 3 months in advance at all times.

TA9 The booking system shall be capable of allowing more than one booking to be made in a single payment transaction.

TA10 The Contractor shall check the validity of candidates' entitlement to take the relevant test against the relevant Customer's specification.

TA11 The booking system shall allow Approved Business Users, candidates or their representatives to book and change tests through a live interface with the Contractor System.

TA12 The booking system should have the ability to allow a candidate to:

- (i) make and pay for bookings by a credit/debit card
- (ii) view appointment availability
- (iii) search for test centre locations
- (iv) view the details of facilities for candidates with special needs at each test centre
- (v) change appointments within set parameters
- (vi) cancel an appointment and, if appropriate, obtain a refund of the fee paid
- (vii) receive confirmation of bookings by email or letter
- (viii) view their own specific test history
- (ix) access a summary of their own tests booked

TA13 The Internet Booking Service shall be available 24 hours a day, 7 days a week.

TA14 The screens for the Internet Booking Service shall be provided in English, Welsh and

Scots Gaelic.

TA15. The Internet Booking Service must ensure all transactions are carried out in a secure environment and require the use of a 128-bit SSL compatible browser.

TA16 The booking service shall be available/usable across all types of popular devices including but not limited to smart phones, tablets, net books, laptop and desktop PCs.

TA17 The Contractor shall provide a web booking system that communicates with the main system by a formal Application Programme Interface (API). The API shall be developed to the standards to be defined by Government Digital Service. The Contractor shall provide the API documentation with the right to licence access to the API to 3rd parties.

Telephone and Paper Booking Service

TA18 The Contractor shall provide a telephone test booking service. This shall include:

- (i) provision of the service in English, Welsh and Scots Gaelic
- (ii) a separate telephone facility (minicom or similar) for the processing of bookings by candidates who are deaf or have other hearing difficulties
- (iii) auditable call logging information
- (iv) Interactive Voice Response (IVR) system for the receipt of its incoming telephone business
- (v) a “short dial” route for frequent users

TA19 The Contractor shall provide a booking service for applications received by post. The application forms shall be available electronically to candidates in English, Welsh and Scots Gaelic.

Special Needs

TA20 The Contractor shall provide facilities for candidates with special needs. These shall include, but may not be limited to:

- (i) video of the test questions being signed in British Sign Language (BSL) shown together with the written questions.
- (ii) provision of signers/lip speakers for deaf candidates, who do not understand BSL
- (iii) a loop system, or similar listening aid available at all centres for the deaf and those with other hearing difficulties
- (iv) provision of readers to support candidates with reading difficulties
- (v) adapted computer equipment

- (vi) a robust and auditable system capable of allowing the Contractor to insert a variable pause between test questions for individual candidates as required by the Customer
- (vii) interpreter supported tests for candidates who do not use English as their first language
- (viii) additional time in which to take the test
- (ix) delivery and marking of paper-based tests.

Enquiry, Complaints and Correspondence Handling

TA21 The Contractor shall answer complaints and enquiries whether these are received by email, telephone or post.

TA22 The Contractor shall provide a dedicated email address, and postal address for all enquiries and complaints, and a dedicated telephone number for complaints.

TA23 The Contractor shall use a correspondence management system for the tracking of all correspondence.

TA24 The Contractor shall answer in the respective language, any telephone calls or correspondence received in the Welsh or Scots Gaelic language.

Computer Based Testing Systems

TA25 The Contractor shall develop and maintain a test delivery system. This shall have the capability to:

- (i) comply with HMG security standards
- (ii) deliver on-screen testing to candidates including those who do not use English as a first language, and those with special needs
- (iii) mark and score tests, delivering a result and detailed feedback to candidates within a fixed time (as per Customer requirement) of the completion of the test
- (iv) capture and collate management, financial and performance information and other test data as per Customer requirements
- (v) transferring test information to the Customer within a defined time frame
- (vi) remark candidates tests, where required
- (vi) develop, maintain and support systems and procedures to allow testing facilities run by Customers
- (vii) develop and support software and procedures to allow for test delivery at non Contractor managed facilities
- (viii) develop and support the delivery of web based on-line tests.

TA26. The Contractor System shall be sufficiently flexible to accommodate any length of test sessions and ensure candidates are not presented with the same or previous test forms on any subsequent test until such time as the candidate has exceeded the number of forms available.

TA27 The Contractor shall provide the test questions on screen in English; Welsh and Scots Gaelic, at the option of the Candidate.

TA28 The Contractor shall ensure that if the Contractor System crashes during the delivery of a test that it re-starts from the point in the test that the candidate had reached at the time of the crash. The Contractor System shall hold safely on file all responses up to the point of the system crash.

TA29 The Contractor System shall have the ability to incorporate anti cheating algorithms (as defined by the Customer) into the test delivery software to detect inappropriate keying strategies.

TA30 The Contractor System shall score the test as soon as it is completed, or, in the case of items which require human marking, allocate the item or items for marking as soon as the test is completed.

TA31 The Contractor System shall print a results letter within a defined time frame which summarises the candidate's test performance.

TA32 The Contractor System shall capture data of all candidates' responses to all test items and questions.

Test Construction

TA33 The Contractor shall provide:

- (i) a set of pre determined test forms; and/or
- (ii) the selection of items from the entire question bank against a series of pre-defined rules governing the composition of a test.

TA34 The Contractor System shall have the capability to deliver and mark a variety of question formats including, multiple choice/response, case studies, moving images, image hot-spot and free text.

Test Centres

TA35 The Contractor shall provide and manage Premises and all of the equipment and materials necessary to deliver the Services to Candidates and Customers.

TA36 The Contractor shall be responsible for recruiting, inducting, training and managing suitably qualified and experienced Contractor Personnel.

TA37 The Contractor shall provide a testing solution that ensures 100% national UK coverage and has sufficient capacity to meet future local demand. In addition the Contractor shall have the capability of delivering tests within the EU.

TA38 The Contractor must ensure that all locations which process data have appropriate physical entry controls in line with the government's Security Policy Framework.

TA39 The Contractor shall provide additional ad-hoc testing facilities, for example to cover one off requests.

TA40 The Contractor shall provide the following **at each** testing location:

- (i) suitable environmental conditions (e.g. temperature, noise) conducive to test conditions
- (ii) a separate workstation equipped with the appropriate computer equipment and headphones for each candidate
- (iii) a suitable chair, which must be adjustable for height, for each candidate
- (iv) an administration and reception area, including any stationery, office equipment, computer systems, printers, communications equipment etc, which may be required to deliver the Services
- (v) a waiting area
- (vi) a secure facility for candidates to store personal belongings during testing
- (vii) separate and secure facilities for storing reports, stationery etc
- (viii) a method for displaying posters and administrative advice
- (ix) facilities to store and distribute paper based advice, pamphlets etc.
- (x) a method to capture visual images of candidates that are of an evidential standard
- (xi) equipment necessary to check and validate candidate identity and entitlement

TA41 The Contractor shall ensure that any premises used for testing shall comply with all applicable current and future regulations, including the provision of disabled and special needs access.

Test Administration

TA42 The Contractor shall be responsible for verifying the identity of the candidate. Although biometrics is not currently required it may be required at a later date (i.e. within the Term of Call-Off Contracts awarded by Customers under this Framework Agreement) in line with government policy.

TA43. The Contractor shall ensure that the candidate has valid entitlement for which a test is sought.

TA44 The Contractor shall provide an appropriate number of trained invigilators for each test session.

TA45 At each test centre the Contractor shall provide video monitoring of all areas open to candidates (e.g. waiting room, administration desks and testing room) when tests are being

delivered.

TA46 The Contractor shall mark tests as soon as the test has been completed or, in the case of items which require human marking, allocate the item or items for marking as soon as the test is completed. The Contractor shall make written results and feedback available to candidates within the timeframe required by each Customer

TA47 Where a candidate has used the Welsh or Scots Gaelic booking service or sat a test with Welsh or Scots Gaelic text on screen or the Welsh or Scots Gaelic language voiceover, the Contractor shall provide the candidate with a letter in the same language.

TA48 The Contractor shall ensure that unsuccessful candidates receive a failure letter.

IT Testing Services Accessibility

TA49 The Contractor's IT network (or equivalent) shall be available at all times that tests are being offered or conducted.

Transfer of results

TA50 The Contractor shall transfer results and updated candidate details via an electronic results file (as per Customer requirements) to the Customer systems, incorporating results of human marking, as required by each Customer.

TA51 The Contractor shall ensure that full test data from all operating test centres has been transmitted electronically to and received by the central test administration system by close of business on the date of the test.

Staffing

TA52 The Contractor shall ensure that sufficient Contractor Personnel are available to meet all the operational needs of the Services.

TA53 The Contractor shall ensure that Contractor Personnel employed in the booking, test invigilation, customer services, human marking (where required) and IT services have the skills necessary to provide the service required (including the requirement to provide a Welsh and Scots Gaelic language service).

Fraud and Integrity

TA54 The Contractor shall provide sufficient compliance staff to meet the volume of fraud enquires and investigations. The activities required shall include:

- (i) downloading of visual images from the test centres and providing them to the Customer in the agreed format
- (ii) production of witness statements by the Contractor's staff to record their actions as part of the investigation
- (iii) production of the evidence packs
- (iv) at the request of the Customer, to place an alert marker on the record of candidates who the Customer is investigating for suspected criminal activity. To track future activity and to report any findings to the relevant Customer

(v) requests for ad hoc candidate data

TA55 The Contractor shall ensure that:

- (i) the compliance staff are competent to attend court (as required) as witnesses in prosecution cases
- (ii) invigilators are trained in identification techniques and actively report and transfer details of incidents
- (ii) investigators are given access to all buildings used for this agreement
- (iii) investigation documents are transferred securely and promptly
- (iv) fraudulent misconduct by Contractor's staff shall be reported to the Customer for investigation.

Data Management and Storage

TA56 The Contractor shall capture specified data on candidates, test centres, tests, test questions.

TA57 The Contractor shall ensure that all data captured is accurate, complete and held securely at all times.

TA58 The Contractor shall ensure that sufficient security measures are implemented to prevent unauthorised access to IT systems

TA59 The Contractor shall ensure that sufficient measures are in place to prevent the introduction and transfer of viruses etc to the IT systems.

TA60 The Contractor shall provide remote direct access to all relevant data. The Contractor shall also provide a report writing tool that will produce pre-defined or ad-hoc reports. Data available by such access shall be no more than 24 hours old.

TA61 The Contractor shall ensure policies and systems are in place to enable production of data or information to meet the requirements of the Data Protection Act, 1998 and the Freedom of Information Act, 2000.

TA62 The Contractor shall store the data.

TA63 Each Customer shall retain ownership of their respective data and are considered the Data Controller under the terms of the Data Protection Act 1998.

TA64 When requested, the Contractor shall hand over to the respective Customer, without charge, in an accessible transferable format, all of the data captured in the course of the respective Call-Off Contract, whether such data is held in hard copy, electronic or any other format.

TA65 The Contractor shall dispose of data held as protected information in paper form, in line with SPF mandatory level 3 requirements.

TA66 The Contractor shall reuse or dispose of ICT equipment and electronic media used to

process the data in line with SPF mandatory level 3 requirements.

TA67 The Contractor shall retain data; recordings and documentation to the agreed timeframes.

TA68 In the event that the Contractor proposes that data are to be processed or sent out of the EU for storage or for any other purpose Approval shall be sought and agreed in writing and a safe harbour or equivalent agreement shall be executed prior to any transfer commencement.

Fee Handling and Banking Arrangements

TA69 The Contractor shall accept and process credit/debit card transactions, cheque and postal order payments. There may also be a requirement for candidates to be charged directly under a concession agreement.

TA70. The Contractor shall ensure that all fees collected are properly accounted for and are recorded only once.

TA71 The Contractor shall provide financial information in the format specified by the respective Customer.

TA72 In the event of a cheque being returned by the bank marked "Refer to Drawer", the Contractor shall cancel the test for which the fee was received. Identical considerations shall apply in respect of similar occurrences with credit / debit card remittances or other promissory notes.

TA73 If the test has already been conducted, the Contractor must pursue recovery of the debt.

TA74 Credit or debit card payments are authorised by using a direct link to a third party provider. The Contractor shall provide/maintain a link to the approved third party merchant service, ensuring the transmission of payments for crediting to the relevant bank accounts before the close of the next business day.

TA75 The Contractor shall be wholly responsible for any losses arising from any fraud or malpractice by its Contractor Personnel or Sub-contractors or by candidates.

TA76. The payment system shall include mandatory fields for card security codes and verification of the cardholder's address. The card security code and cardholder's address shall be authorised by the third party merchant services.

TA77 The Contractor is to manage and provide free rebooking or refund payments according to the relevant business rules as specified by the Customer.

TA78 The Contractor shall be responsible for dealing with and meeting the costs of all claims for out-of-pocket expenses. This shall include but not be limited to where a candidate has incurred reasonable costs due to a test being cancelled by the Contractor at short notice.

Audit

TA79 The Contractor shall be responsible for delivering (including accommodating of all costs) a risk management accreditation document set (RMADS) describing the system and

supporting policies to be in place to deliver the requirements. The accreditation must address control measures to be put in place for HMG Impact Level 3. The RMADS shall be the responsibility of the Contractor and must be updated as a minimum on an annual basis.

TA80 An accredited system must take into account the current Threat Assessment and information risk appetite.

TA81 The Contractor shall enable at a minimum an annual IT healthcheck to be carried out to support the RMADS. The IT healthcheck shall be conducted in accordance with the HMG Security Standards under the Check Scheme or HMG acceptable equivalent.

TA82 The Contractor shall appoint independent auditors to verify that the systems, procedures and internal controls operated either by the Contractor or by any Sub-contractor are adequate, appropriate and effective in line with the SPF and IAMM requirements.

TA83 The Contractor shall demonstrate compliance with ISO 27001 standard for all key systems. The scope will cover the main business sites and processes supporting delivery of the service

TA84. The Contractor shall enable a compliance audit of the processes involved in processing data. The audit shall cover all aspects of the Contractor's operations (including all sites where processing occurs including transactions, storage, development, testing, disaster recovery, or where access to Authority data is required) of any Sub-contractors. The following control objectives shall be included:

- Data Protection Act (1998) &/or subsequent supporting legislation
- HMG Security Policy Framework
- ISO 27001
- Information Assurance Maturity Model
- PCI standards
- compliance with Law

TA85 The Contractor shall maintain compliance with the above standards during the contract term.

Business Continuity

TA86 The Contractor shall ensure that robust business contingency plans are in place for all IT systems and Services prior to the commencement of service delivery and for the ongoing testing of the plans during the contract term.

TA87 The Contractor shall develop and implement BS 25999 (or international equivalent or successor) compliant plans (including Information security considerations) to maintain or restore operations relating to, and ensure availability of information following interruption to, or failure of, critical business processes.

Incident Management

TA88 All systems used by the Contractor to store or process data must retain audit logs in line with HMG standards (e.g. IS6 and GPG13) including access or change logs and security events for a set period.

Risk Management

TA89 The Contractor must operate to a defined risk management methodology.

TA90 Where any part of the contract is to be delivered offshore, the Contractor must supply a legal compliance assessment to support an evaluation of the appropriate laws which may impact on the processing of data.

Environmental Management

TA91 The Contractor shall observe the commitments made by Government regarding environmental performance on the central government estate. These are currently collected under the Greening Government Commitments.

TA92 Wherever practical the Contractor shall mirror the scope and ambition of Government commitments. This will include developing and maintaining a plan to improve environmental performance over the term of all Call-Off Contracts awarded under this Framework Agreement.

TA93 When procuring goods and services for the purpose of fulfilling the requirements of this contract the Contractor shall, as a minimum, meet the Government Buying Standards.

2.2 Alternative Approved Locations (non contractor managed)

The delivery of tests to a Customer Approved Tester to locations that are not managed by the Contractor, including the provision of test question updates, the necessary software, separate administration system and support desk.

AL1 The Contractor shall provide test forms, test questions and the required software to Approved Testers via encrypted disk or secure broadband to allow them to deliver tests.

AL2 The Contractor shall operate a support desk to provide technical support to Approved Testers.

AL3 The Contractor shall provide a separate administration system which allows Approved Testers to pay for each test to be delivered to their IT equipment.

AL4 The test delivery system shall be capable of use on a stand-alone basis. The Contractor's testing system must contain appropriate programs to allow the Approved Testers (approval as per the Customer requirements) to set and present a 'randomly' selected test (from the relevant test forms) to the candidate.

AL5 The Contractor shall provide a minimum specification for equipment requirements, which the Approved Testers will provide.

AL6 The Contractor shall deliver tests to Approved Testers in GB, Northern Ireland, Germany, Brunei and Cyprus.

2.3 On line Tests

The delivery of an On-Line test with or without candidate registration or login requirements.

- OL1 The Contractor shall deliver tests through a web browser to any location
- OL2 The Contractor System shall have the capability to deliver test with candidate registration/login or without depending on the Customers requirement.

2.4. Question Bank Management

The management, storage and development of existing and new test questions, including writing the questions, psychometricians analysis and trialling.

- QB1 The Contractor shall hold and manage the item/question banks
- QB2 The Contractor shall develop the content of the item bank and is required to:
- (i) write new questions using subject matter experts or question writing experts who have been appropriately trained.
 - (ii) ensure that sufficient questions are available to allow for the refresh of the tests
 - (iii) provide or commission psychometricians to analyse the item trial data and create balanced tests.
 - (iv) review the performance of test forms (as per the Customer requirements) and decide when to update the test content in conjunction with the Customer.
- QB3 The Contractor shall provide a test system that has the ability to present tests with the answers displayed on the screen to allow for user acceptance testing on the part of Customers.
- QB4 The Contractor shall be responsible for trialling new questions/items in order to establish their suitability for inclusion in live tests.
- QB5 If test pilots are used to trial questions the Contractor shall be responsible for the recruitment and any remuneration of volunteers.
- QB6 The Contractor shall statistically analyse the data and produce item performance reports for Customers.

2.5 Learning Support Material

The development and supply of learning material to support candidate learning or to demonstrate the format of tests

- LM1. The Contractor shall provide assets resulting from their work, but which do not ultimately feature in live tests, which will allow learning materials to be produced by the Customer or the Contractor as required.
- LM2 The Contractor shall provide a royalty free demonstration test examination for use at government and public events or to be supplied to other public bodies for training and awareness purposes. To aid as a training tool it is required that the demonstration test

examination resembles as closely as possible both visually and functionally the live examination.

LM3 The demonstration test examination shall be capable of being installed and run on a stand-alone basis without reliance upon the Contractor System.

2.6 Translation Services

The translation of test questions into additional languages

TS1 The Contractor shall provide audio recordings (as MP4 files) of the test questions translated into additional languages as requested by the Customer. These audio files shall be available on the test delivery system to support candidates who do not understand English, Welsh or Scots Gaelic.

2.7 Interpreter Services

Approval and management of a register of interpreters who provide language support to candidates who do not understand English, Welsh or Scots Gaelic.

IS1 Where candidates require the test in a language not provided in LS1 they may use an Interpreter. The Contractor shall provide a process to validate and approve applications from interpreters in accordance with the Customers approval criteria.

IS2 The Contractor shall maintain a register of all the approved interpreters and make this available to candidates.

IS3 Where an approved interpreter is authorised to support a candidate, the Contractor shall ensure that there is no visual or physical contact between the interpreter and candidate during the test event. All communication by the interpreter must be via audio only.

PART B (CONTRACTOR SERVICE DESCRIPTIONS)