

## ELT Key Performance Indicators (KPIs)

Ser	KPI	KPI Description	Target	Performance Measure	Financial Deductions Y/N
1	<b>Number of CVs</b>  QUARTERLY	CVs submitted to the Authority for evaluation are to meet the specific requirements of the TOF.  A minimum number of 2 x CVs per teaching post are required.  Penalties are based on the percentage of the value of the order placed	Required number of CVs received	Good – Contractual Target	N
			Required number of CVs not received for 1 order	Approaching Target	Yes. 1% of value of whole order placed
			Required number of CVs not received for 2 orders	Requires Improvement	Yes. 2% of value of whole order placed
			Required number of CVs not received for 3 or more orders	Inadequate	Yes. 3% of value of whole order placed

## OFFICIAL-SENSITIVE COMMERCIAL

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2	<b>Quality of Delivery - Tutor Observations</b>  QUARTERLY	Quality of Delivery will be measured via the Tutor Observation Form which looks at the tutor's performance in the classroom.  The highest score possible is 24 points and the minimum standard is 18 points.	All observations carried out meet the minimum standard of 18 points	Good – Contractual Target	N
			1 observation carried out does not meet the minimum standard of 18 points	Approaching Target	Yes. 1% of quarterly invoicing total
			2 observations carried out do not meet the minimum standard of 18 points	Requires Improvement	Yes. 2% of quarterly invoicing total
			3 or more observations carried out do not meet the minimum	Inadequate	Yes. 3% of quarterly invoicing total

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			standard of 18 points		
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## OFFICIAL-SENSITIVE COMMERCIAL

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3	Continuous Professional Development (CPD) / Social Value  QUARTERLY	<p>The Provider is to deliver quarterly training sessions to tutors to ensure education and upskilling through CPD. CPD sessions must meet the criteria as per the Statement of Requirement (SOR).</p> <p>If the Provider fails to deliver CPD in a quarter, they will deliver the missed session within 10 working days of the Quarterly Performance Review (QPR).</p> <p>The Authority reserves the right to attend any CPD sessions.</p>	1 x quarterly CPD delivered and all criteria met as per the Authority's requirement	Good – Contractual Target	No
			CPD sessions not delivered to the required criteria as per the Authority's requirement	Inadequate	No

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4	<b>Governance and Management - Reporting</b>  QUARTERLY	The ELT contract is managed in accordance and in line with the criteria outlined in the statement of requirements (SOR).	All reporting requirements received on time within the quarter	Good – Contractual Target	N
			All reporting requirements received 1-2 days after the agreed timeline within the quarter	Approaching target	Yes. 1% of quarterly invoicing total
			All reporting requirements received 3 - 4 or more days after the agreed timeline within the quarter	Requires Improvement	Yes. 2% of quarterly invoicing total
			All reporting requirements received 5 or more days after the agreed timeline within the quarter	Inadequate	Yes. 3% of quarterly invoicing total

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