

## CONTRACT FOR THE PROVISION OF SERVICES

<b>The Authority</b>	<b>Health Education England - 1<sup>st</sup> Floor, Blenheim House, Duncombe Street, Leeds LS1 4PL</b>
<b>The Supplier</b>	<b>Royal College of Podiatry -2<sup>nd</sup> Floor Quartz House, 2027 Providence Square, Mill Street, London. SE1 2EW</b>
<b>Date</b>	<b>1 February 2022</b>
<b>Type of Services</b>	<b>HEE Standards for the Foot Health Workforce - Accreditation and Assessment. Ref: AHP202122018</b>

This Contract is made on the date set out above subject to the terms set out in the schedules listed below ("**Schedules**"). The Authority and the Supplier undertake to comply with the provisions of the Schedules in the performance of this Contract.



The Supplier shall supply to the Authority, and the Authority shall receive and pay for, the Services on the terms of this Contract.



The Definitions in Schedule 4 apply to the use of all capitalised terms in this Contract.



### **Schedules**

<b>Schedule 1</b>	Key Provisions
<b>Schedule 2</b>	General Terms and Conditions
<b>Schedule 3</b>	Information and Data Provisions
<b>Schedule 4</b>	Definitions and Interpretations
<b>Schedule 5</b>	Specification and Supplier Proposal Document
<b>Schedule 6</b>	Commercial Schedule
<b>Schedule 7</b>	Expert Determination
<b>Schedule 8</b>	Change Control Process
<b>Schedule 9</b>	DPIA Third Party Insurance Form
<b>Appendix A</b>	Bidder Response to Tender
<b>Appendix B</b>	HEE Clarification Supplier Response

**Signed by the authorised representative of THE AUTHORITY**

Name:		Signature:	.....
Position:		Date	

Name:		Signature	.....
Position:		Date	

Name:		Signature	.....
Position:		Date	

## Schedule 1

### **Key Provisions**

#### **Standard Key Provisions**

#### **1 Application of the Key Provisions**

- 1.1 The standard Key Provisions at Clauses 1 to 6 of this Schedule 1 shall apply to this Contract.
- 1.2 The optional Key Provisions at Clauses 7 to 22 of this Schedule 1 shall only apply to this Contract where they have been checked and information completed as applicable.
- 1.3 Extra Key Provisions shall only apply to this Contract where such provisions are set out at the end of this Schedule 1.

#### **2 Term**

- 2.1 This Contract shall commence on the Commencement Date and the Term of this Contract shall, subject to any earlier termination in accordance with its provisions, expire **31st March 2023** from the Actual Services Commencement Date.
- 2.2 The Term may be extended in accordance with Clause 15.2 of Schedule 2 subject to available funding, provided that the duration of this Contract shall be no longer than **12 months**.

#### **3 Contract Managers**

- 3.1 The Contract Managers at the commencement of this Contract are:

- 3.1.1 for the Authority:

[REDACTED]

- 3.1.2 for the Supplier:

[REDACTED]

#### **4 Names and addresses for notices**

- 4.1 Notices served under this Contract are to be delivered to:

- 4.1.1 for the Authority:

[REDACTED]

for the Supplier:

[REDACTED]

## **5 Management levels for escalation and dispute resolution**

- 5.1 The management levels at which a Dispute may be dealt with as referred to as part of the Dispute Resolution Procedure are as follows:

<b>Level</b>	<b>Authority representative</b>	<b>Supplier representative</b>
1		
2		
3		

## **6 Order of precedence**

- 6.1 Subject always to Clause 1.10 of Schedule 4, should there be a conflict between any other parts of this Contract the order of priority for construction purposes shall be:
- 6.1.1 the provisions on the front page of this Contract;
  - 6.1.2 Schedule 1: Key Provisions;
  - 6.1.3 Schedule 5: Specification, Supplier Proposal Document (but only in respect of the Authority's requirements) and KPIs;
  - 6.1.4 Schedule 2: General Terms and Conditions;
  - 6.1.5 Schedule 6: Financial Arrangements;
  - 6.1.6 Schedule 3: Information and Data Provisions;
  - 6.1.7 Schedule 4: Definitions and Interpretations;
  - 6.1.8 the order in which all subsequent schedules, if any, appear; and
  - 6.1.9 any other documentation forming part of the Contract in the date order in which such documentation was created with the more recent documentation taking precedence over older documentation to the extent only of any conflict.
- 6.2 For the avoidance of doubt, the Specification and Supplier Proposal Document shall include, without limitation, the Authority's requirements in the form of its specification and other statements and requirements, the Supplier's responses, proposals and/or method statements to meet those requirements, and any clarifications to the Supplier's responses, proposals and/or method statements as included as part of Schedule 5. Should there be a conflict between these parts of the Specification and Supplier Proposal Document, the order of priority for construction purposes shall be (1) the Authority's requirements; (2) any clarification to the Supplier's responses, proposals and/or method statements, and (3) the Supplier's responses, proposals and/or method statements.

### Optional Key Provisions

- 7 Implementation phase ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)
- 8 Services Commencement Date (where the Services are to start at a date after the Commencement Date) ☐ (only applicable to the Contract if this box is checked and the dates are inserted in Clause Error! Reference source not found. of this Schedule 1)
- 9 Induction training ☐ (only applicable to the Contract if this box is checked)
- 10 Quality assurance standards ☐ (only applicable to the Contract if this box is checked and the standards are listed)
- 10.1 The following quality assurance standards shall apply, as appropriate, to the provision of the Services: **Recognized Industry Standard**.
- 11 Different levels and/or types of insurance ☒ (only applicable to the Contract if this box is checked and the table sets out the requirements)

Type of insurance required	Minimum cover
Employer's Liability	5,000,000.00
Public Liability	5,000,000.00
Professional Indemnity	5,000,000.00

- 12 Further Authority obligations ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)
- 13 Assignment of Intellectual Property Rights in deliverables, materials and outputs ☒ (only applicable to the Contract if this box is checked)
- 13.1 The Supplier confirms and agrees that all Intellectual Property Rights in and to the deliverables, material and any other output developed by the Supplier as part of the Services in accordance with the Specification and Supplier Proposal Document, shall be owned by the Authority. The Supplier hereby assigns with full title guarantee by way of present and future assignment all Intellectual Property Rights in and to such deliverables, material and other outputs. The Supplier shall ensure that all Staff assign any Intellectual Property Rights they may have in and to such deliverables, material and other outputs to the Supplier to give effect to Clause 13 of this Schedule 1 and that such Staff absolutely and irrevocably waive their moral rights in relation to such deliverables, material and other outputs. Clause 13 of this Schedule 1 shall continue notwithstanding the expiry or earlier termination of this Contract.
- 14 Inclusion of a Change Control Process ☒ (only applicable to the Contract if this box is checked and the Schedule inserted)- Schedule 8 of this contract

- 15 **Grant of lease or license** ☐ (only applicable to the Contract if this box is checked)
- 16 **Guarantee** ☐ (only applicable to the Contract if this box is checked)
- 17 **Supplier as Data Processor** ☒ (only applicable to the Contract if this box is checked) Schedule 9
- 17.1 The Parties acknowledge that the Authority is the Controller and the Supplier is the Processor in respect of Personal Data Processed under this Contract and that paragraph 2.2 of Schedule 3 and the provisions of the Data Protection Protocol must be complied with by the Parties as a term of this Contract.
- 18 **Purchase Orders** ☒ (only applicable to the Contract if this box is checked)
- 19 **Monthly payment profile** ☐ (only applicable to the Contract if this box is checked)
- 19.1 The payment profile for this Contract shall be monthly in arrears.
- 20 **Termination for convenience** ☐ (only applicable to the Contract if this box is checked and **Clause** Error! Reference source not found. **of this Schedule 1 is completed**)
- 21 **Right to terminate following a specified number of material breaches** ☒ (only applicable to the Contract if this box is checked and **Clause 21.1 of this Schedule 1 is completed**)
- 21.1 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of this Contract in circumstances where it is served with a valid Breach Notice having already been served with at least **[two (2)]** previous valid Breach Notices within the last twelve (12) calendar month rolling period as a result of any previous material breaches of this Contract which are capable of remedy (whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal). The twelve (12) month rolling period is the twelve (12) months immediately preceding the date of the **third** Breach Notice.
- 22 **Expert Determination** ☒ (only applicable to the Contract if this box is checked)-  
Schedule 7

## **Schedule 2**

### **General Terms and Conditions**

#### **Contents**

1. Provision of Services
2. Premises, locations and access
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4. Use of Authority equipment
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6. Business continuity
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8. Contract management
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14. Insurance
15. Term and termination
16. Consequences of expiry or early termination of this Contract
17. Staff information and the application of TUPE
18. Complaints
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20. Electronic services information
21. Change management
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25. Conflicts of interest and the prevention of fraud
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## **1 Provision of Services**

1.1 The Authority appoints the Supplier and the Supplier agrees to provide the Services:

- 1.1.1 promptly and in any event within any time limits as may be set out in this Contract;
- 1.1.2 in accordance with all other provisions of this Contract;
- 1.1.3 with reasonable skill and care;
- 1.1.4 in accordance with any quality assurance standards as set out in the Key Provisions and/or the Specification and Supplier Proposal Document;
- 1.1.5 in accordance with the Law and with Guidance;
- 1.1.6 in accordance with Good Industry Practice;
- 1.1.7 in accordance with the Policies; and
- 1.1.8 in a professional and courteous manner.

In complying with its obligations under this Contract, the Supplier shall, and shall procure that all Staff shall, act in accordance with the NHS values as set out in the NHS Constitution and the provisions of the HEE Quality Framework, each as may be in effect from time to time.

- 1.2 The Supplier shall comply with the Implementation Requirements (if any) in accordance with any timescales as may be set out in the Specification and Supplier Proposal Document. Without limitation to the foregoing provisions of this Clause 1.2 of this Schedule 2, the Supplier shall, if specified in the Key Provisions, implement the Services fully in accordance with the Implementation Plan. If the Implementation Plan is an outline plan, the Supplier shall, as part of implementation, develop the outline plan into a full plan and agree this with the Authority. Once this is agreed, the Supplier shall comply with the full Implementation Plan.
- 1.3 The Supplier shall commence delivery of the Services on the Services Commencement Date.
- 1.4 The Supplier shall comply fully with its obligations set out in the Specification and Supplier Proposal Document, including without limitation the KPIs and all obligations in relation to the quality, performance, characteristics, supply and delivery of the Services.
- 1.5 The Supplier shall ensure that all relevant consents, permissions, authorisations, licences and accreditations required to provide the Services are in place at the Actual Services Commencement Date and are maintained throughout the Term.
- 1.6 Where applicable, the Supplier shall implement and comply with the Policies on reporting and responding to all incidents and accidents, including serious incidents requiring investigation, shall complete the Authority's incident and accident forms in accordance with the Policies and provide reasonable support and information as requested by the Authority to help the Authority deal with any incident or accident relevant to the Services.



- 1.7 The Supplier shall be relieved from its obligations under this Contract to the extent that it is prevented from complying with any such obligations due to any acts, omissions or defaults of the Authority. To qualify for such relief, the Supplier must notify the Authority promptly (and in any event within five (5) Business Days) in writing of the occurrence of such act, omission, or default of the Authority together with the potential impact on the Supplier's obligations.

## **2 Premises, locations and access**

- 2.1 The Services shall be provided at such premises and at such locations within those premises, as may be set out in the Specification and Supplier Proposal Document or as otherwise agreed by the Parties in writing ("**Premises and Locations**").
- 2.2 Subject to the Supplier and its Staff complying with all relevant Policies applicable to such Premises and Locations, the Authority shall (where the Premises and Locations are those of the Authority) grant reasonable access to the Supplier and its Staff to such Premises and Locations to enable the Supplier to provide the Services.
- 2.3 Any access granted to the Supplier and its Staff under Clause 2.2 of this Schedule 2 shall be non-exclusive and revocable. Such access shall not be deemed to create any greater rights or interest than so granted (to include, without limitation, any relationship of landlord and tenant) in the Premises and Locations. The Supplier warrants that it shall carry out all such reasonable further acts to give effect to this Clause 2.3 of this Schedule 2.

## **3 Cooperation with third parties**

- 3.1 The Supplier shall, as reasonably required by the Authority, cooperate with any other service providers to the Authority and/or any other third parties as may be relevant in the provision of the Services.

## **4 Use of Authority equipment**

- 4.1 Unless otherwise set out in the Specification and Supplier Proposal Document or otherwise agreed by the Parties in writing, any equipment or other items provided by the Authority for use by the Supplier:
- 4.1.1 shall be provided at the Authority's sole discretion;
  - 4.1.2 shall be inspected by the Supplier in order that the Supplier can confirm to its reasonable satisfaction that such equipment and/or item is fit for its intended use and shall not be used by the Supplier until it has satisfied itself of this;
  - 4.1.3 must be returned to the Authority within any agreed timescales for such return or otherwise upon the request of the Authority; and
  - 4.1.4 shall be used by the Supplier at the Supplier's risk and the Supplier shall upon written request by the Authority reimburse the Authority for any loss or damage relating to such equipment or other items caused by the Supplier (fair wear and tear exempted).

## **5 Staff and Lifescience Industry Accredited Credentialing Register**

- 5.1 Subject to the requirements of this Contract and any Law, the Supplier shall be entirely responsible for the employment and conditions of service of Staff. The Supplier shall ensure that such conditions of employment are consistent with its obligations under this Contract.
- 5.2 The Supplier will at all times during the Contract employ a sufficient number of appropriately trained, qualified, experienced and skilled Staff to ensure that it complies with its obligations under this Contract.
- 5.3 The Supplier shall use reasonable endeavours to ensure the continuity of all Staff in the provision of the Services and, where any member of Staff is designated as key to the provision of the Services as set out in the Specification and Supplier Proposal Document or as otherwise agreed between the Parties in writing, any redeployment and/or replacement of such member of Staff by the Supplier shall be subject to the prior written approval of the Authority, such approval not to be unreasonably withheld or delayed.
- 5.4 The Supplier shall ensure that all Staff are aware of, and at all times comply with, the Policies.
- 5.5 The Supplier shall:
  - 5.5.1 employ only those Staff who are careful, skilled and experienced in the duties required of them;
  - 5.5.2 ensure that every member of Staff is properly and sufficiently trained and instructed;
  - 5.5.3 ensure all Staff have the qualifications to carry out their duties;
  - 5.5.4 maintain throughout the Term all appropriate licences and registrations with any relevant bodies (at the Supplier's expense) in respect of the Staff; and
  - 5.5.5 ensure all Staff comply with such registration, continuing professional development and training requirements or recommendations appropriate to their role including those from time to time issued by the Department of Health and Social Care or any relevant regulatory body or any industry body in relation to such Staff.
- 5.6 The Supplier shall not deploy in the provision of the Services any person who has suffered from, has signs of, is under treatment for, or who is suffering from any medical condition which is known to, or does potentially, place the health and safety of the Authority's staff, Learners, service users or visitors at risk unless otherwise agreed in writing with the Authority.
- 5.7 The Supplier shall ensure that all potential Staff or persons performing any of the Services during the Term who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with children or other vulnerable persons and/or have access to or come into contact with persons receiving health care services:
  - 5.7.1 are questioned concerning their Convictions; and

- 5.7.2 obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) as required by Law and/or the Policies before the Supplier engages the potential staff or persons in the provision of the Services.
- 5.8 The Supplier shall take all necessary steps to ensure that such potential staff or persons obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Supplier's cost and expense.
- 5.9 The Supplier shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Authority's prior written consent if:
  - 5.9.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with Clause 5.7.1 of this Schedule 2;
  - 5.9.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with Clause 5.7.2 of this Schedule 2; or
  - 5.9.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Supplier in accordance with Clause 5.7.2 of this Schedule 2.
- 5.10 In addition to the requirements of Clause 5.7 to Clause 5.9 of this Schedule 2, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Supplier:
  - 5.10.1 warrants that it shall comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
  - 5.10.2 warrants that at all times it has and will have no reason to believe that any member of Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
  - 5.10.3 shall ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to Learners or any other person.
- 5.11 The Supplier shall ensure that the Authority is kept advised at all times of any member of Staff who, subsequent to their commencement of employment as a member of Staff receives a Conviction or whose previous Convictions become known to the Supplier or whose conduct or records indicate that they are not suitable to carry out any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to Learners or any other person. The Supplier shall only be entitled to continue to engage or employ such member of Staff with the Authority's written consent and with such safeguards being put in place as the Authority may reasonably request. Should the Authority withhold consent the Supplier shall remove such member of Staff from the provision of the Services forthwith.

- 5.12 The Supplier shall immediately provide to the Authority any information that the Authority reasonably requests to enable the Authority to satisfy itself that the obligations set out in Clause 5.7 to Clause 5.11 of this Schedule 2 have been met.
- 5.13 The Authority may at any time request that the Supplier remove and replace any member of Staff from the provision of the Services, provided always that the Authority will act reasonably in making such a request. Prior to making any such request the Authority shall raise with the Supplier the Authority's concerns regarding the member of Staff in question with the aim of seeking a mutually agreeable resolution. The Authority shall be under no obligation to have such prior discussion should the Authority have concerns regarding Learners' safety.
- 5.14 The relationship of the Supplier to the Authority will be that of independent contractor and nothing in this Contract shall render the Supplier (or any of its Staff) an employee, worker, agent, partner or member of the Authority and the Supplier shall not hold itself out as such. This Contract constitutes a contract for the provision of services and not a contract of employment and accordingly the Supplier shall be fully responsible for and shall indemnify the Authority for and in respect of:
- 5.14.1 any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the performance of the Services. The Supplier shall further indemnify the Authority against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by the Authority in connection with or in consequence of any such liability, deduction, contribution, assessment or claim; and
- 5.14.2 any liability arising from any employment-related claim or any claim based on worker status (including reasonable costs and expenses) brought by the Supplier (or a member of its Staff) against the Authority arising out of or in connection with the provision of the Services.
- 5.15 Unless otherwise confirmed by the Authority in writing, the Supplier shall ensure full compliance (to include with any implementation timelines) with any Guidance issued by the Department of Health and Social Care and/or any requirements and/or Policies issued by the Authority (to include as may be set out as part of any procurement documents leading to the award of this Contract) in relation to the adoption of, and compliance with, any scheme or schemes to verify the credentials of Supplier representatives that visit NHS premises (to include use of the Lifescience Industry Accredited Credentialing Register). Once compliance with any notified implementation timelines has been achieved by the Supplier, the Supplier shall, during the Term, maintain the required level of compliance in accordance with any such Guidance, requirements and Policies.

## **6 Business continuity**

- 6.1 This Clause 6 and the obligations of the Supplier in relation to its Business Continuity Plan shall apply only where the Authority has expressly notified the Supplier in writing that the same are required to apply to the Contract.
- 6.2 The Supplier shall use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside the Authority's business continuity plan where relevant to the provision of the Services. The Supplier shall also ensure that its Business Continuity Plan complies on an ongoing basis with any specific business continuity

requirements, as may be set out in the Specification and Supplier Proposal Document.

- 6.3 Throughout the Term, the Supplier will ensure its Business Continuity Plan provides for continuity during a Business Continuity Event. The Supplier confirms and agrees such Business Continuity Plan details and will continue to detail robust arrangements that are reasonable and proportionate to:

6.3.1 the criticality of this Contract to the Authority; and

6.3.2 the size and scope of the Supplier's business operations,

regarding continuity of the provision of the Services during and following a Business Continuity Event.

- 6.4 The Supplier shall test its Business Continuity Plan at reasonable intervals, and in any event no less than once every twelve (12) months or such other period as may be agreed between the Parties taking into account the criticality of this Contract to the Authority and the size and scope of the Supplier's business operations. The Supplier shall promptly provide to the Authority, at the Authority's written request, copies of its Business Continuity Plan, reasonable and proportionate documentary evidence that the Supplier tests its Business Continuity Plan in accordance with the requirements of this Clause 6.4 of this Schedule 2 and reasonable and proportionate information regarding the outcome of such tests. The Supplier shall provide to the Authority a copy of any updated or revised Business Continuity Plan within fourteen (14) Business Days of any material update or revision to the Business Continuity Plan.

- 6.5 The Authority may suggest reasonable and proportionate amendments to the Supplier regarding the Business Continuity Plan at any time. Where the Supplier, acting reasonably, deems such suggestions made by the Authority to be relevant and appropriate, the Supplier will incorporate into the Business Continuity Plan all such suggestions made by the Authority in respect of such Business Continuity Plan. Should the Supplier not incorporate any suggestion made by the Authority into such Business Continuity Plan it will explain the reasons for not doing so to the Authority.

- 6.6 Should a Business Continuity Event occur at any time, the Supplier shall implement and comply with its Business Continuity Plan and provide regular written reports to the Authority on such implementation.

- 6.7 During and following a Business Continuity Event, the Supplier shall use reasonable endeavours to continue to provide the Services in accordance with this Contract.

## **7 The Authority's obligations**

- 7.1 Subject to the Supplier providing the Services in accordance with this Contract, the Authority will pay the Supplier for the Services in accordance with Clause 9 of this Schedule 2.

- 7.2 The Authority shall, as appropriate, provide copies of or give the Supplier access to such of the Policies that are relevant to the provision of the Services.

- 7.3 The Authority shall comply with the Authority's Obligations, as may be referred to in the Key Provisions.

- 7.4 The Authority shall provide the Supplier with any reasonable and proportionate cooperation necessary to enable the Supplier to comply with its obligations under this Contract. The Supplier shall at all times provide reasonable advance written notification to the Authority of any such cooperation necessary in circumstances where such cooperation will require the Authority to plan for and/or allocate specific resources in order to provide such cooperation.

## **8 Contract management**

- 8.1 Each Party shall appoint and retain a Contract Manager who shall be the primary point of contact for the other Party in relation to matters arising from this Contract. Should the Contract Manager be replaced, the Party replacing the Contract Manager shall promptly inform the other Party in writing of the name and contact details for the new Contract Manager. Any Contract Manager appointed shall be of sufficient seniority and experience to be able to make decisions on the day to day operation of the Contract. The Supplier confirms and agrees that it will be expected to work closely and cooperate fully with the Authority's Contract Manager.
- 8.2 Each Party shall ensure that its representatives (to include, without limitation, its Contract Manager) shall attend review meetings on a regular basis to review the performance of the Supplier under this Contract and to discuss matters arising generally under this Contract. Each Party shall ensure that those attending such meetings have the authority to make decisions regarding the day to day operation of the Contract.
- 8.3 The Supplier shall provide such management information as the Authority may request from time to time within seven (7) Business Days of the date of the request. The Supplier shall supply the management information to the Authority in such form as may be specified by the Authority.

## **9 Price and payment**

- 9.1 The Contract Price shall be calculated as set out in the Financial Arrangements.
- 9.2 Unless otherwise stated in the Financial Arrangements the Contract Price:
- 9.2.1 shall be payable from the Actual Services Commencement Date;
  - 9.2.2 shall remain fixed during the Term; and
  - 9.2.3 is the entire price payable by the Authority to the Supplier in respect of the Services and includes, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses, the cost of Staff and all appropriate taxes (excluding VAT), duties and tariffs and any expenses arising from import and export administration.
- 9.3 Unless stated otherwise in the Financial Arrangements:
- 9.3.1 where the Key Provisions confirm that the payment profile for this Contract is monthly in arrears, the Supplier shall invoice the Authority, within fourteen (14) days of the end of each calendar month, the Contract Price in respect of the Services provided in compliance with this Contract in the preceding calendar month.

- 9.3.2 where Clause 9.3.1 of this Schedule 2 does not apply, the Supplier shall invoice the Authority for Services at any time following completion of the provision of the Services in compliance with this Contract.

Each invoice shall contain such information and be addressed to such individual as the Authority may inform the Supplier from time to time.

- 9.4 The Contract Price is exclusive of VAT, which, if properly chargeable, the Authority shall pay at the prevailing rate subject to receipt from the Supplier of a valid and accurate VAT invoice. Such VAT invoices shall show the VAT calculations as a separate line item.
- 9.5 The Authority shall verify and pay each valid and undisputed invoice received in accordance with Clause 9.3 of this Schedule 2 within thirty (30) days of receipt of such invoice at the latest. However, the Authority shall use its reasonable endeavours to pay such undisputed invoices sooner in accordance with any applicable government prompt payment targets.
- 9.6 Where the Authority raises a query with respect to an invoice the Parties shall liaise with each other and agree a resolution to such query within thirty (30) days of the query being raised. If the Parties are unable to agree a resolution within thirty (30) days the query shall be referred to dispute resolution in accordance with the Dispute Resolution Procedure. For the avoidance of doubt, the Authority shall not be in breach of any of any of its payment obligations under this Contract in relation to any queried or disputed invoice sums unless the process referred to in this Clause 9.6 of this Schedule 2 has been followed and it has been determined that the queried or disputed invoice amount is properly due to the Supplier and the Authority has then failed to pay such sum within a reasonable period following such determination.
- 9.7 The Supplier shall pay to the Authority any service credits and/or other sums and/or deductions (to include, without limitation, deductions relating to a reduction in the Contract Price) that may become due in accordance with the provisions of the Specification and Supplier Proposal Document. For the avoidance of doubt, the Authority may invoice the Supplier for such sums or deductions at any time in the event that they have not automatically been credited to the Authority in accordance with the provisions of the Specification and Supplier Proposal Document. Such invoice shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.8 The Authority reserves the right to set-off:
- 9.8.1 any monies due to the Supplier from the Authority as against any monies due to the Authority from the Supplier under this Contract; and
- 9.8.2 any monies due to the Authority from the Supplier as against any monies due to the Supplier from the Authority under this Contract.
- 9.9 Where the Authority is entitled to receive any sums (including, without limitation, any costs, charges or expenses) from the Supplier under this Contract, the Authority may invoice the Supplier for such sums. Such invoices shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.10 If a Party fails to pay any undisputed sum properly due to the other Party under this Contract, the Party due such sum shall have the right to charge interest on the overdue amount at the rate of four per cent (4%) above the base lending rate of the Bank of

England in force from time to time, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

## **10     Warranties**

### **10.1    The Supplier warrants and undertakes that:**

- 10.1.1     it has, and shall ensure its Staff shall have, all rights, consents, permission, authorisations, licences and accreditations required to provide the Services and shall maintain such consents, authorisations, licences and accreditations throughout the Term;
- 10.1.2     where any act of the Supplier requires the notification to and/or approval by any regulatory or other competent body in accordance with any Law and Guidance, the Supplier shall comply fully with such notification and/or approval requirements;
- 10.1.3     receipt of the Services by or on behalf of the Authority and use of the deliverables or of any other item or information supplied or made available to the Authority as part of the Services will not infringe any third party rights, to include without limitation any Intellectual Property Rights;
- 10.1.4     it will comply with all Law, Guidance, Policies and the Supplier Code of Conduct in so far as is relevant to the provision of the Services;
- 10.1.5     it will provide the Services using reasonable skill and care and in accordance with Good Industry Practice and shall fulfil all requirements of this Contract using appropriately skilled, trained, qualified and experienced staff;
- 10.1.6     unless otherwise set out in the Specification and Supplier Proposal Document and/or as otherwise agreed in writing by the Parties, it has and/or shall procure all resources, equipment, consumables and other items and facilities required to provide the Services;
- 10.1.7     without limitation to the generality of Clause 10.1.4 of this Schedule 2, it shall comply with all health and safety processes, requirements safeguards, controls, and training obligations in accordance with its own operational procedures, Law, Guidance, Policies, Good Industry Practice, the requirements of the Specification and Supplier Proposal Document and any notices or instructions given to the Supplier by the Authority and/or any competent body, as relevant to the provision of the Services and the Supplier's access to the Premises and Locations in accordance with this Contract;
- 10.1.8     without prejudice to any specific notification requirements set out in this Contract, it will promptly notify the Authority of any health and safety hazard which has arisen, or the Supplier is aware may arise, in connection with the performance of the Services and take such steps as are reasonably necessary to ensure the health and safety of persons likely to be affected by such hazards;
- 10.1.9     any equipment it uses in the provision of the Services shall comply with all relevant Law and Guidance, be fit for its intended purpose and maintained fully in accordance with the manufacturer's specification and shall remain the Supplier's risk and responsibility at all times;



- 10.1.10 it shall use Good Industry Practice to ensure that any information and communications technology systems and/or related hardware and/or software it uses are free from corrupt data, viruses, worms and any other computer programs or code which might cause harm or disruption to the Authority's information and communications technology systems;
  - 10.1.11 it shall at all times conduct its business in a manner that is consistent with any anti-slavery Policy of the Authority and shall provide to the Authority any reports or other information that the Authority may request as evidence of the Supplier's compliance with this Clause 10.1.11;
  - 10.1.12 it will fully and promptly respond to all requests for information and/or requests for answers to questions regarding this Contract, the provision of the Services, any complaints and any Disputes at the frequency, in the timeframes and in the format as requested by the Authority from time to time (acting reasonably);
  - 10.1.13 all information included within the Supplier's responses to any documents issued by the Authority as part of the procurement relating to the award of this Contract (to include, without limitation, as referred to in the Specification and Supplier Proposal Document and Financial Arrangements) and all accompanying materials is accurate;
  - 10.1.14 it has the right and authority to enter into this Contract and that it has the capability and capacity to fulfil its obligations under this Contract;
  - 10.1.15 it is a properly constituted entity and it is fully empowered by the terms of its constitutional documents to enter into and to carry out its obligations under this Contract and the documents referred to in this Contract;
  - 10.1.16 all necessary actions to authorise the execution of and performance of its obligations under this Contract have been taken before such execution;
  - 10.1.17 there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Supplier;
  - 10.1.18 there are no material agreements existing to which the Supplier is a party which prevent the Supplier from entering into or complying with this Contract;
  - 10.1.19 it has and will continue to have the capacity, funding and cash flow to meet all its obligations under this Contract; and
  - 10.1.20 it has satisfied itself as to the nature and extent of the risks assumed by it under this Contract and has gathered all information necessary to perform its obligations under this Contract and all other obligations assumed by it.
- 10.2 The Supplier acknowledges that a failure by the Supplier following the Actual Services Commencement Date to submit accurate invoices and other information on time to the Authority may result in any entity responsible for reimbursing costs to the Authority, delaying or failing to make relevant payments to the Authority. Accordingly, the Supplier warrants that, from the Actual Services Commencement Date, it shall submit accurate invoices and other information on time to the Authority.

- 10.3 The Supplier warrants and undertakes to the Authority that, as at the Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance. If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
- 10.3.1 notify the Authority in writing of such fact within five (5) Business Days of its occurrence; and
- 10.3.2 promptly provide to the Authority:
- (i) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
  - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.
- 10.4 The Supplier further warrants and undertakes to the Authority that it will inform the Authority in writing immediately upon becoming aware that any of the warranties set out in Clause 10 of this Schedule 2 have been breached or there is a risk that any warranties may be breached.
- 10.5 Any warranties provided under this Contract are both independent and cumulative and may be enforced independently or collectively at the sole discretion of the enforcing Party.

## **11 Intellectual property**

- 11.1 The Supplier warrants and undertakes to the Authority that either it owns or is entitled to use and will continue to own or be entitled to use all Intellectual Property Rights used in the development and provision of the Services and/or necessary to give effect to the Services and/or to use any deliverables, matter or any other output supplied to the Authority as part of the Services.
- 11.2 Unless specified otherwise in the Key Provisions and/or in the Specification and Supplier Proposal Document, the Supplier hereby grants to the Authority, for the life of the use by the Authority of any deliverables, material or any other output supplied to the Authority in any format as part of the Services, an irrevocable, royalty-free, non-exclusive licence to use, modify, adapt or enhance such items in the course of the Authority's normal business operations. For the avoidance of doubt, unless specified otherwise in the Key Provisions and/or in the Specification and Supplier Proposal Document, the Authority shall have no rights to commercially exploit (e.g. by selling to third parties) any deliverables, matter or any other output supplied to the Authority in any format as part of the Services.

## **12 Indemnity**

- 12.1 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings in respect of:

- 12.1.1 any injury or allegation of injury to any person, including injury resulting in death;
- 12.1.2 any loss of or damage to property (whether real or personal);
- 12.1.3 any breach of Clause 10.1.3 and/or Clause 11 of this Schedule 2; and/or
- 12.1.4 any failure by the Supplier to commence the delivery of the Services by the Services Commencement Date;

that arise or result from the Supplier's negligent acts or omissions or breach of contract in connection with the performance of this Contract including the provision of the Services, except to the extent that such loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings have been caused by any act or omission by, or on behalf of, or in accordance with the instructions of, the Authority.

- 12.2 Liability under Clauses 12.1.1, 12.1.3 and 13.4 of this Schedule 2 and Clause 2.6 of Schedule 3 shall be unlimited. Liability under Clauses 12.1.2 and 12.1.4 of this Schedule 2 shall be subject to the limitation of liability set out in Clause 13 of this Schedule 2.
- 12.3 In relation to all third party claims against the Authority, which are the subject of any indemnity given by the Supplier under this Contract, the Authority shall use its reasonable endeavours, upon a written request from the Supplier, to transfer the conduct of such claims to the Supplier unless restricted from doing so. Such restrictions may include, without limitation, any restrictions:
  - 12.3.1 relating to any legal, regulatory, governance, information governance, or confidentiality obligations on the Authority; and/or
  - 12.3.2 relating to the Authority's membership of any indemnity and/or risk pooling arrangements.

Such transfer shall be subject to the Parties agreeing appropriate terms for such conduct of the third party claim by the Supplier (to include, without limitation, the right of the Authority to be informed and consulted on the ongoing conduct of the claim following such transfer and any reasonable cooperation required by the Supplier from the Authority).

### **13 Limitation of liability**

- 13.1 Nothing in this Contract shall exclude or restrict the liability of either Party:
  - 13.1.1 for death or personal injury resulting from its negligence;
  - 13.1.2 for fraud or fraudulent misrepresentation; or
  - 13.1.3 in any other circumstances where liability may not be limited or excluded under any applicable law.
- 13.2 Subject to Clauses 12.2, 13.1 and 13.3 of this Schedule 2, the total liability of each Party to the other under or in connection with this Contract whether arising in contract, tort, negligence, breach of statutory duty or otherwise shall be limited in aggregate to the greater of: (a) five million GBP (£5,000,000); or (b) one hundred and twenty five

percent (125%) of the total Contract Price paid or payable by the Authority to the Supplier for the Services.

- 13.3 There shall be no right to claim losses, damages and/or other costs and expenses under or in connection with this Contract whether arising in contract (to include, without limitation, under any relevant indemnity), tort, negligence, breach of statutory duty or otherwise to the extent that any losses, damages and/or other costs and expenses claimed are in respect of loss of production, loss of business opportunity or are in respect of indirect loss of any nature suffered or alleged. For the avoidance of doubt, without limitation, the Parties agree that for the purposes of this Contract the following costs, expenses and/or loss of income shall be direct recoverable losses (to include under any relevant indemnity) provided such costs, expenses and/or loss of income are properly evidenced by the claiming Party:

13.3.1 extra costs incurred purchasing replacement or alternative services;

13.3.2 the costs of extra management time; and/or

in each case to the extent to which such costs, expenses and/or loss of income arise or result from the other Party's breach of contract, negligent act or omission, breach of statutory duty, and/or other liability under or in connection with this Contract. The Supplier shall further indemnify the Authority against any costs, claims or other liabilities:

13.3.3 which arise in relation to or in connection with any acts or omissions by any Learners during their attendance on an enrolled programme of education pursuant to this Contract; and

13.3.4 which the Authority incurs as a direct result of the Supplier's act or omission in assessing any Staff suitability to work alongside or to supervise Learners in the course of undertaking any programme of education pursuant to this Contract.

- 13.4 Each Party shall at all times take all reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other pursuant to this Contract.

- 13.5 Clause 13 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

## **14 Insurance**

- 14.1 Subject to Clauses 14.2 and 14.3 of this Schedule 2 and unless otherwise confirmed in writing by the Authority, as a minimum level of protection, the Supplier shall put in place and/or maintain in force at its own cost with a reputable commercial insurer, insurance arrangements in respect of employer's liability, public liability and professional indemnity in accordance with Good Industry Practice with the minimum cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by Law unless otherwise agreed with the Authority in writing. These requirements shall not apply to the extent that the Supplier is a member and maintains membership of each of the indemnity schemes run by NHS Resolution.

- 14.2 Without limitation to any insurance arrangements as required by Law, the Supplier shall put in place and/or maintain the different types and/or levels of indemnity arrangements explicitly required by the Authority, if specified in the Key Provisions.

- 14.3 Provided that the Supplier maintains all indemnity arrangements required by Law, the Supplier may self insure in order to meet other relevant requirements referred to at Clauses 14.1 and 14.2 of this Schedule 2 on condition that such self insurance arrangements offer the appropriate levels of protection and are approved by the Authority in writing prior to the Commencement Date.
- 14.4 The amount of any indemnity cover and/or self insurance arrangements shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to determine the amount of indemnity and/or self insurance cover that will be adequate to enable it to satisfy its potential liabilities under this Contract. Accordingly, the Supplier shall be liable to make good any deficiency if the proceeds of any indemnity cover and/or self insurance arrangement is insufficient to cover the settlement of any claim.
- 14.5 The Supplier shall from time to time and in any event within five (5) Business Days of written demand provide documentary evidence to the Authority that insurance arrangements taken out by the Supplier pursuant to Clause 14 of this Schedule 2 and the Key Provisions are fully maintained and that any premiums on them and/or contributions in respect of them (if any) are fully paid.
- 14.6 Upon the expiry or earlier termination of this Contract, the Supplier shall ensure that any ongoing liability it has or may have arising out of this Contract shall continue to be the subject of appropriate indemnity arrangements for the period of twenty one (21) years from termination or expiry of this Contract or until such earlier date as that liability may reasonably be considered to have ceased to exist.

## **15 Term and termination**

- 15.1 This Contract shall commence on the Commencement Date and, unless terminated earlier in accordance with the terms of this Contract or the general law, shall continue until the end of the Term.
- 15.2 The Authority shall be entitled to extend the Term on one or more occasions by giving the Supplier written notice no less than three (3) months prior to the date on which this Contract would otherwise have expired, provided that the duration of this Contract shall be no longer than the total term specified in the Key Provisions.
- 15.3 In the case of a breach of any of the terms of this Contract by either Party that is capable of remedy (including, without limitation any breach of any KPI and, subject to Clause 9.6 of this Schedule 2, any breach of any payment obligations under this Contract), the non-breaching Party may, without prejudice to its other rights and remedies under this Contract, issue a Breach Notice and shall allow the Party in breach the opportunity to remedy such breach in the first instance via a remedial proposal put forward by the Party in breach ("**Remedial Proposal**") before exercising any right to terminate this Contract in accordance with Clause 15.4.1(ii) of this Schedule 2. Such Remedial Proposal must be agreed with the non-breaching Party (such agreement not to be unreasonably withheld or delayed) and must be implemented by the Party in breach in accordance with the timescales referred to in the agreed Remedial Proposal. Once agreed, any changes to a Remedial Proposal must be approved by the Parties in writing. Any failure by the Party in breach to:
- 15.3.1 put forward and agree a Remedial Proposal with the non-breaching Party in relation to the relevant default or breach within a period of ten (10) Business Days (or such other period as the non-breaching Party may agree in writing)

from written notification of the relevant default or breach from the non-breaching Party;

15.3.2 comply with such Remedial Proposal (including, without limitation, as to its timescales for implementation, which shall be thirty (30) days unless otherwise agreed between the Parties); and/or

15.3.3 remedy the default or breach notwithstanding the implementation of such Remedial Proposal in accordance with the agreed timescales for implementation,

shall be deemed, for the purposes of Clause 15.4.1(ii) of this Schedule 2, a material breach of this Contract by the Party in breach not remedied in accordance with an agreed Remedial Proposal.

15.4 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party:

15.4.1 commits a material breach of any of the terms of this Contract which is:

(i) not capable of remedy; or

(ii) in the case of a breach capable of remedy, which is not remedied in accordance with a Remedial Proposal; or

15.4.2 has been served with at least two (2) previous Breach Notices as a result of any material breaches which are capable of remedy within any twelve (12) month rolling period whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal. The twelve (12) months rolling period is the twelve (12) months immediately preceding the date of the third breach notice.

15.5 The Authority may terminate this Contract forthwith by issuing a Termination Notice to the Supplier if:

15.5.1 the Supplier does not commence delivery of the Services by any Long Stop Date;

15.5.2 the Supplier, or any third party guaranteeing the obligations of the Supplier under this Contract, ceases or threatens to cease carrying on its business; suspends making payments on any of its debts or announces an intention to do so; is, or is deemed for the purposes of any Law to be, unable to pay its debts as they fall due or insolvent; enters into or proposes any composition, assignment or arrangement with its creditors generally; takes any step or suffers any step to be taken in relation to its winding-up, dissolution, administration (whether out of court or otherwise) or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) other wise than as part of, and exclusively for the purpose of, a bonafide reconstruction or amalgamation; has a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, administrator or similar officer appointed (in each case, whether out of court or otherwise) in respect of it or any of its assets; has any security over any of its assets enforced; or any analogous procedure or step is taken in any jurisdiction;

- 15.5.3 the Supplier undergoes a change of control within the meaning of sections 450 and 451 of the Corporation Tax Act 2010 (other than for an intra-group change of control) without the prior written consent of the Authority and the Authority shall be entitled to withhold such consent if, in the reasonable opinion of the Authority, the proposed change of control will have a material impact on the performance of this Contract or the reputation of the Authority;
  - 15.5.4 the Supplier purports to assign, Sub-contract, novate, create a trust in or otherwise transfer or dispose of this Contract in breach of Clause 28.1 of this Schedule 2;
  - 15.5.5 pursuant to and in accordance with the Key Provisions and Clauses 15.6, 23.7; 25.2; 25.4 and 29.2 of this Schedule 2; or
  - 15.5.6 the warranty given by the Supplier pursuant to Clause 10.3 of this Schedule 2 is materially untrue, the Supplier commits a material breach of its obligation to notify the Authority of any Occasion of Tax Non-Compliance as required by Clause 10.3 of this Schedule 2, or the Supplier fails to provide details of proposed mitigating factors as required by Clause 10.3 of this Schedule 2 that in the reasonable opinion of the Authority are acceptable.
- 15.6 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier where:
- 15.6.1 the Contract has been substantially amended to the extent that the Public Contracts Regulations 2015 require a new procurement procedure;
  - 15.6.2 the Authority has become aware that the Supplier should have been excluded under Regulation 57(1) or (2) of the Public Contracts Regulations 2015 from the procurement procedure leading to the award of this Contract;
  - 15.6.3 the Contract should not have been awarded to the Supplier in view of a serious infringement of obligations under European law declared by the Court of Justice of the European Union under Article 258 of the Treaty on the Functioning of the EU; or
  - 15.6.4 there has been a failure by the Supplier and/or one its Sub-contractors to comply with legal obligations in the fields of environmental, social or labour Law. Where the failure to comply with legal obligations in the fields of environmental, social or labour Law is a failure by one of the Supplier's Sub-contractors, the Authority may request the replacement of such Sub-contractor and the Supplier shall comply with such request as an alternative to the Authority terminating this Contract under this Clause 15.6.4.
- 15.7 Within three (3) months of the Commencement Date the Supplier shall, if requested to do so by the Authority, develop and agree an exit plan with the Authority consistent with the Exit Requirements, which shall ensure continuity of the Services on expiry or earlier termination of this Contract. The Supplier shall, if requested to do so by the Authority, provide the Authority with the first draft of an exit plan within one (1) month of the Commencement Date. The Parties shall review and, as appropriate, update any such exit plan on each anniversary of the Commencement Date of this Contract. If the Parties cannot agree an exit plan in accordance with the timescales set out in this Clause 15.7 of this Schedule 2 (such agreement not to be unreasonably withheld or delayed), such failure to agree shall be deemed a Dispute, which shall be referred to and resolved in accordance with the Dispute Resolution Procedure.

## **16 Consequences of expiry or early termination of this Contract**

- 16.1 Upon expiry or earlier termination of this Contract, the Authority agrees to pay the Supplier for the Services which have been completed by the Supplier in accordance with this Contract prior to expiry or earlier termination of this Contract.
- 16.2 Save as may be required for the Supplier to comply with Clauses 16.3 and 16.4 of this Schedule 2, immediately following expiry or earlier termination of this Contract and/or in accordance with any timescales as set out in the agreed exit plan:
- 16.2.1 the Supplier shall comply with its obligations under any agreed exit plan;
- 16.2.2 all data, excluding Personal Data, documents and records (whether stored electronically or otherwise) relating in whole or in part to the Services, including without limitation relating to Learners and all other items provided on loan or otherwise to the Supplier by the Authority shall be delivered by the Supplier to the Authority provided that the Supplier shall be entitled to keep copies to the extent that: (a) the content does not relate solely to the Services; (b) the Supplier is required by Law and/or Guidance to keep copies; or (c) the Supplier was in possession of such data, documents and records prior to the Commencement Date; and
- 16.2.3 any Personal Data Processed by the Supplier on behalf of the Authority shall be returned to the Authority or destroyed in accordance with the relevant provisions of the Data Protection Protocol.
- 16.3 In the event that upon termination of this Contract, there remain any Learners who are still on a programme of education / training pursuant to this Contract, subject to the provisions of Clause 16.4, the terms of this Contract shall remain in full force and effect in relation to such Learners until their programmes of education / training have completed, or, if this is not feasible, the Supplier will, with the agreement of the Authority in writing, organise alternative provision of a comparable standard and quality.
- 16.4 During the Residual Contract Period the Supplier shall complete the delivery of all programmes of education / training for Learners who have not, upon the expiry or termination of this Contract, completed the same unless agreed to the contrary with the Authority.
- 16.5 The Supplier shall retain all data relating to the provision of the Services that are not transferred or destroyed pursuant to Clause 16.2 of this Schedule 2 for the period set out in Clause 24.1 of this Schedule 2.
- 16.6 The Supplier shall cooperate fully with the Authority or, as the case may be, any replacement supplier during any re-procurement and handover period prior to and following the expiry or earlier termination of this Contract. This cooperation shall extend to providing access to all information relevant to the operation of this Contract, as reasonably required by the Authority to achieve a fair and transparent re-procurement and/or an effective transition without disruption to routine operational requirements.
- 16.7 Save as may be required for the Supplier to comply with Clauses 16.3 and 16.4 of this Schedule 2, immediately upon expiry or earlier termination of this Contract any licence or lease entered into in accordance with the Key Provisions shall automatically terminate.



16.8 The expiry or earlier termination of this Contract for whatever reason shall not affect any rights or obligations of either Party which accrued prior to such expiry or earlier termination.

16.9 The expiry or earlier termination of this Contract shall not affect any obligations which expressly or by implication are intended to come into or continue in force on or after such expiry or earlier termination.

## **17 Staff information and the application of TUPE**

17.1 The Parties agree that at the commencement of the provision of Services by the Supplier TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions **shall not apply** so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier.

17.2 If any person who is an employee of the Authority or a Third Party claims, or it is determined, that their contract of employment has been transferred from the Authority or Third Party to the Supplier or a Sub-contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned, then:

17.2.1 the Supplier will, within seven (7) days of becoming aware of that fact, give notice in writing to the Authority;

17.2.2 the Authority or Third Party may offer employment to such person within twenty-eight (28) days of the notification by the Supplier;

17.2.3 if such offer of employment is accepted, the Supplier or a Sub-contractor shall immediately release the person from their employment; and

17.2.4 if after that period specified in Clause 17.2.2 above has elapsed, no offer of employment has been made by the Authority or Third Party, or such offer has been made by the Authority or Third Party but not accepted within a reasonable time, the Supplier or Sub-contractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person and shall (where relevant) be bound to apply Fair Deal for Staff Pensions in respect of any such person.

## **18 Complaints**

18.1 To the extent relevant to the Services, the Supplier shall have in place and operate a complaints procedure which complies with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

18.2 Each Party shall inform the other of all complaints from or on behalf of Learners arising out of or in connection with the provision of the Services within twenty four (24) hours of receipt of each complaint and shall keep the other Party updated on the manner of resolution of any such complaints.

## **19 Sustainable development**

19.1 The Supplier shall comply in all material respects with applicable environmental and social and labour Law requirements in force from time to time in relation to the Services.

- 19.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 19 of this Schedule 2.

## **20 Electronic services information**

- 20.1 Where requested by the Authority, the Supplier shall provide the Authority the Services Information in such manner and upon such media as agreed between the Supplier and the Authority from time to time for the sole use by the Authority.
- 20.2 The Supplier warrants that the Services Information is complete and accurate as at the date upon which it is delivered to the Authority and that the Services Information shall not contain any data or statement which gives rise to any liability on the part of the Authority following publication of the same in accordance with Clause 20 of this Schedule 2.
- 20.3 If the Services Information ceases to be complete and accurate, the Supplier shall promptly notify the Authority in writing of any modification or addition to or any inaccuracy or omission in the Services Information.

## **21 Change management**

- 21.1 The Supplier acknowledges to the Authority that the Authority's requirements for the Services may change during the Term and the Supplier shall not unreasonably withhold or delay its consent to any reasonable variation or addition to the Specification and Supplier Proposal Document, as may be requested by the Authority from time to time.
- 21.2 Subject to Clause 21.3 of this Schedule 2, any change to the Services or other variation to this Contract shall only be binding once it has been agreed in accordance with the Change Control Process.
- 21.3 Any change to the Data Protection Protocol shall be made in accordance with the relevant provisions of that protocol.

## **22 Dispute resolution**

- 22.1 During any Dispute, including a Dispute as to the validity of this Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 22.2 In the case of a Dispute arising out of or in connection with this Contract the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and follow the procedure set out in Clause 22.3 of this Schedule 2 as the first stage in the Dispute Resolution Procedure.
- 22.3 If any Dispute arises out of the Contract either Party may serve a notice on the other Party to commence formal resolution of the Dispute. The Parties shall first seek to resolve the Dispute by escalation in accordance with the management levels as set out in Clause 5 of the Key Provisions. Respective representatives at each level, as set out in Clause 5 of the Key Provisions, shall have five (5) Business Days at each level during which they will use their reasonable endeavours to resolve the Dispute before escalating the matter to the next levels until all level have been exhausted. Level 1 will commence on the date of service of the Dispute Notice. The final level of

the escalation process shall be deemed exhausted on the expiry of five (5) Business Days following escalation to that level unless otherwise agreed by the Parties in writing.

- 22.4 If the procedure set out in Clause 22.3 of this Schedule 2 above has been exhausted and fails to resolve such Dispute, as part of the Dispute Resolution Procedure, the Parties will attempt to settle it by mediation. The Parties, shall acting reasonably, attempt to agree upon a mediator. In the event that the Parties fail to agree a mediator within five (5) Business Days following the exhaustion of all levels of the escalation procedure at Clause 22.3 of this Schedule 2, the mediator shall be nominated and confirmed by the Centre for Effective Dispute Resolution, London.
- 22.5 The mediation shall commence within twenty eight (28) days of the confirmation of the mediator in accordance with Clause 22.4 of this Schedule 2 or at such other time as may be agreed by the Parties in writing. Neither Party will terminate such mediation process until each Party has made its opening presentation and the mediator has met each Party separately for at least one hour or one Party has failed to participate in the mediation process. After this time, either Party may terminate the mediation process by notification to the other Party (such notification may be verbal provided that it is followed up by written confirmation). The Authority and the Supplier will cooperate with any person appointed as mediator providing them with such information and other assistance as they shall require and will pay their costs, as they shall determine or in the absence of such determination such costs will be shared equally.
- 22.6 Nothing in this Contract shall prevent:
- 22.6.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
- 22.6.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party or that relates to the safety of patients and other service users or the security of Confidential Information, pending resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 22.7 Clause 22 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

## **23 Force majeure**

- 23.1 The Supplier shall only be entitled to rely on a Force Majeure Event and the relief set out in Clause 23 of this Schedule 2 and will not be considered to be in default or liable for breach of any obligations under this Contract if:
- 23.1.1 the Supplier has fulfilled its obligations pursuant to Clause 6 of this Schedule 2;
- 23.1.2 the Force Majeure Event does not arise directly or indirectly as a result of any wilful or negligent act or default of the Supplier; and
- 23.1.3 the Supplier has complied with the procedural requirements set out in Clause 23 of this Schedule 2.
- 23.2 Where a Party is (or claims to be) affected by a Force Majeure Event it shall use reasonable endeavours to mitigate the consequences of such a Force Majeure Event

upon the performance of its obligations under this Contract, and to resume the performance of its obligations affected by the Force Majeure Event as soon as practicable.

- 23.3 Where the Force Majeure Event affects the Supplier's ability to perform part of its obligations under the Contract the Supplier shall fulfil all such contractual obligations that are not so affected and shall not be relieved from its liability to do so.
- 23.4 If either Party is prevented or delayed in the performance of its obligations under this Contract by a Force Majeure Event, that Party shall as soon as reasonably practicable serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to its failure to perform or any anticipated delay in performance of its obligations.
- 23.5 Subject to service of such notice, the Party affected by such circumstances shall have no liability for its failure to perform or for any delay in performance of its obligations affected by the Force Majeure Event only for so long as such circumstances continue and for such time after they cease as is necessary for that Party, using its best endeavours, to recommence its affected operations in order for it to perform its obligations.
- 23.6 The Party claiming relief shall notify the other in writing as soon as the consequences of the Force Majeure Event have ceased and of when performance of its affected obligations can be resumed.
- 23.7 If the Supplier is prevented from performance of its obligations as a result of a Force Majeure Event, the Authority may at any time, if the Force Majeure Event subsists for thirty (30) days or more, terminate this Contract by issuing a Termination Notice to the Supplier.
- 23.8 Following such termination in accordance with Clause 23.7 of this Schedule 2 and subject to Clause 23.9 of this Schedule 2, neither Party shall have any further liability to the other.
- 23.9 Any rights and liabilities of either Party which have accrued prior to such termination in accordance with Clause 23.7 of this Schedule 2 shall continue in full force and effect unless otherwise specified in this Contract.

## **24 Records retention and right of audit**

- 24.1 Subject to any statutory requirement and Clause 24.2 of this Schedule 2, the Supplier shall keep secure and maintain for the Term and six (6) years afterwards, or such longer period as may be agreed between the Parties, full and accurate records of all matters relating to this Contract.
- 24.2 Where any records could be relevant to a claim for personal injury such records shall be kept secure and maintained for a period of twenty one (21) years from the date of expiry or earlier termination of this Contract.
- 24.3 The Authority shall have the right to audit the Supplier's compliance with this Contract. The Supplier shall permit or procure permission for the Authority or its authorised representative during normal business hours having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records reasonably required to audit the Supplier's compliance with its obligations

under this Contract. Should the Supplier Sub-contract any of its obligations under this Contract, the Authority shall have the right to audit and inspect such third party.

- 24.4 The Supplier shall grant to the Authority or its authorised representative, such access to those records as they may reasonably require in order to check the Supplier's compliance with this Contract for the purposes of:
- 24.4.1 the examination and certification of the Authority's accounts; or
  - 24.4.2 any examination pursuant to section 6(1) of the National Audit Act 1983 of the economic efficiency and effectiveness with which the Authority has used its resources.
- 24.5 The Comptroller and Auditor General may examine such documents as they may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to provide such oral and/or written explanations as they consider necessary. Clause 24 of this Schedule 2 does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Supplier under sections 6(3)(d) and 6(5) of the National Audit Act 1983.
- 24.6 The Supplier shall provide reasonable cooperation to the Authority, its representatives and any regulatory body in relation to any audit, review, investigation or enquiry carried out in relation to the subject matter of this Contract.
- 24.7 The Supplier shall provide all reasonable information as may be reasonably requested by the Authority to evidence the Supplier's compliance with the requirements of this Contract.

## **25 Conflicts of interest and the prevention of fraud**

- 25.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Staff are placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The Supplier will disclose to the Authority full particulars of any such conflict of interest which may arise.
- 25.2 The Authority reserves the right to terminate this Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The actions of the Authority pursuant to this Clause 25.2 of this Schedule 2 shall not prejudice or affect any right of action or remedy which shall have accrued or shall subsequently accrue to the Authority.
- 25.3 The Supplier shall take all reasonable steps to prevent Fraud by Staff and the Supplier (including its owners, members and directors). The Supplier shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- 25.4 If the Supplier or its Staff commits Fraud the Authority may terminate this Contract and recover from the Supplier the amount of any direct loss suffered by the Authority resulting from the termination.

## **26     Equality and human rights**

### **26.1     The Supplier shall:**

- 26.1.1     ensure that (a) it does not, whether as employer or as provider of the Services, engage in any act or omission that would contravene the Equality Legislation, and (b) it complies with all its obligations as an employer or provider of the Services as set out in the Equality Legislation and take reasonable endeavours to ensure its Staff do not unlawfully discriminate within the meaning of the Equality Legislation;
- 26.1.2     in the management of its affairs and the development of its equality and diversity policies, cooperate with the Authority in light of the Authority's obligations to comply with its statutory equality duties whether under the Equality Act 2010 or otherwise. The Supplier shall take such reasonable and proportionate steps as the Authority considers appropriate to promote equality and diversity, including race equality, equality of opportunity for disabled people, gender equality, and equality relating to religion and belief, sexual orientation and age; and
- 26.1.3     the Supplier shall impose on all its Sub-contractors and suppliers, obligations substantially similar to those imposed on the Supplier by Clause 26 of this Schedule 2.

### **26.2     The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 26 of this Schedule 2.**

## **27     Notice**

### **27.1     Subject to Clause 22.5 of Schedule 2, any notice required to be given by either Party under this Contract shall be in writing quoting the date of the Contract and shall be delivered by hand or sent by prepaid first class recorded delivery or by email to the person referred to in the Key Provisions or such other person as one Party may inform the other Party in writing from time to time.**

### **27.2     A notice shall be treated as having been received:**

- 27.2.1     if delivered by hand within normal business hours when so delivered or, if delivered by hand outside normal business hours, at the next start of normal business hours; or
- 27.2.2     if sent by first class recorded delivery mail on a normal Business Day, at 9.00 am on the second Business Day subsequent to the day of posting, or, if the notice was not posted on a Business Day, at 9.00 am on the third Business Day subsequent to the day of posting; or
- 27.2.3     if sent by email, if sent within normal business hours when so sent or, if sent outside normal business hours, at the next start of normal business hours provided the sender has either received an electronic confirmation of delivery or has telephoned the recipient to inform the recipient that the email has been sent.

## **28      Assignment, novation and Sub-contracting**

- 28.1      The Supplier shall not assign, Sub-contract, novate, create a trust in, or in any other way dispose of the whole or any part of this Contract without the prior consent in writing of the Authority such consent not to be unreasonably withheld or delayed. If the Supplier Sub-contracts any of its obligations under this Contract, every act or omission of the Sub-contractor shall for the purposes of this Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Authority as if such act or omission had been committed or omitted by the Supplier itself.
- 28.2      Any authority given by the Authority for the Supplier to Sub-contract any of its obligations under this Contract shall not impose any duty on the Authority to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with this Contract.
- 28.3      Where the Supplier enters into a Sub-contract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such Sub-contract, unless otherwise agreed with the Authority in writing, which:
- 28.3.1      contain at least equivalent obligations as set out in this Contract in relation to the performance of the Services to the extent relevant to such Sub-contracting;
  - 28.3.2      contain at least equivalent obligations as set out in this Contract in respect of confidentiality, information security, data protection, Intellectual Property Rights, compliance with Law and Guidance and record keeping;
  - 28.3.3      contain a prohibition on the Sub-contractor Sub-contracting, assigning or novating any of its rights or obligations under such Sub-contract without the prior written approval of the Authority (such approval not to be unreasonably withheld or delayed);
  - 28.3.4      contain a right for the Authority to take an assignment or novation of the Sub-contract (or part of it) upon expiry or earlier termination of this Contract;
  - 28.3.5      requires the Supplier or other party receiving services under the contract to consider and verify invoices under that contract in a timely fashion;
  - 28.3.6      provides that if the Supplier or other party fails to consider and verify an invoice in accordance with Clause 28.3.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purpose of Clause 28.3.7 after a reasonable time has passed;
  - 28.3.7      requires the Supplier or other party to pay any undisputed sums which are due from it to the Sub-contractor within a specified period not exceeding thirty (30) days of verifying that the invoice is valid and undisputed;
  - 28.3.8      permitting the Supplier to terminate, or procure the termination of, the relevant Sub-contract in the event the Sub-contractor fails to comply in the performance of its Sub-contract with legal obligations in the fields of environmental, social or labour Law where the Supplier is required to replace such Sub-contractor in accordance with Clause 15.6.4 of this Schedule 2;

- 28.3.9 permitting the Supplier to terminate, or to procure the termination of, the relevant Sub-contract where the Supplier is required to replace such Sub-contractor in accordance with Clause 28.4 of this Schedule 2; and
  - 28.3.10 requires the Sub-contractor to include a clause to the same effect as this Clause 28.3 of this Schedule 2 in any Sub-contract which it awards.
- 28.4 Where the Authority considers that the grounds for exclusion under Regulation 57 of the Public Contracts Regulations 2015 apply to any Sub-contractor, then:
- 28.4.1 if the Authority finds there are compulsory grounds for exclusion, the Supplier shall ensure, or shall procure, that such Sub-contractor is replaced or not appointed; or
  - 28.4.2 if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Supplier to ensure, or to procure, that such Sub-contractor is replaced or not appointed and the Supplier shall comply with such a requirement.
- 28.5 The Supplier shall pay any undisputed sums which are due from it to a Sub-contractor within thirty (30) days of verifying that the invoice is valid and undisputed. Where the Authority pays the Supplier's valid and undisputed invoices earlier than thirty (30) days from verification in accordance with any applicable government prompt payment targets, the Supplier shall use its reasonable endeavours to pay its relevant Sub-contractors within a comparable timeframe from verifying that an invoice is valid and undisputed.
- 28.6 The Authority shall upon written request have the right to review any Sub-contract entered into by the Supplier in respect of the provision of the Services and the Supplier shall provide a certified copy of any Sub-contract within five (5) Business Days of the date of a written request from the Authority. For the avoidance of doubt, the Supplier shall have the right to redact any confidential pricing information in relation to such copies of Sub-contracts.
- 28.7 The Authority may at any time transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract and the Supplier warrants that it will carry out all such reasonable further acts required to effect such transfer, assignment, novation, sub-contracting or disposal. If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the party assuming the position of the Authority shall not further transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract without the prior written consent of the Supplier, such consent not to be unreasonably withheld or delayed by the Supplier.

## 29 **Prohibited Acts**

29.1 The Supplier warrants and represents that:

- 29.1.1 it has not committed any offence under the Bribery Act 2010 or done any of the following ("**Prohibited Acts**"):
- (i) offered, given or agreed to give any officer or employee of the Authority any gift or consideration of any kind as an inducement or reward for doing or not doing or for having done or not having done any act in relation to the obtaining or performance of this or any



other agreement with the Authority or for showing or not showing favour or disfavour to any person in relation to this or any other agreement with the Authority; or

- (ii) in connection with this Contract paid or agreed to pay any commission other than a payment, particulars of which (including the terms and conditions of the agreement for its payment) have been disclosed in writing to the Authority; and

29.1.2 it has in place adequate procedures to prevent bribery and corruption, as contemplated by section 7 of the Bribery Act 2010.

29.2 If the Supplier or its Staff (or anyone acting on its or their behalf) has done or does any of the Prohibited Acts or has committed or commits any offence under the Bribery Act 2010 with or without the knowledge of the Supplier in relation to this or any other agreement with the Authority:

29.2.1 the Authority shall be entitled:

- (i) to terminate this Contract and recover from the Supplier the amount of any loss resulting from the termination;
- (ii) to recover from the Supplier the amount or value of any gift, consideration or commission concerned; and
- (iii) to recover from the Supplier any other loss or expense sustained in consequence of the carrying out of the Prohibited Act or the commission of the offence under the Bribery Act 2010;

29.2.2 any termination under Clause 29.2.1 of this Schedule 2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the Authority; and

29.2.3 notwithstanding the Dispute Resolution Procedure, any Dispute relating to:

- (i) the interpretation of Clause 29 of this Schedule 2; or
- (ii) the amount or value of any gift, consideration or commission,

shall be determined by the Authority, acting reasonably, and the decision shall be final and conclusive.

### **30 General**

30.1 Each of the Parties is independent of the other and nothing contained in this Contract shall be construed to imply that there is any relationship between the Parties of partnership or of principal/agent or of employer/employee nor are the Parties hereby engaging in a joint venture and accordingly neither of the Parties shall have any right or authority to act on behalf of the other nor to bind the other by agreement or otherwise, unless expressly permitted by the terms of this Contract.

30.2 Failure or delay by either Party to exercise an option or right conferred by this Contract shall not of itself constitute a waiver of such option or right.

- 30.3 The delay or failure by either Party to insist upon the strict performance of any provision, term or condition of this Contract or to exercise any right or remedy consequent upon such breach shall not constitute a waiver of any such breach or any subsequent breach of such provision, term or condition.
- 30.4 Any provision of this Contract which is held to be invalid or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions of this Contract and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.
- 30.5 Each Party acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the subject matter of this Contract and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the other Party for any misrepresentation or undertaking (whether made carelessly or not) or for breach of any warranty unless the representation, undertaking or warranty relied upon is set out in this Contract or unless such representation, undertaking or warranty was made fraudulently.
- 30.6 Each Party shall bear its own expenses in relation to the preparation and execution of this Contract including all costs, legal fees and other expenses so incurred.
- 30.7 The rights and remedies provided in this Contract are independent, cumulative and not exclusive of any rights or remedies provided by general law, any rights or remedies provided elsewhere under this Contract or by any other contract or document. In this Clause 30.7 of this Schedule 2, right includes any power, privilege, remedy, or proprietary or security interest.
- 30.8 Unless otherwise expressly stated in this Contract, a person who is not a party to this Contract shall have no right to enforce any terms of it which confer a benefit on such person. No such person shall be entitled to object to or be required to consent to any amendment to the provisions of this Contract.
- 30.9 This Contract, any variation in writing signed by an authorised representative of each Party and any document referred to (explicitly or by implication) in this Contract or any variation to this Contract, contain the entire understanding between the Supplier and the Authority relating to the Services to the exclusion of all previous agreements, confirmations and understandings and there are no promises, terms, conditions or obligations whether oral or written, express or implied other than those contained or referred to in this Contract. Nothing in this Contract seeks to exclude either Party's liability for Fraud. Any tender conditions and/or disclaimers set out in the Authority's procurement documentation leading to the award of this Contract shall form part of this Contract.
- 30.10 This Contract, and any Dispute or claim arising out of or in connection with it or its subject matter (including any non-contractual claims), shall be governed by, and construed in accordance with, the laws of England and Wales.
- 30.11 Subject to Clause 22 of this Schedule 2, the Parties irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any Dispute or claim that arises out of or in connection with this Contract or its subject matter.
- 30.12 All written and oral communications and all written material referred to under this Contract shall be in English.

### Schedule 3

#### Information and Data Provisions

##### **1 Confidentiality**

- 1.1 In respect of any Confidential Information it may receive directly or indirectly from the other Party ("**Discloser**") and subject always to the remainder of Clause 1 of this Schedule 3, each Party ("**Recipient**") undertakes to keep secret and strictly confidential and shall not disclose any such Confidential Information to any third party without the Discloser's prior written consent provided that:
- 1.1.1 the Recipient shall not be prevented from using any general knowledge, experience or skills which were in its possession prior to the Commencement Date;
- 1.1.2 the provisions of Clause 1 of this Schedule 3 shall not apply to any Confidential Information:
- (i) which is in or enters the public domain other than by breach of this Contract or other act or omissions of the Recipient;
  - (ii) which is obtained from a third party who is lawfully authorised to disclose such information without any obligation of confidentiality;
  - (iii) which is authorised for disclosure by the prior written consent of the Discloser;
  - (iv) which the Recipient can demonstrate was in its possession without any obligation of confidentiality prior to receipt of the Confidential Information from the Discloser; or
  - (v) which the Recipient is required to disclose purely to the extent to comply with the requirements of any relevant stock exchange.
- 1.2 Nothing in Clause 1 of this Schedule 3 shall prevent the Recipient from disclosing Confidential Information where it is required to do so by judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim or otherwise by applicable Law, including the Freedom of Information Act 2000 ("**FOIA**"), Codes of Practice on Access to Government Information, on the Discharge of Public Authorities' Functions or on the Management of Records ("**Codes of Practice**") or the Environmental Information Regulations 2004 ("**Environmental Regulations**").
- 1.3 The Authority may disclose the Supplier's Confidential Information:
- 1.3.1 on a confidential basis, to any Contracting Authority (the Parties agree that all Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority);
- 1.3.2 on a confidential basis, to any consultant, contractor or other person engaged by the Authority and/or the Contracting Authority receiving such information;

- 1.3.3 to any relevant party for the purpose of the examination and certification of the Authority's accounts;
- 1.3.4 to any relevant party for any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
- 1.3.5 to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirements; or
- 1.3.6 on a confidential basis to a proposed successor body in connection with any proposed or actual, assignment, novation or other disposal of rights, obligations, liabilities or property in connection with this Contract;

and for the purposes of this Contract, references to disclosure "on a confidential basis" shall mean the Authority making clear the confidential nature of such information and that it must not be further disclosed except in accordance with Law or this Clause 1.3 of this Schedule 3.

- 1.4 The Supplier may only disclose the Authority's Confidential Information, and any other information provided to the Supplier by the Authority in relation this Contract, to the Supplier's Staff or professional advisors who are directly involved in the performance of or advising on the Supplier's obligations under this Contract. The Supplier shall ensure that such Staff or professional advisors are aware of and shall comply with the obligations in Clause 1 of this Schedule 3 as to confidentiality and that all information, including Confidential Information, is held securely, protected against unauthorised use or loss and, at the Authority's written discretion, destroyed securely or returned to the Authority when it is no longer required. The Supplier shall not, and shall ensure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of performing the Supplier's obligations in this Contract.
- 1.5 For the avoidance of doubt, save as required by Law or as otherwise set out in this Schedule 3, the Supplier shall not, without the prior written consent of the Authority (such consent not to be unreasonably withheld or delayed), announce that it has entered into this Contract and/or that it has been appointed as a Supplier to the Authority and/or make any other announcements about this Contract.
- 1.6 Clause 1 of this Schedule 3 shall remain in force:
  - 1.6.1 without limit in time in respect of Confidential Information which comprises Personal Data or which relates to national security; and
  - 1.6.2 for all other Confidential Information for a period of three (3) years after the expiry or earlier termination of this Contract unless otherwise agreed in writing by the Parties.

## **2 Data protection**

- 2.1 The Parties acknowledge their respective duties under Data Protection Legislation and shall give each other all reasonable assistance as appropriate or necessary to enable each other to comply with those duties. For the avoidance of doubt, the Supplier shall take reasonable steps to ensure it is familiar with the Data Protection Legislation and any obligations it may have under such Data Protection Legislation and shall comply with such obligations.

- 2.2 Where the Supplier is Processing Personal Data under or in connection with this Contract, the Parties shall comply with the Data Protection Protocol.
- 2.3 The Supplier and the Authority shall ensure that Personal Data is safeguarded at all times in accordance with the Law, and this obligation will include (if transferred electronically) only transferring Personal Data (a) if essential, having regard to the purpose for which the transfer is conducted; and (b) that is encrypted in accordance with any international data encryption standards for healthcare, and as otherwise required by those standards applicable to the Authority under any Law and Guidance (this includes, data transferred over wireless or wired networks, held on laptops, CDs, memory sticks and tapes).
- 2.4 Where, as a requirement of this Contract, the Supplier is Processing Personal Data relating to Learners as part of the Services, the Supplier shall:
- 2.4.1 complete and publish an annual information governance assessment using the NHS information governance toolkit;
  - 2.4.2 achieve a minimum level 2 performance against all requirements in the relevant NHS information governance toolkit;
  - 2.4.3 nominate an information governance lead able to communicate with the Supplier's board of directors or equivalent governance body, who will be responsible for information governance and from whom the Supplier's board of directors or equivalent governance body will receive regular reports on information governance matters including, but not limited to, details of all incidents of data loss and breach of confidence;
  - 2.4.4 report all incidents of data loss and breach of confidence in accordance with Department of Health and Social Care and/or the NHS England and/or Health and Social Care Information Centre guidelines;
  - 2.4.5 put in place and maintain policies that describe individual personal responsibilities for handling Personal Data and apply those policies vigorously;
  - 2.4.6 put in place and maintain a policy that supports its obligations under the NHS Care Records Guarantee (being the rules which govern information held in the NHS Care Records Service, which is the electronic Learner record management service providing authorised healthcare professionals access to a patient's integrated electronic care record);
  - 2.4.7 put in place and maintain agreed protocols for the lawful sharing of Personal Data with other NHS organisations and (as appropriate) with non-NHS organisations in circumstances in which sharing of that data is required under this Contract;
  - 2.4.8 where appropriate, have a system in place and a policy for the recording of any telephone calls in relation to the Services, including the retention and disposal of those recordings;
  - 2.4.9 at all times comply with any information governance requirements and/or processes as may be set out in the Specification and Supplier Proposal Document; and

- 2.4.10 comply with any new and/or updated requirements, Guidance and/or Policies notified to the Supplier by the Authority from time to time (acting reasonably) relating to the Processing and/or protection of Personal Data.
- 2.5 Where any Personal Data is Processed by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 2 of this Schedule 3, as if such Sub-contractor were the Supplier.
- 2.6 The Supplier shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings whatsoever or howsoever arising from the Supplier's unlawful or unauthorised Processing, destruction and/or damage to Personal Data in connection with this Contract.
- 3 Freedom of Information and Transparency
- 3.1 The Parties acknowledge the duties of Contracting Authorities under the FOIA, Codes of Practice and Environmental Regulations and shall give each other all reasonable assistance as appropriate or necessary to enable compliance with those duties.
- 3.2 The Supplier shall assist and cooperate with the Authority to enable it to comply with its disclosure obligations under the FOIA, Codes of Practice and Environmental Regulations. The Supplier agrees:
  - 3.2.1 that this Contract and any recorded information held by the Supplier on the Authority's behalf for the purposes of this Contract are subject to the obligations and commitments of the Authority under the FOIA, Codes of Practice and Environmental Regulations;
  - 3.2.2 that the decision on whether any exemption to the general obligations of public access to information applies to any request for information received under the FOIA, Codes of Practice and Environmental Regulations is a decision solely for the Authority;
  - 3.2.3 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier itself is subject to the FOIA, Codes of Practice and Environmental Regulations it will liaise with the Authority as to the contents of any response before a response to a request is issued and will promptly (and in any event within two (2) Business Days) provide a copy of the request and any response to the Authority;
  - 3.2.4 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier is not itself subject to the FOIA, Codes of Practice and Environmental Regulations, it will not respond to that request (unless directed to do so by the Authority) and will promptly (and in any event within two (2) Business Days) transfer the request to the Authority;
  - 3.2.5 that the Authority, acting in accordance with the Codes of Practice issued and revised from time to time under both section 45 of FOIA, and regulation 16 of the Environmental Regulations, may disclose information concerning the Supplier and this Contract; and

- 3.2.6 to assist the Authority in responding to a request for information, by processing information or environmental information (as the same are defined in FOIA and the Environmental Regulations) in accordance with a records management system that complies with all applicable records management recommendations and codes of conduct issued under section 46 of FOIA, and providing copies of all information requested by the Authority within five (5) Business Days of that request and without charge.
- 3.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations, the content of this Contract is not Confidential Information.
- 3.4 Notwithstanding any other term of this Contract, the Supplier consents to the publication of this Contract in its entirety (including variations), subject only to the redaction of information that is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations.
- 3.5 In preparing a copy of this Contract for publication under Clause 3.4 of this Schedule 3, the Authority may consult with the Supplier to inform decision making regarding any redactions but the final decision in relation to the redaction of information will be at the Authority's absolute discretion.
- 3.6 The Supplier shall assist and cooperate with the Authority to enable the Authority to publish this Contract.
- 3.7 Where any information is held by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 3 of this Schedule 3, as if such Sub-contractor were the Supplier.
- 4 Information Security**
- 4.1 Without limitation to any other information governance requirements set out in this Schedule 3, the Supplier shall:
- 4.1.1 notify the Authority forthwith of any information security breaches or near misses (including without limitation any potential or actual breaches of confidentiality or actual information security breaches) in line with the Authority's information governance Policies; and
- 4.1.2 fully cooperate with any audits or investigations relating to information security and any privacy impact assessments undertaken by the Authority and shall provide full information as may be reasonably requested by the Authority in relation to such audits, investigations and assessments.
- 4.2 Where required in accordance with the Specification and Supplier Proposal Document, the Supplier will ensure that it puts in place and maintains an information security management plan appropriate to this Contract, the type of Services being provided and the obligations placed on the Supplier. The Supplier shall ensure that such plan is consistent with any relevant Policies, Guidance, Good Industry Practice and with any relevant quality standards as may be set out in the Key Provisions and/or the Specification and Supplier Proposal Document.
- 4.3 Where required in accordance with the Specification and Supplier Proposal Document, the Supplier shall obtain and maintain certification under the HM Government Cyber

Essentials Scheme at the level set out in the Specification and Supplier Proposal Document.



## **Schedule 4**

### **Definitions and Interpretations**

#### **1 Definitions**

- 1.1 In this Contract the following words shall have the following meanings unless the context requires otherwise:

<b>“Actual Services Commencement Date”</b>	means the date the Supplier actually commences delivery of the Services, which is expected to be no later than the Long Stop Date;
<b>“Authority”</b>	means the authority named on the form of Contract on the first page;
<b>“Authority’s Obligations”</b>	means the Authority’s further obligations, if any, referred to in the Key Provisions;
<b>“Breach Notice”</b>	means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;
<b>“Business Continuity Event”</b>	means any event or issue that could impact on the operations of the Supplier and its ability to provide the Services including any Force Majeure Event;
<b>“Business Continuity Plan”</b>	means the Supplier’s business continuity plan which includes its plans for continuity of the Services during a Business Continuity Event;
<b>“Business Day”</b>	means any day other than Saturday, Sunday, Christmas Day, Good Friday or a statutory bank holiday in England and Wales;
<b>“Cabinet Office Statement”</b>	the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;
<b>“Change Control Process”</b>	means the change control process referred to in the Key Provisions;
<b>“Codes of Practice”</b>	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
<b>“Commencement Date”</b>	means the date of this Contract;
<b>“Confidential Information”</b>	means information, data and material of any nature, which either Party may receive or obtain in connection with the conclusion and/or operation of the Contract including any procurement process which is:

	<p>(a) Personal Data including without limitation which relates to any Learner or other person;</p> <p>(b) designated as confidential by either party or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored); and/or</p> <p>(c) Policies and such other documents which the Supplier may obtain or have access to through the Authority's intranet;</p>
<b>“Contract”</b>	means the form of contract at the front of this document and all schedules attached to the form of contract;
<b>“Contracting Authority”</b>	means any contracting authority as defined in regulation 3 of the Public Contracts Regulations 2015 (SI 2015/102) (as amended), other than the Authority;
<b>“Contract Manager”</b>	means for the Authority and for the Supplier the individuals specified in the Key Provisions, or such other person notified by a Party to the other Party from time to time in accordance with Clause 8.1 of Schedule 2;
<b>“Contract Price”</b>	means the price exclusive of VAT that is payable to the Supplier by the Authority under the Contract for the full and proper performance by the Supplier of its obligations under the Contract;
<b>“Controller”</b>	shall have the same meaning as set out in the GDPR;
<b>“Convictions”</b>	means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding-over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act);
<b>“Data Protection Legislation”</b>	means (i) the Data Protection Act 1998 or, from the date it comes into force, the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; (ii) the GDPR, the Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Law as amended from time to time; and (iii) all applicable Law about the processing of personal data and privacy;
<b>“Data Protection Protocol”</b>	means any document of that name as provided to the Supplier by the Authority (as amended from time to time in accordance with its terms), which shall include, without limitation, any such document appended to Schedule 3 (Information and Data Provisions) of this Contract;
<b>“Dispute(s)”</b>	means any dispute, difference or question of interpretation or construction arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, any matters of contractual construction and interpretation relating to the Contract, or any matter where

	this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
<b>“Dispute Notice”</b>	means a written notice served by one Party to the other stating that the Party serving the notice believes there is a Dispute;
<b>“Dispute Resolution Procedure”</b>	means the process for resolving Disputes as set out in Clause 22 of Schedule 2 or, where Clause 22 of Schedule 1 of the Contract applies, the process for resolving Disputes as set out in Schedule 7. For the avoidance of doubt, the Dispute Resolution Procedure is subject to Clause 29.2.3 of Schedule 2;
<b>“DOTAS”</b>	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992;
<b>“Environmental Regulations”</b>	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
<b>“Equality Legislation”</b>	means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non-discrimination and human rights as may be in force in England and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;
<b>“Exit Requirements”</b>	means the Authority’s exit requirements, as set out in the Specification and Supplier Proposal Document and/or otherwise as part of this Contract, which the Supplier must comply with during the Term and/or in relation to any expiry or early termination of this Contract;
<b>“Fair Deal for Staff Pensions”</b>	means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);
<b>“Financial Arrangements”</b>	means the document set out at Schedule 6;
<b>“FOIA”</b>	shall have the meaning given to the term in Clause 1.2 of Schedule 3;

<b>“Force Majeure Event”</b>	<p>means any event beyond the reasonable control of the Party in question to include, without limitation:</p> <ul style="list-style-type: none"> <li>(a) war including civil war (whether declared or undeclared), riot, civil commotion or armed conflict materially affecting either Party’s ability to perform its obligations under this Contract;</li> <li>(b) acts of terrorism;</li> <li>(c) fire, flood, storm or other natural disasters;</li> <li>(d) unavailability of public utilities and/or access to transport networks to the extent no diligent supplier could reasonably have planned for such unavailability as part of its business continuity planning;</li> <li>(e) government requisition or impoundment to the extent such requisition or impoundment does not result from any failure by the Supplier to comply with any relevant regulations, laws or procedures (including such laws or regulations relating to the payment of any duties or taxes) and subject to the Supplier having used all reasonable legal means to resist such requisition or impoundment;</li> <li>(f) compliance with any local law or governmental order, rule, regulation or direction applicable outside of England and Wales that could not have been reasonably foreseen;</li> <li>(g) industrial action which affects the ability of the Supplier to provide the Services, but which is not confined to the workforce of the Supplier or the workforce of any Sub-contractor of the Supplier; and</li> <li>(h) a failure in the Supplier’s and/or Authority’s supply chain to the extent that such failure is due to any event suffered by a member of such supply chain, which would also qualify as a Force Majeure Event in accordance with this definition had it been suffered by one of the Parties;</li> </ul> <p>but excluding, for the avoidance of doubt, the withdrawal of the United Kingdom from the European Union and any related circumstances, events, changes or requirements;</p>
<b>“Fraud”</b>	<p>means any offence under any law in respect of fraud in relation to this Contract or defrauding or attempting to defraud or conspiring to defraud the government, parliament or any Contracting Authority;</p>
<b>GDPR</b>	<p>means the General Data Protection Regulation (Regulation (EU) 2016/679);</p>
<b>“General Anti-Abuse Rule”</b>	<p>means</p> <ul style="list-style-type: none"> <li>(a) the legislation in Part 5 of the Finance Act 2013; and</li> </ul>

	(b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
<b>“Good Industry Practice”</b>	means the exercise of that degree of skill, diligence, prudence, risk management, quality management and foresight which would reasonably and ordinarily be expected from a skilled and experienced service provider engaged in the provision of services similar to the Services under the same or similar circumstances as those applicable to this Contract, including in accordance with any codes of practice published by relevant trade associations;
<b>“Guidance”</b>	means any applicable guidance, direction or determination and any policies, advice or industry alerts which apply to the Services, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Authority and/or have been published and/or notified to the Supplier by the Department of Health and Social Care, Monitor, NHS England, the Medicines and Healthcare Products Regulatory Agency, the European Medicine Agency, the European Commission, the Care Quality Commission and/or any other regulator or competent body;
<b>“Halifax Abuse Principle”</b>	means the principle explained in the CJEU Case C-255/02 Halifax and others;
<b>“HEE Quality Framework”</b>	means the Health Education England quality framework document in force from time to time;
<b>"HM Government Cyber Essentials Scheme"</b>	means the HM Government Cyber Essentials Scheme as further defined in the documents relating to this scheme published at: <a href="https://www.gov.uk/government/publications/cyber-essentials-scheme-overview">https://www.gov.uk/government/publications/cyber-essentials-scheme-overview</a> ;
<b>“Implementation Plan”</b>	means the implementation plan, if any, referred to in the Key Provisions;
<b>“Implementation Requirements”</b>	means the Authority’s implementation and mobilisation requirements (if any), as may be set out in the Specification and Supplier Proposal Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;
<b>“Intellectual Property Rights”</b>	means all patents, copyright, design rights, registered designs, trade marks, know-how, database rights, confidential formulae and any other intellectual property rights and the rights to apply for patents and trade marks and registered designs;
<b>“Key Provisions”</b>	means the key provisions set out in Schedule 1;
<b>“KPI”</b>	means the key performance indicators as set out in Schedule 5;

<b>“Law”</b>	<p>means any applicable legal requirements including, without limitation,:</p> <ul style="list-style-type: none"> <li>(a) any applicable statute or proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument as applicable in England and Wales;</li> <li>(b) any applicable European Union obligation, directive, regulation, decision, law or right (including any such obligations, directives, regulations, decisions, laws or rights that are incorporated into the law of England and Wales or given effect in England and Wales by any applicable statute, proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument);</li> <li>(c) any enforceable community right within the meaning of section 2(1) European Communities Act 1972;</li> <li>(d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales;</li> <li>(e) requirements set by any regulatory body as applicable in England and Wales;</li> <li>(f) any relevant code of practice as applicable in England and Wales; and</li> <li>(g) any relevant collective agreement and/or international law provisions (to include, without limitation, as referred to in (a) to (f) above);</li> </ul>
<b>“Learner”</b>	means those individuals enrolled on a programme of education / training to be supplied pursuant to this Contract by the Supplier as part of the Services;
<b>“Long Stop Date”</b>	means the date, if any, specified in the Key Provisions;
<b>“Losses”</b>	all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law;
<b>“NHS”</b>	means the National Health Service;
<b>“Occasion of Tax Non-Compliance”</b>	<p>means:</p> <ul style="list-style-type: none"> <li>(a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> <li>(i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</li> <li>(ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been,</li> </ul> </li> </ul>

	<p>notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or</p> <p>(b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;</p>
<b>“Party”</b>	means the Authority or the Supplier as appropriate and Parties means both the Authority and the Supplier;
<b>“Personal Data”</b>	shall have the same meaning as set out in the GDPR;
<b>“Policies”</b>	means the policies, rules and procedures of the Authority as notified to the Supplier from time to time;
<b>“Premises and Locations”</b>	has the meaning given under Clause 2.1 of Schedule 2;
<b>“Process”</b>	shall have the same meaning as set out in the GDPR. Processing and Processed shall be construed accordingly;
<b>“Processor”</b>	shall have the same meaning as set out in the GDPR;
<b>“Purchase Order”</b>	means the purchase order required by the Authority’s financial systems, if a purchase order is referred to in the Key Provisions;
<b>“Relevant Tax Authority”</b>	means HM Revenue and Customs, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;
<b>“Remedial Proposal”</b>	has the meaning given under Clause 15.3 of Schedule 2;
<b>“Residual Contract Period”</b>	means the period after the Contract expires or is terminated in accordance with its terms, during which the Supplier is required (pursuant to the provisions of Clauses 16.3 and 16.4 of Schedule 2) to complete the programme of education / training of Learners enrolled on such programmes of education / training under this Contract and all other relevant activity;
<b>“Services”</b>	means the services set out in this Contract (including, without limitation, the content of Schedule 5);
<b>“Services Commencement Date”</b>	means the date delivery of the Services shall commence as specified in the Key Provisions. If no date is specified in the Key Provisions this date shall be the Commencement Date;
<b>“Services Information”</b>	means information concerning the Services as may be reasonably requested by the Authority and supplied by the Supplier to the Authority in accordance with Clause 20 of Schedule 2;

<b>“Specification and Supplier Proposal Document”</b>	means the document set out in Schedule 5 as amended and/or updated in accordance with this Contract;
<b>“Staff”</b>	means all persons employed or engaged by the Supplier to perform its obligations under this Contract including any Sub-contractors and person employed or engaged by such Sub-contractors;
<b>“Sub-contract”</b>	means a contract between two or more suppliers, at any stage of remoteness from the Supplier in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract;
<b>“Sub-contractor”</b>	means a party to a Sub-contract other than the Supplier;
<b>“Supplier”</b>	means the supplier named on the form of Contract on the first page;
<b>“Supplier Code of Conduct”</b>	means the code of that name published by the Government Commercial Function originally dated September 2017, as may be amended, restated, updated, re-issued or re-named from time to time;
<b>“Term”</b>	means the term as set out in the Key Provisions;
<b>“Termination Notice”</b>	means a written notice of termination given by one Party to the other notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract on a specified date and setting out the grounds for termination;
<b>“Third Party”</b>	means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Transfer Date;
<b>“Transfer Date”</b>	means the Actual Services Commencement Date;
<b>"TUPE"</b>	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law; and
<b>“VAT”</b>	means value added tax chargeable under the Value Added Tax Act 1994 or any similar, replacement or extra tax.

- 1.2 References to any Law shall be deemed to include a reference to that Law as amended, extended, consolidated, re-enacted, restated, implemented or transposed from time to time.
- 1.3 References to any legal entity shall include any body that takes over responsibility for the functions of such entity.



- 1.4 References in this Contract to a “Schedule”, “Appendix”, “Paragraph” or to a “Clause” are to schedules, appendices, paragraphs and clauses of this Contract.
- 1.5 References in this Contract to a day or to the calculation of time frames are references to a calendar day unless expressly specified as a Business Day.
- 1.6 Unless set out in the Financial Arrangements as a chargeable item and subject to Clause 30.6 of Schedule 2, the Supplier shall bear the cost of complying with its obligations under this Contract.
- 1.7 The headings are for convenience only and shall not affect the interpretation of this Contract.
- 1.8 Words denoting the singular shall include the plural and vice versa.
- 1.9 Where a term of this Contract provides for a list of one or more items following the word “including” or “includes” then such list is not to be interpreted as an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.
- 1.10 Where there is a conflict between the Supplier’s responses to the Authority’s requirements (the Supplier’s responses being set out in Schedule 5) and any other part of this Contract, such other part of this Contract shall prevail.
- 1.11 Where a document is required under this Contract, the Parties may agree in writing that this shall be in electronic format only.
- 1.12 Where there is an obligation on the Authority to procure any course of action from any third party, this shall mean that the Authority shall use its reasonable endeavours to procure such course of action from that third party.
- 1.13 Any Breach Notice issued by a Party in connection with this Contract shall not be invalid due to it containing insufficient information. A Party receiving a Breach Notice (“**Receiving Party**”) may ask the Party that issued the Breach Notice (“**Issuing Party**”) to provide any further information in relation to the subject matter of the Breach Notice that it may reasonably require to enable it to understand the Breach Notice and/or to remedy the breach. The Issuing Party shall not unreasonably withhold or delay the provision of such further information as referred to above as may be requested by the Receiving Party but no such withholding or delay shall invalidate the Breach Notice.
- 1.14 Any terms defined as part of a Schedule or other document forming part of this Contract shall have the meaning as defined in such Schedule or document.

## **Schedule 5**

### **Specification and & KPIs**

The Supplier has been commissioned as they have the expertise to drive forward the HEE Foot Health Standards Assessment and Accreditation as required in this specification.

The Supplier will work collaboratively with other subject matter experts as identified by the Authority in order to realise the full agenda.

The full specification and the project KPIs are noted below and have been agreed by both parties.

Implementation of the HEE Standards for the Foot Health Workforce - accreditation and assessment

# Specification

## **Implementation of the HEE Standards for the Foot Health Workforce - accreditation and assessment**

### **1. Introduction**

- 1.1 Health Education England (HEE) is the national leadership organisation for education, training and workforce development in the NHS in England. It exists to support the delivery of excellent healthcare and health improvement to the patients and public of England by ensuring that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place.
- 1.2 HEE is seeking to appoint a supplier to support the implementation of the HEE Standards for the Foot Health Workforce ('the Standards') by establishing a system to accredit education and training programmes and assess individual practitioners against the Standards.
- 1.3 We want to improve the supply of podiatrists into the NHS workforce to meet patient demand. We also want to increase understanding of the skills of the valued NHS podiatry support workforce and enable improved pathways for entry to, and career progression in, the workforce.
- 1.4 This work is consistent with and complementary to ongoing HEE work which aims to improve how support workers to the AHP professions are trained, developed and deployed for the benefit of NHS patients.<sup>1</sup>

(a) \_\_\_\_\_

<sup>1</sup> <https://www.hee.nhs.uk/our-work/allied-health-professions/enable-workforce/developing-role-ahp-support-workers>

- 1.5 This tender exercise is one part of the implementation of the Standards. The needs of the NHS and NHS patients are foremost throughout.
- 1.6 In this specification:
- 'Foot health workforce' refers to the entirety of the workforce, including registered podiatrists, in both the NHS and independent sectors, involved in providing foot health services for patients.
  - 'NHS podiatry support workforce' refers to the workforce which provides support to podiatrists and podiatry services in the NHS.
  - 'Un-registered foot health workforce' refers to the workforce in the NHS and independent sector up to but not including podiatrists.

## **2. Background**

### Supply and demand challenges in the NHS podiatry workforce

- 2.1 Podiatry and foot health provision are a core NHS service, provided by podiatrists and a small support workforce. There are significant existing challenges in ensuring that the NHS has sufficient numbers of podiatrists in the workforce to meet the foot health needs of patients now and in the future.
- 2.2 NHS workforce data reveals a decline over a number of years in the number of podiatrists. There are also challenges in recruiting sufficient numbers of students to pre-registration podiatry programmes. At the same time, demand for podiatry services is increasing and the case load mix is becoming more complex and challenging to manage. In the absence of action, data suggests that NHS podiatry services will continue to face severe challenges, creating future risks for patient care and patient outcomes.
- 2.3 HEE is committed to making a positive contribution, working in partnership with stakeholders, to tackling these challenges. Activities to date have

included the introduction of degree apprenticeships in podiatry and a marketing campaign to boost awareness of podiatry as a career option. Recent data shows an increase in the number of applications to pre-registration podiatry programmes.

- 2.4 The supply and demand challenges described above are long term challenges that require long term solutions and new thinking. This involves considering the potential contribution of the whole of the foot health workforce, as part of safe and appropriately skill-mixed teams, to meeting patient demand in the NHS. This includes the potential contribution of the existing NHS podiatry support workforce and Foot Health Practitioners (FHPs), who largely practise in the independent sector.
- 2.5 To lead this work, HEE brought together a range of partner organisations in the foot health sector to form the Foot Health Consortium.

#### Standards for the Foot Health Workforce

- 2.6 HEE has worked with stakeholders across the foot health sector to develop the 'Standards for the Foot Health Workforce' ('the Standards').
- 2.7 These Standards articulate what education and training looks like across the whole of the un-registered foot health workforce, including NHS support workers and FHPs. The Standards set out, for each role and educational level, the threshold knowledge, understanding and skills required for safe and effective practice.
- 2.8 The Standards provide clarity about the competencies of different roles in the un-registered workforce. They will support pathways into the NHS podiatry support workforce and into pre-registration podiatry education and training programmes, supporting increased NHS workforce supply to meet patient demand.

- 2.9 HEE consulted on draft standards between December 2020 and February 2021 and we used the feedback received to improve their content.<sup>2</sup> The final Standards have now been published.<sup>3</sup>

#### Implementation of the Standards – accreditation and assessment

- 2.10 The consultation document said that HEE intended to work in partnership with stakeholders to facilitate the implementation of the Standards. The Standards have been developed in partnership with stakeholders across the sector. They also have value and currency in the independent sector. However, HEE's focus is on the NHS in England - ensuring a sustainable podiatry and podiatry support workforce to meet NHS patient demand.
- 2.11 The consultation document described how variability in the education and training of FHPs limits the ability of the NHS to recognise the potential contribution of this workforce to NHS podiatry services. It proposed establishing an accreditation process for FHP programmes which would provide assurance that practitioners completing those programmes have met the Standards. This would in turn support service providers in considering recruitment of FHPs into NHS podiatry support worker roles. It would also help facilitate pathways into the NHS workforce through step on routes into assistant practitioner and pre-registration podiatry programmes. The consultation document also suggested a similar mechanism could be put in place to assess existing FHPs against the Standards. Discussion with the Foot Health Consortium has subsequently identified that any accreditation and assessment system should also extend to the existing NHS podiatry support workforce.
- 2.12 It is typical for similar accreditation and assessment activities which are not mandated by legislation to be sector-led. HEE will continue working in partnership with stakeholders in the sector to support implementation of the Standards.

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<sup>2</sup> <https://www.hee.nhs.uk/our-work/allied-health-professions/education-employment/future-proofing-podiatry-workforce/consultation-analysis-draft-standards-foot-health-workforce>

<sup>3</sup> <https://www.hee.nhs.uk/our-work/allied-health-professions/education-employment/future-proofing-podiatry-workforce/standards-foot-health-workforce>

### **3. Scope of contract**

3.1 HEE is seeking to fund a supplier to establish (and subsequently operationally deliver) the following.

- A system of accreditation of education and training programmes against the Standards. The programmes to be accredited are those which prepare students for roles in the un-registered foot health workforce once qualified.
- A system of assessment of individual practitioners in the un-registered foot health workforce against the Standards.

3.2 At their simplest, these processes typically entail the following.

- Documentary evidence submitted by an education provider about a programme, or by an individual, against the Standards.
- Assessment of that evidence against the Standards by peer reviewers – normally clinical practitioners and educators in the field.
- A final decision (often made by a Committee or similar) about whether the programme or individual meets the Standards or whether further information or action is required to meet the Standards.
- In the case of programme accreditation, a process for ongoing monitoring of programmes and/or periodic reassessment against the Standards (for example, reaccreditation required every five years).

3.3 Detailed activities required in the set-up phase will be determined by and agreed with the appointed supplier, but they will include the following.

#### **Development of standards**

- The supplier will be required to develop standards which programmes seeking accreditation will be required to meet – ‘Standards of education and training’ (or their equivalent). These standards must clearly articulate what education providers need to have in place for students

to meet the competencies described in the Foot Health Standards. This includes, for example, that a programme has sufficient resources and adequate arrangements for safe and effective clinical learning.

- These standards must include clear benchmarks for the volume of learning typically required to deliver the competencies outlined in the Standards at each educational level.<sup>4</sup>

#### Operational processes

- Development and piloting of operational processes for accreditation and assessment.
- Appointment / recruitment of appropriately qualified and experienced peer reviewers.

#### Communication and engagement

- Engagement with stakeholders to inform development and delivery of the above.
- Joint communication with HEE to NHS podiatry services and others to ensure their understanding of the value of the accreditation and assessment system.

- 3.4 HEE's funding is fixed, one-off 'seed funding'. This funding is limited to paying for the set-up costs of establishing the accreditation and assessment system, and, if remaining funds allow, a contribution to the early costs of operational delivery. Funds will be paid on a payment profile split across financial years.

(a) \_\_\_\_\_

<sup>4</sup> To illustrate what is meant here by 'volume of learning' – for example:

- A Level 3 Diploma in Healthcare Support forming part of a support worker apprenticeship route provides 65 RQF credits equivalent to 650 hours of learning.
- For pre-registration education and training in podiatry, the volume of learning is indicated by the requirement for an honours degree (HCPC Standards of education and training, 'SET 1').



- 3.5 The on-going operating costs of such arrangements would need to be funded by the supplier – most likely through fees paid by education providers seeking accreditation and by individuals seeking assessment (although other funding mechanisms may be possible).
- 3.6 The total available budget for this work is up to **£150,000**. The appointed supplier would be required to enter into a contract with HEE for an 18 month duration.

#### **4. Supplier requirements**

- 4.1 We are open to considering bids for this work from appropriately qualified suppliers. The work of the Foot Health Consortium, including the development of the Standards, has progressed to date on the basis of constructive collaboration between different foot health sector bodies. Therefore, we anticipate that delivery of the scope of this work may be particularly suitable for a consortium of foot health sector bodies.
- 4.2 Whatever their circumstances, suppliers will need to demonstrate that they are capable of delivering the accreditation and assessment functions in a way that will be both robust and inclusive and command the confidence of the foot health sector as a whole.
- 4.3 The supplier must be able to evidence / demonstrate:

**Budget:** The supplier must be able to deliver the work outlined in this specification to budget.

**Capability:** The supplier must be capable. This includes demonstrating its experience and expertise in podiatry and foot health and/or development and delivery of similar accreditation and assessment processes.

**Capacity:** The supplier must have the capacity to develop and subsequently deliver the accreditation and assessment system to reasonable timescales. This might include having in place existing infrastructure that can be effectively adapted and utilised for the purpose, or the demonstrable ability and expertise to develop these.

**Credibility:** The supplier must be credible. It must have sufficient standing with relevant stakeholders including education providers, professional bodies and service providers.

**Delivery:** The supplier (or, if a consortium, its constituent parts) must be able to demonstrate a track record of successful delivery of similar projects to timetable and budget.

**Equality, diversity and inclusion.** The supplier must demonstrate the ability to develop and deliver the accreditation and assessment system in a manner which ensures equality, diversity and inclusion.

**Independence:** The supplier must demonstrate how they will be constituted to make informed accreditation and assessment decisions free of significant actual or perceived conflict of interest.

**Sustainability:** As far as is reasonably possible, the supplier must be able to demonstrate how they intend their proposed arrangements will ensure the longer-term sustainability of the accreditation and assessment system.

## **5. Reporting and management**

5.1 The appointed supplier will be required to:

- Develop and subsequently agree with HEE a detailed project plan for set-up at the outset of the commission.
- Provide quarterly reports (and as requested) to HEE on progress against plan – to include highlights, risks and issues.
- Meet with HEE periodically as required to monitor progress.

**Contract Key Performance Indicators(KPIs)**  
**Health Education England and the Royal College of Podiatry**

**1.1     *Key Performance Indicators (KPIs)***

**1.2**

**1.3     *Project***

**1.4     *To establish a system of accreditation for education and training for foot health programmes and assessment of individual practitioners against the HEE Foot Health Standards***

**Key Performance Indicators (KPIs)**

This document sets out the key performance indicators (KPIs) which HEE expect to be achieved by undertaking this project and will form part of the contract. It is to be used in conjunction with the specification supplied for this work.

The Foot Health Standards articulate what education and training looks like across the whole of the un-registered foot health workforce, including NHS support workers and FHPs. The Standards set out, for each role and educational level, the threshold knowledge, understanding and skills required for safe and effective practice. The Standards provide clarity about the competencies of different roles in the un-registered workforce. They will support pathways into the NHS podiatry support workforce and into pre-registration podiatry education and training programmes, supporting increased NHS workforce supply to meet patient demand.

Establishing an accreditation process for programmes which provide entry into the FHP and NHS podiatry support workforces will provide assurance that practitioners completing those programmes have met the Standards. This would also support service providers in considering recruitment of FHPs into NHS podiatry support worker roles. It will also help facilitate pathways into the NHS workforce through step on routes into assistant practitioner and pre-registration podiatry programmes.

KPI Number	KPI Title	Description
1	The Oversight Group	<p>To establish using members from across the foot health community, an oversight group which commands the respect and confidence of the foot health community in all sectors.</p> <p>Therefore, this oversight group must include representation from within the Foot Health Practitioners (FHP) workforce and the Podiatry Support Workers workforce. There must be representation from NHS managers. It would also be helpful if this group had representation from the inclusion of Patient/Public involvement at some stage.</p> <p>This oversight group will drive this work so that once this project is at its completion, they will be in a position, and have the influence, to be able to drive the outcomes of this work into a 'business as usual' format/undertaking for the future success and sustainability of the programme.</p>
2	Standards of education & training	<p>You will develop standards of education and training that have been developed by consulting with an extensive group of multi-professional stakeholders.</p> <p>These standards must be <u>fair and appropriate</u>.</p> <p>This should also include consultation with NHS managers on how the education and training fits in with the NHS workforce. This should also recognise the opportunities presented by the "Accreditation of prior experiential learning (APEL). This is the identification, assessment and formal acknowledgement of learning and achievement that occurred at some time in the past prior to entry to a course of study, but not in the context of formal education or training.</p> <p>There are also opportunities in the Accreditation of prior learning (APL), This is the identification, assessment and formal acknowledgement of learning and achievement that occurred at some time in the past (perhaps as the result of a previous course, self-directed study, or active experience), which is taken into account when admitting a student to a course of study. (See also 'recognition of prior learning'.)"</p>

		<p>You will clearly articulate what education providers need to have in place for students to meet the competencies described in the Foot Health Standards. This includes, for example, that a programme has sufficient resources and adequate arrangements for safe and effective clinical learning.</p>
3	Benchmarks for Volume of Learning	<p>You will develop clear benchmarks for the volume of learning typically required to deliver the competencies outlined in the Standards at each educational level.</p> <p>For example, to illustrate what is meant by 'volume of learning': A Level 3 Diploma in Health care Support forming part of a support worker apprenticeship route provides 65 RQF credits equivalent to 650 hours of learning.</p> <p>For pre-registration education and training in podiatry, the volume of learning is indicated by the requirement for an honour's degree (HCPC Standards of education and training, 'SET 1').</p> <p>These benchmarks for the volume of learning will need to specify what is required for both clinical and academic learning. There can be significant variability in the 'clinical skills element' of training provided for FHPs. The foot health standards deal with this through level descriptors, but implementation will need to capture volume across both domains</p>
4	Operational processes Development and piloting of the operational processes for a fair and appropriate accreditation and assessment	<p>Accreditation and assessment processes must be developed which are deemed fair and appropriate, by all foot healthcare sectors. Therefore, operational processes must be developed in consultation and include wide multiprofessional stakeholder engagement.</p> <p>Included will be the appointment / recruitment of appropriately qualified and experienced peer reviewers from all employment sectors (i.e. NHS service managers, foot health practitioners and the NHS Podiatry support workforce)</p> <p>These operational processes must be developed to, as far as possible, ensure sustainability after the end of this funding for the project. Future funding of the operational process must be deemed fair and appropriate by all foot health care sectors</p> <p>The implementation of operational processes must consider any equality, diversity and inclusion implications. The College must collect equality, diversity and inclusion monitoring data in relation to</p>

		learners and use it to monitor outcomes for different groups, taking corrective action and/or escalating to HEE where potential issues are identified.
5	Communication and engagement	<p>There needs to be extensive multiprofessional engagement with stakeholders to inform development and delivery of the assessment and accreditation process. This includes extensive consultation in all aspects of the development of the assessment and accreditation process. (NB: Some NHS Service managers felt that they were not fully consulted on the development of the Foot Health standards so they must be formally targeted.)</p> <p>A clear communication plan needs to be developed offering various methods of communication. For example, webinars, infographics, newsletters, learning sessions, FAQs etc.</p> <p>Joint communication with HEE to NHS podiatry services and others to ensure their understanding of the value of the accreditation and assessment system.</p> <p>Supporting Guidance for service managers needs to be developed that will link into NHS Employers tool kit</p>
6	The Support Workforce	<p>HEE's focus is on the NHS in England - ensuring a sustainable podiatry and podiatry support workforce to meet NHS patient demand.</p> <p>The accreditation and assessment system should also extend to the existing NHS podiatry support workforce, alongside the currently unregulated work force such as FHPs.</p> <p>You will work with HEE's AHP support workforce team to ensure alignment with their work.</p>
7	Project Management	<p>Clear project management plans need to be supplied with a <u>Skilled</u> Project Manager assigned to oversee each element of these KPIs. This project manager will be expected to report regularly to HEE on a 2 monthly basis, and to any other interested parties when requested.</p> <p>Therefore, clear measurement tools must be utilised or developed to report on each aspect of these KPIs from the College that can quantify where the project is at during its lifetime. Reporting on success and challenges and how these have been overcome.</p> <p>Risks and issues log is vital to the projects' success and mitigation factors developed to address should they arise.</p>

8	Finance	A clear financial breakdown must be submitted which is updated regularly (2 Monthly) showing the Return on Investment and plans for sustainability of the work after contract end date
9	Reporting	Regular meetings to be set up with HEE in which reporting on progress is given plus any risks or issues identified alongside mitigation proposals. A final report to HEE outlining the outcomes of the work plus learning from the project. Clear lines of sustainability and financing for future and Return on Investment (ROI)
10	Uptake	Evidenced work with the foot health community to show that this work is embedded into 'business as usual' part of their organisational structure and that they support the active uptake of these education standards.

## **Schedule 6**

### **Commercial Schedule**

The Supplier is permitted to raise an invoice for the Contract Price to the Authority for the delivery of these services. The Authority will reimburse the Supplier via two lump-sum payments that equate to 50% of the Contract Price to be paid in the financial year 2021/22 and 50% of the Contract Price to be paid in the financial year 2022/23. The contract price is agreed with the supplier's project costings submitted (see below).

<b>Services</b>	<b>Price</b>
<b>Price for Contract Services</b>	<b>£149,955</b>
<b>VAT</b>	<b>£29,991</b>
<b>Contract Price (including VAT)</b>	<b>£179,946</b>

In order to be valid for payment invoices raised by the Supplier must:

1. Contain the following information as a minimum:
2. Name the Supplier;
3. Include the Purchase Order Number (to be supplied upon contract signature), or in the absence of a Purchase Order Number, to include [REDACTED] in top third of Invoice.
4. The Supplier's bank details
5. The email address for financial correspondence;
6. Contain a brief description of Services provided.
7. Addressed to:  
[REDACTED]  
Health Education England  
T73 Payables F485  
Phoenix House, Topcliffe Lane  
Wakefield  
West Yorkshire, WF3 1WE
8. PDF Version of Invoice sent to [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net)



**Royal College of Podiatry Costings for projects:**



## Schedule 7

### Expert Determination

#### 1 Dispute Process

- 1.1 During any Dispute, including a Dispute as to the validity of the Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 1.2 In the case of a Dispute the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and shall follow the procedure set out in this Schedule 7.
- 1.3 In the event of a Dispute either Party may serve a Dispute Notice on the other Party to commence formal resolution of the Dispute. The Dispute Notice shall set out:
  - 1.3.1 the material particulars of the Dispute; and
  - 1.3.2 the reasons why the Party serving the Dispute Notice believes the Dispute has arisen.
- 1.4 Following the service of a Dispute Notice the Parties shall first seek to resolve the Dispute by convening a meeting between the Authority's Contract Manager and the Supplier's Contract Manager (together the "**Contract Managers**").
  - 1.4.1 The meeting of the Contract Managers must take place within five (5) Business Days of the date of the Dispute Notice (the "**Dispute Meeting**").
  - 1.4.2 The Contract Managers shall be given ten (10) Business Days following the date of the Dispute Meeting to resolve the Dispute.
  - 1.4.3 The Contract Managers can agree to further meetings at levels 2 and/or 3, as referred to at clause 5.1 of the Key Provisions in Schedule 1, in addition to the Dispute Meeting, but such meetings must be held within the ten (10) Business Day timetable set out in paragraph 1.4.2 of this Schedule 7.
  - 1.4.4 If at any point it becomes clear that the timetable set out cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the timetable. Any agreed extension to the timetable shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.
- 1.5 If the procedure set out in paragraph 1.4 of this Schedule 7 has been exhausted and fails to resolve the Dispute either Party may request the Dispute be resolved by way of a binding expert determination (pursuant to paragraph 1.6 of this Schedule 7). For the avoidance of doubt, the Expert shall determine all matters (including, without limitation, matters of contractual construction and interpretation) in connection with any Dispute referred to binding expert determination pursuant to paragraph 1.6 of this Schedule 7.
- 1.6 Where the Dispute is referred to binding expert determination the following process will apply:

- 1.6.1 The Party wishing to refer the Dispute to expert determination shall give notice in writing to the other Party informing it of its wish to refer the Dispute to expert determination and giving brief details of its position in the Dispute.
- 1.6.2 The Parties shall attempt to agree upon a single expert (who must have no connection with the Dispute unless both Parties have consented in writing) (an “**Expert**”). For the avoidance of doubt, where the Dispute relates to contractual interpretation and construction, the Expert may be Queen’s Counsel. In the event that the Parties fail to agree upon an Expert within five (5) Business Days following the date of the notice referred to in paragraph 1.6.1 of this Schedule 7 (or if the person agreed upon is unable or unwilling to act), the Parties agree that the Expert will be nominated and confirmed to be appointed by the Centre for Effective Dispute Resolution.
- 1.6.3 The Expert must be willing and able to complete the expert determination process within thirty (30) Business Days of the Date of Final Representations (as defined in paragraph 1.6.5 of this Schedule 7).
- 1.6.4 The Expert shall act as an expert not as an arbitrator or legal advisor. There will be no formal hearing and the Expert shall regulate the procedure as he sees fit.
- 1.6.5 The Parties shall each have the right to make written representations to the Expert and will, with reasonable promptness, provide the Expert with such assistance and documents as the Expert reasonably requires for the purpose of reaching a decision. Such representations must be made within twenty eight (28) Business Days of the Expert being appointed, or fourteen (14) Business Days after the last documents requested by the Expert have been provided to the Expert, whichever is the later (“**Date of Final Representations**”). Any documents provided to the Expert and any correspondence to or from the Expert, including email exchanges, shall be copied to the other Party simultaneously.
- 1.6.6 The Expert shall have the power to open up, review and revise any certificate, opinion, requisition or notice and to determine all matters in Dispute (including his jurisdiction to determine matters that have been referred to him).
- 1.6.7 The Expert may take such advice and assistance from professional advisers or other third parties as he reasonably considers appropriate to enable him to reach a determination of the Dispute and may issue orders that one or both of the Parties are to pay such third party costs, stating the proportion. For the avoidance of doubt, where the Expert is not Queen’s Counsel, and the Expert requires advice or assistance on matters of contractual interpretation and construction, the expert may take such advice and assistance from a third party Queen’s Counsel of their choosing under this paragraph 1.6.7 of this Schedule 7. The Parties will pay any such third party costs incurred pursuant to this paragraph 1.6.7 of this Schedule 7 in such proportions as the Expert shall order. In the absence of such order such third party costs will be paid equally.
- 1.6.8 The Expert shall provide the Parties with a written determination of the Dispute (the “**Expert’s Decision**”) within thirty (30) Business Days of the Date of Final Representations, which shall, in the absence of fraud or manifest error, be final and binding on the Parties.

- 1.6.9 The Expert's Decision shall include reasons.
- 1.6.10 The Parties agree to implement the Expert's Decision within five (5) Business Days of the Expert's Decision being provided to them or as otherwise specified as part of the Expert's Decision.
- 1.6.11 The Parties agree that the Expert shall be entitled to proceed to give his binding determination should one or both Parties fail to act in accordance with the procedural timetable set out above.
- 1.6.12 The Parties will pay the Expert's costs in such proportions as the Expert shall determine. In the absence of such determination such costs will be shared equally.
- 1.6.13 The Parties agree to keep confidential all information arising out of or in connection with the expert determination, including details of the underlying Dispute, except where disclosure is required by Law.
- 1.7 Nothing in this Contract shall prevent:
  - 1.7.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
  - 1.7.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party (including Intellectual Property Rights) or which relates to the safety of patients and other service users or the security of Confidential Information, pending the resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 1.8 Subject to paragraph 1.7 of this Schedule 7 neither Party may commence legal proceedings in relation to a Dispute until the dispute resolution procedures set out in this Schedule 7 have been exhausted. For the avoidance of doubt, either Party may commence legal proceedings to enforce the Expert's Decision.
- 1.9 This Schedule 7 shall survive the expiry of or earlier termination of this Contract for any reason.

## **Schedule 8**

### **Change Control Process**

#### **1 PRINCIPLES**

- 1.1 Where the Authority or the Supplier sees a need to change this Contract, the Authority may at any time request, and the Supplier may at any time recommend, such change only in accordance with the Change Control Process set out in Paragraph 2 of this Schedule 8.
- 1.2 Until such time as a change is made in accordance with the Change Control Process, the Authority and the Supplier shall, unless otherwise agreed in writing, continue to perform this Contract in compliance with its terms prior to such change.
- 1.3 Any discussions which may take place between the Authority and the Supplier in connection with a request or recommendation before the authorisation of a resultant change shall be without prejudice to the rights of either Party.
- 1.4 Any work undertaken by the Supplier and the Supplier's Staff which has not been authorised in advance by a change, and which has not been otherwise agreed in accordance with the provisions of this Schedule 8, shall be undertaken entirely at the expense and liability of the Supplier.

#### **2. PROCEDURE**

- 2.1 Discussion between the Authority and the Supplier concerning a change shall result in any one of the following:
  - (a) no further action being taken; or
  - (b) a request to change this agreement by the Authority; or
  - (c) a recommendation to change this Contract by the Supplier.
- 2.2 Where a written request for an amendment is received from the Authority, the Supplier shall, unless otherwise agreed, submit two copies of a Change Control Note signed by the Supplier to the Authority within three (3) weeks of the date of the request.
- 2.3 A recommendation to amend this agreement by the Supplier shall be submitted directly to the Authority in the form of two copies of a Change Control Note signed by the Supplier at the time of such recommendation. The Authority shall give its response to the Change Control Note within three (3) weeks.
- 2.4 Each Change Control Note shall contain:
  - (a) the title of the change;
  - (b) the originator and date of the request or recommendation for the change;
  - (c) the reason for the change;
  - (d) full details of the change, including any specifications;

- (e) the price, if any, of the change;
  - (f) a timetable for implementation, together with any proposals for acceptance of the change;
  - (g) a schedule of payments if appropriate;
  - (h) details of the likely impact, if any, of the change on other aspects of this agreement including:
    - (i) the timetable for the provision of the change;
    - (ii) the personnel to be provided;
    - (iii) the Charges;
    - (iv) the training to be provided;
    - (v) working arrangements; and
    - (vi) other contractual issues;
  - (i) the date of expiry of validity of the Change Control Note; and
  - (j) provision for signature by the Authority and the Supplier.
- 2.5 For each Change Control Note submitted by the Supplier the Authority shall, within the period of the validity of the Change Control Note:
- (a) allocate a sequential number to the Change Control Note; and
  - (b) evaluate the Change Control Note and, as appropriate:
    - (i) request further information; or
    - (ii) arrange for two copies of the Change Control Note to be signed by or on behalf of the Authority and return one of the copies to the Supplier; or
    - (iii) notify the Supplier of the rejection of the Change Control Note.
- 2.6 A Change Control Note signed by the Authority and by the Supplier shall constitute an amendment to the Contract.

Any changes to this Contract, including to the Services, shall be recorded and agreed in writing in the Change Control Notification form detailed below:

## Change Control Notification

CCN Number:

<b>Title of Change</b>	
<b>Service Line</b>	
<b>Operations Lead</b>	
<b>CM originator</b>	

Change Control Notice (CCN to the following agreement:		
Agreement name		Date of Agreement
Date Change Requested	Date CCN Raised	Expiry date of CCN

Contact Information for the proposed change	
Originator	Other Party
<b>Name:</b>	<b>Name:</b>
<b>Company:</b>	<b>Company:</b>
<b>Telephone:</b>	<b>Telephone:</b>
<b>Email:</b>	<b>Email:</b>

Clauses and Schedules affected

Associated Change Control Notices		
CCN No.	Name of Agreement	Date of Agreement

Reason for change

Description of Change

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<b>Changes to contract charges and revised payment schedules</b>

<b>Price to implement change</b>

<b>Impact of change on other agreement provisions</b>

<b>Timetable for implementation</b>

<b>Acceptance</b>	
<b>Signed for and on behalf of: Health Education England</b>	<b>Signed:</b>  <b>Print Name:</b>  <b>Title:</b>  <b>Date:</b>
<b>Signed for and on behalf of:</b>	<b>Signed:</b>  <b>Print name:</b>  <b>Title:</b>  <b>Date:</b>



## DPIA Third Party Insurance Form

**(To be completed by HEE & Successful Supplier on award & Signing of Contract)**

# APPENDIX C: Third Party Assurance Form

This form only needs to be completed where HEE has commissioned a third party to be a data processor or where HEE mandates a third-party product/system for use. This form can be sent to the third party directly with a request for them to provide the assurance required as set out below however, HEE colleagues will be required to complete those sections with a pink heading.

HEE administrative details	
<i>The information provided in this section should match (and can be copied) the DPIA documentation and should be completed by a HEE member of staff.</i>	
DPIA reference number	
Name of HEE contact for the DPIA	

1. Third party details		
1.	Name and business address	
2.	Primary contact details	<i>Name, email address and phone number</i>
3.	Where is the organisation based? <i>Please delete as appropriate and provide the country if based in the EEA</i>	<div style="display: flex; flex-direction: column; gap: 10px;"> <div>UK</div> <div>European Economic Area (EEA)</div> <div>USA</div> <div>Other – <i>please specify</i></div> </div>
4.	Where are the organisations servers based? <i>Please delete as appropriate and provide the country if based in the EEA</i>	<div style="display: flex; flex-direction: column; gap: 10px;"> <div>UK</div> <div>European Economic Area (EEA)</div> <div>USA</div> <div>Other – <i>please specify</i></div> </div>
5.	Is the organisation registered with the Information Commissioners Office (ICO)? <i>Please delete as appropriate</i>	<div style="display: flex; flex-direction: column; gap: 10px;"> <div>Yes – <i>please provide registration number</i></div> <div>No – <i>why not?</i></div> </div>

6.	Contact details for the Data Protection Officer	<i>Name, email address and phone number</i>
	Is the organisation compliant with the Data Security and Protection Toolkit (DSPT) to level 2? <i>Please delete as appropriate</i>	Yes  No

## 2. Contract / agreement details

7.	Is a contract in place (or expected to be)? <i>Please delete as appropriate</i>	Yes  No
8.	Where a contract is in place (or expected to be), please specify which type of contract this is <i>Please delete as appropriate</i>	NHS T&Cs  Crown Commercial Services  LDA  Other – <i>please specify</i>
9.	If there is no contract in place, have any of the listed documents been completed (or expected to be)? <i>Please delete as appropriate</i>	Data sharing agreement (DSA) – <i>if yes, please ensure that a copy is submitted to HEE's IG Team</i>  Service level agreement (SLA)  Other – <i>please specify</i>
10.	Where none of the above are in place, please explain why this is the case	
11.	Contract / agreement end / review date	

## 3. Data processing

12.	What product / service is being provided? <i>Please provide details</i>	
13.	What personal / special category data is the organisation processing on HEE's behalf?	
14.	Will any of the personal data collected be used for a secondary purpose such as marketing?	

	<i>If yes, please specify</i>	
15.	Which staff members or teams will have access to the data? <i>Please provide names and job titles</i>	
16.	Who will manage the access controls to this information? <i>HEE should have oversight of this so please identify that person also</i>	
17.	Do users have their own log in credentials and are accounts auditable?	
18.	How will the data be transferred securely between HEE and your organisation?	
19.	Is a sub-processor employed for any part of the processing / storage? <i>A sub processor is any third party appointed to process Personal Data on behalf of the Contractor related to the Contract</i>	
20.	Have HEE approved the use of a sub-processor? <i>Please delete as appropriate</i>	Yes – <i>please identify who the sub processor is</i>  No  Not applicable – no sub-processor
21.	Is any third-party system / software being used for any part for the processing? <i>For example. a survey platform.</i>	<i>If yes, please specify and outline all assurances sought relating to data protection and information security.</i>

4. Data leaving the UK / European Economic Area (EEA)		
22.	Will the data be processed (including storage) outside of the UK or EEA? <i>Please delete as appropriate and provide the country if based in the EEA</i>  <i>If 'yes', please complete the remaining questions in part 23</i>	No – data will remain in the UK  No – data will remain in the EEA  Yes – <i>please state where this processing will take place</i>
23.	Why does the data need to be transferred outside of the UK / EEA?	

24.	Are the data subjects aware that their data is being transferred outside of the UK / EEA?	
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#### 5. Business continuity and incident management

25.	Does the organisation have a business continuity / disaster recovery plan in place? <i>Please delete as appropriate</i>	Yes  No
26.	What timescales are in place for notifying HEE and recovering data?	
27.	Should an incident occur, what processes are in place for ensuring HEE are notified?	
28.	What are the agreed reporting times for incidents? <i>HEE policy is that all incidents are reported to IG within 24 hours of becoming aware (12 for cyber incidents)</i>	

6. Information Security		
29.	Will any personal data be processed on paper at any time? <i>Please delete as appropriate</i>	Yes – <i>how is this processed and destroyed securely</i>  No
30.	What policies are in place across your organisation in regard to data protection and information security?  <i>Please specify, copies are requested later in the document.</i>	
31.	How does your organisation ensure that staff are aware of their obligations regarding data protection and information security?	
32.	How often are your staff required to complete data protection and information security training?	
33.	Have there been any ICO reportable incidents within the last three years? <i>If yes, please provide details</i>	

7. Technical security		
34.	Do any of the following apply to your organisation? <i>Please delete or add as appropriate</i>	ISO27001  Cyber Essentials / Cyber Essentials Plus  Digital Market Place  Crown Commercial Services (CCS) Framework  Not Applicable
<b><i>Please only complete the remaining questions in part 25 if NOT APPLICABLE is selected above.</i></b>		
35.	What technical security measures are in place?	

	<p><i>Below is a list of examples Please note: this list is NOT exhaustive. Please provide as much information as possible. Please liaise with the third party to gather this information.</i></p> <p><i>Access Control - role-based access controls, password complexity, multi factor authentication etc.</i></p> <p><i>Log on details - generic or individual, frequency of change etc.</i></p> <p><i>Encryption - encrypted in transit and / or at rest etc.</i></p> <p><i>Back ups - frequency of backups etc.</i></p> <p><i>Audits / Penetration testing / Virus scanning (where applicable)</i></p> <p><i>Physical security measures - segregated and lockable zones and storage etc.</i></p>	
36.	<p>What organisational security measures are in place?</p> <p><i>Below is a list of examples. Please note: This list is NOT exhaustive. Please liaise with the third party to gather this information</i></p> <p><i>Staff awareness &amp; training</i></p> <p><i>Policies and procedures</i></p> <p><i>Information risk assessments</i></p> <p><i>Audits (periodic checks) to ensure security measures remain effective</i></p>	

## 8. Records management

37.	<p>Can electronic retention labels be applied? <i>Please delete as appropriate</i></p>	<p>Yes – <i>have they been?</i></p> <p>No</p>
38.	<p>Will the data be transferred back to HEE at the end of the contract? <i>Please delete as appropriate</i></p>	<p>Yes – <i>how will this be done securely</i></p> <p>No</p>
39.	<p>Will the data be destroyed by the third party at contract end, including backups? <i>Please delete as appropriate</i></p>	<p>Yes – <i>will a destruction certificate be provided?</i></p> <p>No – <i>why not?</i></p>

## 9. Documents and assurance

40.	Provide a copy of the third parties privacy notice or compliance statement	
41.	Provide a copy of the ISO27001 and / or Cyber Essentials certification (where applicable)	
42.	Provide copies of any policies referenced in this form or any further supporting documents that may be useful	

### 1.5 HEE Review

All risks outlined in this form should be acknowledged within the DPIA Screening questions/Form

<b>IT Assessment – for completion by the CTO or delegated IT lead</b>	
Identified risks to processing	
Reviewed by: <i>Please include name and date of final review</i>	

<b>Information Governance Assessment – for completion by the IG Team only</b>	
Identified risks to processing	
Reviewed by: <i>Please include name and date of final review</i>	

<b>Information Asset Owner Approval</b>	
As the appointed Information Asset Owner (IAO) for this work, I hereby confirm that I acknowledge and accept the risks outlined above and that this document accurately reflects the intended processing.	
IAO Name	
IAO Job title	
IAO email address	
IAO contact number	

IAO signature	
Date of approval	



## Appendix A Bidder Response

### **DN555207 - Appendix D - Bidder Tender Response Template**

Please complete this template with your response to the requirements. The evaluation criteria that will be used to score your bid by the evaluation panel is attached to the ITT documentation at Appendix C. Please note that failure to submit your proposal in this format may render it invalid.

Please provide a word count for each response.

Please submit this document in Word format only. PDF is NOT accepted.

Any additional documents not requested, words exceeding the maximum limits per question, bibliographies/references and any hyperlinks and/or website links will be removed from your responses prior to being sent to the evaluation panel. Where pictures of tables, diagrams or illustrations containing words have been inserted the whole picture will be removed if the response is over the word limit.

Please ensure that you have submitted all requested documents within your submission, as per the ITT instructions.

<b>Bidder Organisation:</b>	The Royal College of Podiatry
<b>Please indicate any partner/consortium organisations:</b>	N/A

The written submission comprises 100% of the available weighting.	
Quality against Specification - 70%	
<b>Q1.</b>	<p><b><u>UNDERSTANDING THE BRIEF AND DELIVERY TO TIME.</u></b></p> <p>Please describe your approach, techniques, methodology and plan that captures the breadth of activities identified in the scope and detailed requirements; that is likely to delivery within the required timelines and which identifies and addresses the potential risks inherent in this work e.g. Lack of suitably skilled staff to undertake work</p> <p><b>Maximum narrative word Limit: 1500</b></p>
<b>Response</b>	<p>The following information reflects the Royal College's current Quality Assurance processes and captures the additional elements and adjustments that will be implemented to fulfil this brief. All procedures and processes follow Royal College governance and will be scrutinised by the Academic and Clinical Governance Committee of the Royal College in keeping with its established practices.</p> <p><u>Current Process for programme accreditation</u></p>

	<p>The current procedure for programme accreditation mirrors processes utilised by all the Allied Health Professions and accepted by the HCPC. Further information is available in appendix.1. Quality Assurance Handbook of the College of Podiatry.</p> <p>The Royal College's Academic and Clinical Governance Committee currently undertakes the accreditation processes on behalf of the Royal College. They will act as the central committee for the proposed activities. As such a rapid review of the membership will be carried out to ensure representation from across the sector including new additions for the support workforce, service users and lay members.</p> <p>We would propose to establish four specific projects based on the specification provided focusing on the following:</p> <ol style="list-style-type: none"> <li>1. Development of Standards of Education &amp; Training (SETs) for providers of support workforce programmes</li> <li>2. Development of accreditation processes for programmes seeking to demonstrate that they meet the SETs and the HEE Standards for the Foot Health Workforce.</li> <li>3. Development of a retrospective approval process for individuals seeking to be accredited as meeting the HEE Standards for the Foot Health Workforce.</li> <li>4. Development of an ongoing monitoring and evaluation process for accredited programmes</li> </ol> <p>In addition, there is a need to build these initial processes into the day to day business of the Royal College and opportunities to embed these will be taken where appropriate along the project timeline subject to agreement by HEE.</p> <p><u>Standards of Education and training (SETs)</u></p> <p>In terms of order, it is important that the first project to be undertaken is the development of SETs given that they will be integral to the other projects.</p> <p>The Royal College will establish an expert writing group to produce the Standards of Education and Training based on their experience of working with quality assurance/quality improvement processes and subject/practical experience of working in foot and lower limb care.</p> <p>The writing group will consist of the following members:</p> <ul style="list-style-type: none"> <li>• Project lead/Chair (Senior Podiatry Academic)</li> <li>• Senior Podiatry Academic</li> <li>• Foot Health Practitioners x 2</li> <li>• Assistant Practitioners x 2</li> </ul>
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	<ul style="list-style-type: none"> <li>• Podiatry NHS Service Manager</li> <li>• Podiatry Independent Practitioner</li> <li>• Lay Member</li> <li>• Royal College Administration support</li> <li>• Royal College Senior staff member</li> </ul> <p>Following completion of the writing of the Standards a consultation process will be undertaken to consider feedback from the sector on the Standards. Final further adaptations will then be undertaken before final sign-off by the Academic and Clinical Governance Committee and HEE.</p> <p><u>Proposed accreditation process for first time submission of support workforce programmes</u></p> <p>As the sole existing provider of accreditation for pre-registration programmes in podiatry the Royal College has significant experience of equivalent processes.</p> <p>In the first instance the programme provider must apply for accreditation to the Royal College by way of application. The application pack for programme accreditation to be submitted by programme provider must include:</p> <ol style="list-style-type: none"> <li>1. Organisational structure and governance of the provider</li> <li>2. Financial viability of the provider</li> <li>3. Academic and clinical provision including capacity and links to external placement</li> <li>4. Learner support and wellbeing</li> <li>5. Programme specification and module descriptors</li> <li>6. Course Handbooks</li> <li>7. Mapping document to demonstrate how learning outcomes are met and how the programme meets the Standards of Education and Training designed for HEE.</li> </ol> <p>On receipt of the application and supporting documentation the following process will apply:</p> <ol style="list-style-type: none"> <li>1. Dates for a one-day onsite accreditation visit will be agreed by the course provider and the Education and Quality Officer</li> <li>2. Reviewers will be appointed by the Royal College to carry out the onsite visit.</li> </ol>
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	<ol style="list-style-type: none"> <li>3. The reviewers will assess the fitness for purpose of the physical facilities of the programme which will include all learning and teaching space(s).</li> <li>4. The reviewers will produce a final report which will include their assessment of the programme documentation and their assessment of the physical facilities.</li> <li>5. The report will be submitted to the newly established Expert Review Committee for their consideration for the accreditation of the programme</li> <li>6. The Expert Review Committee will submit a recommendation to the Academic and Clinical Governance committee for final ratification.</li> </ol> <p><u>Re-accreditation of programmes process</u></p> <p>Re-accreditation will then take the format of a virtual first/desktop approval utilising a similar approach to the existing pre-registration programmes.</p> <p><u>Caveat for each accreditation application</u></p> <ol style="list-style-type: none"> <li>1. The Royal College retains the right to make a site visit to review teaching space and other facilities as part of the ongoing accreditation</li> <li>2. The Royal College retains the right to conduct a visit on a face-to-face basis for accredited programmes not leading to professional registration or annotation, should it deem that the process set out above is not adequate for the programme that is submitted for accreditation.</li> </ol> <p>Accreditation should last 5 years but re-accreditation maybe required within that 5-year period for an existing programme if it is deemed that substantial changes in provision have been made or an issue with programme provision or output has been identified. Substantial changes or any issues could be identified either through the ongoing monitoring process, by direct contact from the programme provider, by direct contact from a learner or by direct contact from a service user.</p> <p><u>Expert review Committee</u></p> <p>An Expert Review Committee will be established and include relevant stakeholders below. This committee will feed directly into the Academic and Clinical Governance Committee:</p>
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	<ol style="list-style-type: none"> <li>1. Representatives from organisations running FHP/support worker programmes</li> <li>2. Podiatry academics</li> <li>3. NHS managers or staff with experience of employing/working with the support workforce</li> <li>4. Lay members with experience of support workforce i.e. The British Dental Association</li> <li>5. Service user/patient groups</li> <li>6. Other interested bodies i.e HEE</li> </ol> <p>The Expert Review Committee will receive and consider the reviewers reports and make a recommendation to the Academic and Clinical Governance committee on whether the programme should be given accreditation/re-accreditation.</p> <p>The Expert Review committee will receive the annual monitoring reports from all programmes and make a summary report to the Academic and Clinical Governance committee. Conflicts of interest will need to be declared and no organisation will be involved in considerations relating to its own programme.</p> <p><u>Application for retrospective accreditation of existing support workforce individuals:</u></p> <p>The Royal College would propose to utilise a portfolio assessment model commonly used in this regard to receive documentary evidence from individual candidates mapped against the HEE Standards for the Foot Health Workforce to determine objective endorsement for them to work as support workers in the NHS at an appropriate level. The process below documents the stages of activity we would undertake:</p> <ol style="list-style-type: none"> <li>1. Submission of a portfolio through our Learning Management System that demonstrates that they meet the required level of practice outlined within the HEE Foot Health Standards.</li> <li>2. Assessment of the portfolio carried out by externally appointed assessors [see section below]</li> </ol> <p>Note: The initial portfolio route will remain open and without charge to applicants for 18 months, then for the next 18 months an application charge will be applied before finally closing the route at the 3-year mark. This is intended to support and encourage early take up by those wishing to seek accreditation to ensure value in this process and to support the development of the accreditation of programmes and development of the programmes as the preferred route of entry into the NHS workforce.</p>
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	<p><b><u>Process for Ongoing Monitoring</u></b></p> <p>The Royal College will expect, as part of the ongoing monitoring process, the programme provider to submit an annual monitoring report in a timeframe agreed at initial accreditation. The report will need to provide the following information and will be delivered in digital format:</p> <ol style="list-style-type: none"> <li>1. Organisation/internal annual review of the programme [to include any changes to academic or clinical teaching]</li> <li>2. Programme lead report</li> <li>3. Current student feedback</li> <li>4. External assessors and examiners reports</li> <li>5. Any external data or analysis relevant to the programme [as an example – NSS data provided for undergraduate programmes]</li> <li>6. Service user/patient feedback where applicable</li> </ol> <p>The reports will be considered by the Expert Review Committee who will prepare a final summary report of all annual monitoring reports to submit to the Academic and Clinical Governance Committee.</p> <p><b><u>Externally appointed assessors</u></b></p> <p>The Royal College has an established group of external assessors that are used for quality assuring programmes and processes for undergraduate and postgraduate programmes, assistant practitioner examinations, short course approvals and product/literature endorsement which we will draw on in the first instance.</p> <p>The Royal College will establish or adapt its existing criterion to measure new assessors against and then ask them to submit an application and CV. Submissions will be assessed for appropriateness by the Academic and Clinical Governance Committee.</p> <p><b>Word count:1450</b></p>
<b>Q2.</b>	<p><b><u>CAPABILITY AND CAPACITY.</u></b></p> <p>Please provide a biography that demonstrates a strong track record of delivering similar work within the health and social care setting, of working to and delivering a very clear clinical specification, to deadline and budget</p> <p><b>Maximum narrative word Limit: 1500</b></p>
<b>Response</b>	<p>The Royal College has a network of 10,000 members to support its committee structures and engagement in academic project work, drawing on considerable expertise from across the sector. It directly employs a staff team of 36 who run the day-to-day operations of the</p>

Royal College. Through its connection to all the University and Further Education providers in the sector there is a diverse network of individuals able to contribute to the successful development of a process that would meet the documented scope effectively.

**History of Royal College involvement in accreditation of Podiatry Programmes**

Since the inception of the Incorporated Society in 1912, the Society of Chiropodists and Podiatrists, was responsible for the outline syllabus and conduct of examinations leading to Membership. In 1954 the Society was nominated and approved by the Ministry of Health as the examining body for the purposes of professional appointments within the National Health Service. Following the Professions Supplementary to Medicine (PSM) Act 1960, the Chiropodists Board accepted successful completion of the Membership Examination as leading to eligibility for State Registration. Following the inception of degrees in podiatry the College and subsequently the Royal College, has ensured that programmes, seeking initial accreditation or continued accreditation, satisfy the criteria for Membership of the Royal College. The Royal College also gives its approval to external examiners and requires payment by pre-registration students of a registration fee. Students who are then registered with the Royal College are covered by its Third-Party Professional Indemnity Insurance Policy to treat patients in the programme of their training.

It has been a requirement for the provision of such accreditation that the Royal College's nominee is present at validation or review meetings ever thus.

Joint working between the Statutory and Professional Body regarding institutional and programme accreditation ceased in 2004 with the advent of the then Health Professions Council (now the HCPC), which replaced the Council for Professions Supplementary to Medicine and the Chiropodists Board. Since 2004, the College and subsequently the Royal College of Podiatry, has worked in partnership with the HCPC to determine the Standards of Proficiency and Standards of Education and Training for podiatrists entering the profession. In recent years the Royal College has been the representative group for podiatry education in the development of the new HCPC approval processes launched in 2021.

**History of Royal College involvement in support worker programmes**

Podiatry Assistants were officially introduced by the Department of Health in 1977. This encouraged the then Area Health Authorities to employ Podiatry Assistants to help overburdened podiatry services. Guidance was given on the conditions of employment, including a pay structure, and stated that the manager of the service would be responsible for training. Some health authorities had previously employed assistants within the podiatry department but with minimal training and little or no direct patient care was undertaken.

The Association of Chief Chiropody Officers (ACCO), having fully participated in the introduction of Podiatry Assistants into the health service, gave its official backing by establishing a sub-committee to investigate and develop their training needs.

	<p>The ACCO National Training Guidelines were developed, and Podiatry Assistants' work became a recognised and vital part of most podiatry services, providing much needed foot care for elderly and disabled persons who could not care for themselves.</p> <p>In 1998, ACCO and the Podiatry Association both merged with the Society of Chiropractors and Podiatrists and training of Podiatry Assistants became the responsibility of the Faculty of Education of the Royal College and the thirteen providers of podiatry training programmes.</p> <p>Within the training the most important factor is the accountability of the Podiatry assistant now known as the Assistant Practitioner to a HCPC registered podiatrist, who takes full responsibility for the patient's package of care. Assistant Practitioners, therefore, work under the direction and supervision of a Podiatrist. This close working relationship enables the Assistant Practitioner's own skills, expertise, and ability to be developed and encouraged and this approach is mirrored in the HEE Standards for the Foot Health Workforce.</p> <p><b><u>Developments relevant to the tender</u></b></p> <p><u>Assistant Practitioner training and examination</u></p> <p>The Royal College has, since 1999, provided an assistant practitioner training programme and is responsible for the examination of assistants undertaking the programme. The programme has been mapped against the first year of an undergraduate programme by some universities and students that successfully complete the first year in those institutions are recognised as being competent to work as assistant practitioners. The Royal College's assistant practitioner programme has been seen as the benchmark for the podiatry support workforce, predominantly within the NHS but also with our independent practice members. The latest version of the programme was updated in 2015 and due to the academic and clinical practice requirements the Royal College has been in discussion to outsource the programme to potential academic institutions. Concurrently, the Royal College has been working to further modernise the programme to reflect both the HEE standards and the updated scope of practice of the support workforce required by the foot and lower limb workforce.</p>
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The Royal College has an established Assistant Practitioner Examination Board who oversee all elements related to the examination process and certificates of competence awarded to successful assistants undertaking the examination.

#### Annotation of podiatric surgery – Retrospective approval of individuals leading to HCPC annotation

In 2018 the Royal College was approached by HEE to ensure a sustainable future for podiatric surgery provision as part of a multi-layered project. The Royal College working closely with the University of Huddersfield, HEE and the HCPC transferred their longstanding training process to Huddersfield in order to ensure that podiatric surgery training continued to be fit for purpose. The Royal College continues to support this work through its Faculty of Podiatric Surgery with annual monitoring reports being submitted to the Academic and Clinical Governance Committee for review and ratification. As part of this process a retrospective assessment of individual podiatric surgeons against the HCPC Standards for Podiatric Surgery was developed jointly by Huddersfield University and the Royal College of Podiatry. Much of this process could be refined to fit with the support workforce and the HEE standards for the Foot Health Workforce.

#### The Podiatry Career Framework

The Royal College published in October 2021 its first Career Framework for all members of the foot health workforce. In taking the proposed quality assurance processes on and building them into its ongoing business the Royal College is uniquely placed to build on the Career Framework and develop further refinements that support the individual practitioner and the sector in building a systematic knowledge and skills escalator to enable a more agile and supported workforce. This could offer the NHS further opportunities to develop the workforce based on a professionally endorsed model that acknowledges each member of the work force's contribution, shaping podiatry and its support workforce to better meet the needs of service users and employers. The Podiatry Career Framework is included in Appendix.2. for reference.

#### HEE/CoP Podiatry Strategic Workforce Programme

The Royal College worked in partnership with HEE from 2017 to 2020 to undertake a high-level strategic review of the current and future workforce needs and issues relating to the podiatry profession being classified as small and vulnerable following

	<p>low numbers in the workforce and university recruitment data in 2016. Funded by HEE and resource matched by the Royal College. This was a national level significant project with multiple stakeholders across the sector involved and the Royal College worked closely with HEE to steer and undertake the required works across three separate project strands. The Royal College worked to an agreed budget and within a tight timeline to deliver a number of positive results to the sector including recruitment and retention activity, raising the profile of the profession and awareness amongst the general public and the wider healthcare workforce, and influencing policy developments and implementation to support a multi-professional approach to the delivery of healthcare.</p> <p><b>Word Count: 1293</b></p>
<b>Q3.</b>	<p><b><u>STAKEHOLDER ENGAGEMENT.</u></b></p> <p>Please demonstrate experience of working successfully across multi-professional, multi-sector stakeholders, engaging with citizens voices and gaining full stakeholder endorsement of the product</p> <p><b>Maximum narrative word Limit: 1000</b></p>
<b>Response</b>	<p>The Royal College has a longstanding history of effective and considered engagement with a range of stakeholders across healthcare and education that support the national agendas and policies across the four nations and support patients and service users in accessing high quality cost-effective care. There is regular engagement with the following list of stakeholders in liaison regarding educational and clinical matters. Please note that this list is not exhaustive but does give a sense of the breadth and depth of our network and the professional expertise that the Royal College has in programmes of activity such as this one:</p> <p>Royal College networks</p> <ol style="list-style-type: none"> <li>1. Academic and Clinical Governance Committee (Internal)</li> <li>2. Committee of Education made up of Programme Leads from the 15 Institutions running Royal College accredited pre-registration programmes (Internal)</li> <li>3. NHS Managers Group (Internal)</li> <li>4. Independent Practice Group (Internal)</li> <li>5. Assistant Practitioners Group (Internal)</li> <li>6. Membership Committee (Internal)</li> <li>7. Employment Support Committee (Internal)</li> <li>8. Branches network (Internal)</li> </ol>

	<p>9. Policy Officers for the devolved countries (Internal)</p> <p>10. Equality and Diversity Group (Internal)</p> <p>11. Foot Health Leaders Group (External)</p> <p>12. Associated Foot Health Practitioner course providers (External)</p> <p>13. Podiatry special advisory groups (External)</p> <p>14. Council of Deans for Health (External)</p> <p>15. HCPEL Group – 13/14 Prof Bodies (External)</p> <p>16. HEE/Professional Body Network (External)</p> <p>17. HEE National and Regional teams (External)</p> <p>18. NES/HEIW/HSC National teams (External)</p> <p>19. NHSE/I National &amp; Regional teams (External)</p> <p>20. Office for Students (External)</p> <p>21. Skills for Health (External)</p> <p>22. Health &amp; Care Professions Council (External)</p> <p>23. Professional Standards Authority (External)</p> <p>24. UK Department for Education (External)</p> <p>Prospectively, following on from the Saks report, the Royal College is also looking at ways of ensuring the service user voice is heard in all the work that we do.</p> <p>Additionally, as a trade union stakeholder engagement is an important principal in including our membership in all our work. We regularly seek their views and work with them to promote engagement and to hear their voices. We are fully committed to the principles of democracy and engagement with our members on matters that affect the profession.</p> <p><b>Word Count: 343</b></p>
<b>Q4.</b>	<p><b><u>EQUALITY &amp; DIVERSITY</u></b></p> <p>How will you consider equality and diversity in the provision and operation of the evaluation? For example, this could include ensuring the workforce is representative of the communities served as part of this contract.</p> <p><b>Maximum narrative word Limit: 500</b></p>
<b>Response</b>	<p>The Royal College is absolutely committed to equality in all areas of employment and in society generally.</p> <p>We have a diverse workforce and across all the work that the Royal College engages in we aim to ensure and enhance representation from across the professions with interest in the foot and lower limb sector.</p>

	<p>We have an internal Equality Diversity and Inclusion network for our staff as well as a wider group that promotes equality in all areas of the profession and Healthcare. We continue to address membership of all of our committees so that they reflect both the professions involved in foot and lower limb care and the service users that we work with.</p> <p>As noted within the four project strands, we would involve both these groups in ensuring that the provision and operation of the quality assurance processes documented considers the full spectrum of equality issues.</p> <p>Additionally, as a trade union we campaign for equalities across all of society and use our influence within the TUC and other bodies to advance the whole equality agenda.</p> <p><b>Word Count: 176</b></p>
<b>Value for Money and Cost - 30%</b>	
<b>Q5.</b>	<p><b><u>VALUE FOR MONEY:</u></b></p> <p>Please give a full and detailed breakdown of all associated costs, per team member and for different activities within the project. The costs should include all expenses.</p> <p>Figures included must be pre and post VAT</p> <p>Any bid received that is over the £150,000 maximum contract value (inclusive of VAT) will be rejected.</p> <p><b>No Word Limit</b></p>
<b>Response</b>	See table below

## Costings for projects:

Project	Direct Staff Costs	costs	Indirect staff costs, room hire, resources, and CPD systems	costs	Training	costs	Total cost
Project 1. Standards of Education & Training	Project lead 3 days per week for 12 weeks	£8,100	Meeting room provision including refreshments and support	£2,250	None	£0	
	Administrator 1 day per week for 12 weeks	£1,980					
	Head of Department 1 day per week for 12 weeks	£2,954	Consultation exercise/Webinars/Analysis/Report	£14,000			
	Writing group professional fees 4 meetingsx£500 per person	£16,000	IT set-up costs/access to internal system	£6,500			
			Communications/Finance/Governance	£5,500			
		£29,034		£28,250		£0	£57,284
Project 2. Accreditation of Programmes of Education & Training	Head of Department 1 day per week for 12 weeks	£2,954	Clinical Governance & Project Review	£6,000	Training days for visitors	£5,000	
	Quality Officer 2 days per week for 12 weeks	£4,560	Expert review Committee meetings	£1,500			
	Visitors professional fees for attending visits	£6,000	Comms and Admin	£809			
	Honorarium for Expert Review Committee	£4,000					
		£17,514		£8,309		£5,000	£30,823
Project 3. Accreditation of individuals against the HEE standards	Administrator 1.5 days per week for 12 weeks	£2,970	Set-up of Learning Management system/IT support	£11,000	Training days for assessors	£5,000	
	Head of Department 1 day per week for 12 weeks	£2,954					
	Ongoing Administrator 1 day per month for 14 months after initial 12 weeks	£2,979					
		£8,903		£11,000		£5,000	£24,903
Project 4. Annual monitoring & Evaluation	Administrator 1 day per week for 12 weeks	£1,980	Meetings with External Assessors, room hire, expenses	£12,000	Training days for external assessors	£7,000	
	Head of Department 0.5 day per week for 12 weeks	£1,477					
	Ongoing Administrator 1 day per month for 14 months after initial 12 weeks	£8,489					
	External Assessors professional fees £500 per person per visit (Up to 6 visits per year)	£6,000					
		£17,946		£12,000		£7,000	£36,946
						OVERALL	£149,955

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## **Appendix B**

### **HEE Clarification Supplier Response**

**HEE Clarification questions relating to:**

**DN555207 – HEE Standards for the Foot Health Workforce – accreditation and assessment**

#### **Response from the Royal College of Podiatry**

The Royal College (RCPod) is grateful for the opportunity to respond to the questions that HEE have submitted. These follow the format of the questions as they were posed in Annex K.

#### **Question 1 responses**

##### **1.6    *Question 1.1.***

In our previous submission, we documented our intention to establish an Expert Review Committee (ERC) to act as the initial point of scrutiny of all of the components of the accreditation and assessment processes required by HEE as part of this tender. As indicated the ERC would be composed of relevant members from across the foot health sector. This would include practitioners, educators from both support workforce training programmes and podiatry undergraduate programmes, lay members from an appropriate background, such as a relevant third sector body or adjunct professional body, service users and RCPod staff who would be there to observe and support the group rather than as full members. As part of our governance, the RCPod expects all of its committees and groups to be representative of the whole sector across which they operate. We would be expected to review the group to ensure that all of the protected characteristics are included where practicable and considerations relating to the representativeness of the group would be expected to be included as a standing agenda item for their consideration. If in the deliberations regarding the work that they undertake a lack of representation from a required group or strand of society or the wider sector is omitted then the group would have the power to co-opt further members onto it to meet the full requirements of the work. Moreover, it is expected that a regular appraisal of the group's representativeness would be conducted by the project management group, in establishing the group and working with HEE to develop the work in the most appropriate ways, and further input sought where appropriate from representatives or individuals from any groups or communities that were missing. The Royal College is highly aware of the importance of formulating an ERC that has within it a full spectrum of representatives from across society and the wider foot health sector.

In addition, the membership of our Academic and Clinical Governance (ACG) Committee is currently being reviewed and the ACG has the right to co-opt onto the committee anyone with relevant expertise to support the work of the committee. This right would likely be utilised to bring in additional members suitable for this work given the breadth of stakeholders with an interest in the development of this work. The RCPod has already had positive conversations with various external groups including representatives of the wider foot health workforce and education providers to explore bringing such representation into its committees and would suggest that these are ideally placed to support the intention of ensuring that this work is as representative as it could be.

**In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score.**

##### **1.7    *Question 1.2.***

The RCPod has robust governance policies relating to conflicts of interest and declarations thereof. We would intend to ensure that all parties invited to participate in this work are taken through this process as part of the initiation of the various projects and that declarations of interest be included as a standing agenda item at the beginning of all associated meetings. As a further measure, it is prudent to consider the code(s) of conduct, performance and ethics that the various parties are governed by in their respective fields. For the purposes of this work, the RCPod would ensure that all

work is carried out under such terms and representatives are aware of the expectation to participate in a professional manner and agree with representatives the ways of working and mechanisms for identifying and reporting misconduct as part of the transparency of the work being carried out. Where any group/individual is being asked to make objective decisions about their own or a direct competitors education programme, an individual applying for approval from their own or a direct competitors education provider or consider actions from an annual monitoring report which could advantage or disadvantage them it is appropriate to establish the rules of working together and for the Chair(s) of the respective groups to ensure these rules are being enforced correctly. Typically, those members are usually asked to remove themselves from such discussions and return to the meeting upon their conclusion. All meetings will be recorded and available for review by HEE or a neutral party should that be required as part of any dispute-initiated independent enquiries. A copy of our conflict of interest policy and documentation are included in the attachments for the panels interest. **In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q1.**

### **1.8 Question 1.3.**

As previously mentioned, the intention of this work is to provide four overlapping projects to fully meet the brief specified. All of the projects would be led based on our lean project management approach utilising appropriate project management software to support setting and meeting appropriate deadlines and budgets to ensure the work is delivered effectively.

The initial stage is to work with HEE and wider stakeholders to ensure a full understanding of what success would look like and agree on target KPIs to evaluate the programme of work effectively. Within this stage RCPod would advertise the initiation of the work to the sector and invite input from those with an interest, allowing us to develop a network of interested parties from across the sector to support the work. In setting up the separate projects the project lead would work with staff within the RCPod (the project management team) and establish a timetable of activities required with deadlines and detailed budgets.

The first project would be the writing of the Standards of Education (SETs). This would be led and chaired by a senior academic with experience of undertaking similar work. The writing group would be invited to join and participate in the work and initial meeting dates would be agreed. Where there is need to revise the group or expand membership, this would be considered with HEE and the writing group chair to ensure all parties are satisfied that the right contributions are present. Much of the back of house support would be provided by the RCPod staff as per the costing provided. A timetable of 3 weeks of writing followed by a meeting would be repeated twice so that a working draft could be shared with HEE and the Foot Health Consortium: Leaders group for comment. The cycle would be repeated a further two times so that a final working draft is available within 12 weeks of the start of the project for sign-off by the project management group, the oversight group including HEE, and the Foot Health Consortium: Leaders group.

The second and third projects, which would be initiated concurrently, would be the accreditation process for programmes wishing to demonstrate that they meet the standards and the approval for individuals wishing to demonstrate that they meet the standards. Once again timelines and budgets would be agreed at the beginning. A working group (a sub-group of ACG) would be established to review the existing accreditation process and build in the amendments of the three-step process (application-review-ratification). The project management team would develop the documentation and web pages that would form the application process and additional materials to aid providers and individuals in their applications and initially report into the working group for their input and adaptations. As the process is developed it will also be shared with the ERC for their input and feedback and amendments made in light of their suggestions. A recruitment process for programme visitors and portfolio assessors would be developed and advertised and a training process to ensure

an equitable and fair approach in following the assessment criteria for meeting the standards would also be developed. The technical and LMS-based developments of the portfolio storage function and the associated support resources would take place following ERC approval of the processes, these would be undertaken by the project management team with support from our external IT provider. Once these elements have been completed a provider would be approached to pilot the accreditation process with all feedback being recorded and utilised to ensure a fully functional process by the deadline of March 2022. Similarly, a small number of support workers from the support worker education programmes would be invited to support piloting of the individual approval process to ensure it is fit for purpose. Following any final amendments and collation of appropriate reporting for the oversight group these processes would be advertised as 'live' and staff prepared to support and guide prospective applicants through the processes successfully.

Finally, the annual monitoring and evaluation processes utilising the model used in existing pre-registration programme approvals would be developed. Documentation and guidance would be written by the project management team and reviewed by the ERC and the ACG before implementation. A recruitment process for external assessors and a series of training days would be developed and advertised by the project management team with assistance from existing external assessors within the RCPod networks.

Alongside the project-specific elements a reporting mechanism would be developed, based on either an existing format used by RCPod or HEE, to ensure regular updates are shared with the ERC and oversight group and to ensure that deadlines and budgetary requirements are met. A publishable version of this would be constructed by the Comms Team and shared through all media channels to keep interested stakeholders up-to-date on the developments of the work.

In my view this response to the clarification question is inadequate. I would not consider this to be a project plan, which was what was asked for. For example, I would expect to see clear aims and objectives set out, I would expect that there would be a risk assessment included with a project plan with detailed articulation of the risk and a scoring for each and a sense about how the risk would be mitigated, a clear time frame for completion of each element, detail around governance reporting etc. If the tender is awarded could we stipulate that we must have a detailed project plan by an agreed date?

## **1.9 Question 1.4.**

RCPod fully intends to build a sustainable approach to provision of the accreditation of support worker programmes (and their annual monitoring), individuals wishing to demonstrate that they meet the standards and the development and quinquennial review of the SETs. The majority of this activity would be built into business as usual by the RCPod which would mean that after the first academic cycle (12 months from September to September) a fee structure would be employed to cover costs for the provision of programme accreditation/re-accreditation and individual approval. Currently, the majority of professional bodies that undertake accreditations and short course approval have a charge for provision of these services designed to cover costs with any additional monies being reinvested in improvement of the processes. Working on the basis that an accreditation visit would cost the RCPod approximately £2315 to support virtually and an additional £1500 in travel and accommodation costs for face-to-face elements we would propose to benchmark costs at £4000 for provision of programme accreditation after the first academic cycle. For re-accreditations, after five years we would propose a charge of £2450 to account for variation due to inflation. For the individual approval route, the costs to the RCPod would approximately be £86.51 per individual applicant based on a throughput of 750 support workers and a rate of five portfolios assessed per day. We would therefore propose a cost of individual applications of £95 after the first 18 months of the pathway being open to account for potential variations in the throughput and the rate of assessment of the portfolios.

From a modelling perspective, this would give RCPod an income of £14,700 every five years for re-accreditations based on six programmes continuing to seek re-accreditation every five years.



Accreditation of new programmes is estimated to bring in £8000 per year based on two new programmes per year therefore an overall total budget of £48,700 for each quinquennial cycle with costs of £30,680 (+18,020). For the individual approval route with the proposal to close the route after 3 years based on a throughput of 750 applicants during the first 18 months and a further 375 applicants during the next 18 months. This would leave a total budget for the final 18 months of £35,625 with costs of £32,441.50 (+3,183.50). *In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q1.*

### **1.10 Question 1.5.**

It is not uncommon when developing parallel routes that lead to recognition of an individual's qualifications through assessment against agreed standards, and education programme accreditation against agreed standards for the individual route to be open for a finite period to support sustainability of the programme accreditation route. The intention behind our approach to front-loading the individual approval route is to encourage as many individuals as possible through the route as early in the process as possible and enable the prospective providers to seek programme accreditation as a preferred option. The RCPod fully appreciates the concerns raised by HEE that this approach would disadvantage individuals that did not apply within that period but would suggest that 3 years is a sufficient length of time in which interested individuals could apply for approval. Additionally, we would argue that as we are not proposing to stop the provision of the programme approval there would always be a potential mechanism for increasing the market. Using the example of moving state-registered chiropodists on to the HPC register at its inception there was a period of 'grandparenting' that took place allowing individuals to demonstrate that they met the standards through their previous qualifications and experience but ultimately the expected longstanding method for joining the register was to complete an approved programme of study. It is now the case that UK individuals can only join the register if they have completed an approved programme of study that has been assessed against the standards. We would consider that in the long-term a similar process would be in place to ensure that all members of the support workforce in the UK had undertaken either a UK based approved programme or there was a process of reciprocity with non-UK programmes that could demonstrate equivalence and consequently that they have met the standards. In considering the rationale for the approach we would propose the following questions should be considered:

- If there is a longstanding route for individuals who have undertaken non-approved programmes to apply for approval where is the incentive to undertake an approved programme?
- Does such an approach that includes a longstanding individual approval route devalue the programme accreditation route by offering a longstanding alternative route into the approved workforce?

To further support the spirit of the work RCPod would consider extending the lifespan of the individual route to five years but would strongly recommend that the route is shut down in a maximum time period of five years otherwise the programme accreditation route would be undermined and hold significantly less value across the sector.

*In my view this response to the clarification question is adequate and overall I would score Q 1 as such – see spreadsheet for overall comment and score for Q1. In my view, we should consider requiring the extension that the RCPod propose (i.e. Individual route open to 5 years). Personally, I still do not fully understand the rationale for not having an individual route. Although likened to HCPC 'grandparenting', I would say this is distinctly different to that, since this is entirely voluntary for education providers to seek accreditation, and this process is not about closing the profession – as it was when grandparenting happened, this is about expanding and opening up. It will take time for the accreditation to gain recognition and become credentialed in the space. It is worth mentioning too, that registrants can apply to be considered for entry on to the HCPC register for those holding appropriate qualification equivalence from overseas.*

## Question 2 responses

### 1.11 Question 2.6.

Project management of this programme of activity will be led by an internal group comprising staff from the RCPod Education team with support from the various teams across the organisation. The RCPod has a well-developed relationship with HEE and would propose to establish an oversight group in partnership with HEE to ensure that the work is delivered in a timely and effective manner. The oversight group would meet quarterly to discuss updates relating to the projects and would have the authority to request further updates as required, they would be the primary point of sign-off for the work as it moves through its various stages of completion. The project management group would work on the daily activities of the projects setting aside time every month to review the work in detail and continue or amend as required. Internally the KPIs of the project would be built into the performance objectives of the staff members involved to ensure that staff are positively supported and enabled to prioritise the work and allow for monthly and quarterly performance reviews of the individuals involved by their line managers. This ensures accountability throughout the RCPod from Education staff to Senior managers. Provisions are already being planned to offset other workstreams within RCPod and enable staff involved to consistently and effectively engage in the project management requirements of these projects as well as the support and administrative activities that ensure the work progresses at pace. As previously mentioned in recent years the RCPod has developed a track record for undertaking work of this kind with national or profession-wide impact and the need for sensitivity, efficiency and timely completion. Utilising a lean approach and making good use of appropriate technology to aid tracking of the work RCPod is confident that this approach would enable progression of the work whilst also allowing for consideration of some of the complex challenges that await, and building in a variety of stakeholder views to enable the work to be fully representative. **In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q1. The response to 1.3 would have answered this question!**

### 1.12 Question 2.7.

The programme accreditation process is built in three stages to create a streamlined and efficient approach that measures quality provision and positively encourages programmes to achieve the required standards. As is currently the case with our accreditation processes for undergraduate and pre-registration programmes in podiatry there is regular and consistent informal support for providers from the RCPod staff team administering the processes and, in our experience, the vast majority of concerns or any lack of familiarity or confidence with the process can be dealt with in this way. We would propose to use a similar approach to programmes applying to this accreditation route and would be available to meet with programme leads and their teams to discuss the process before application, discuss any concerns or clarify requirements where appropriate during the process, and ensure that following an unsuccessful application that sufficient feedback and support is offered to enable providers to positively respond with the necessary measures in place before re-application for accreditation. In addition, the RCPod has used a similar approach to support members who have been called for HCPC audit and would propose to utilise this approach for individuals seeking approval that they have met the standards. We would anticipate putting a cap on the number of times an individual can apply for approval of four attempts, but we would advise individuals to work with us to review applications and resolve any shortcomings in their applications before formal submission or re-submission. As part of our communications approach regular webinars and electronic resources would be available to aid individuals in completing their applications and this would be the first port of call for dealing with the majority of queries but we would be happy to discuss further concerns or discrepancies as part of the support for developing the approval pathways effectively.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q2.

### **Question 3 responses**

#### **1.13 Question 3.8.**

The RCPod has recently completed a landmark report into the state of the profession and the RCPod, known as the Saks report. This makes several recommendations to the RCPod and the wider profession including greater use and engagement with patients and the public in the work that we do. As part of this work, we have confirmed that patients and lay members will be invited to join several of our committees including all of the ones that relate to these four projects. We are also looking to establish our own patient voices group relevant to foot health that will be developed to review all of the work that the RCPod undertakes and offer feedback and patient and public perspectives. As part of the communications approach, we will design specific resources to encourage public input into the work and through engagement tools such as EDGE and Citizen Space, social media connections and high-profile online web forums we will attempt to engage these different patient and public groups in the projects from the initial stages through to completion.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q3.

#### **1.14 Question 3.9.**

As identified in the RCPod submission, we benefit from connections to a wide and diverse network of directly and indirectly related stakeholders. We would anticipate establishing a series of regular discussions with the sector as part of the communications plan documented in Question 3.10. The most direct mechanism for reaching those groups outside of podiatry is to utilise the existing connections to national bodies such as ALBs, government bodies, third sector organisations and service user groups. We expect that our commercial network will also aid us in reaching those smaller groups outside of podiatry. With all of these groups, the RCPod would utilise the communications resources that are developed to encourage wider participation and engagement, these would explain the work and its benefits to service users, the individual practitioner and the sector and invite as wide a population as possible to share in the work. Further examples of our approach are documented in Question 3.10. such as our use of social media, external publications and national/regional events such as conferences and forums to encourage interest in our electronic resources available through our web pages.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q1.

#### **1.15 Question 3.10.**

The RCPod is fortunate to have a highly capable and dynamic communications department (the Comms Team) who are aware and ready to support the work within these projects effectively and efficiently. The Comms Team are experienced in the development of both sector-wide messaging and engagement and sub-group discussions or more detailed activities to explore individual or independent components of the much larger sector-wide conversations. Initially, the Comms Team would initiate some sector-wide communications, possibly in the format of a national webinar, introducing the work and inviting interested parties to participate to a level that, within reason, they are comfortable with. This would be recorded and shared with all of the partners of the Foot Health Consortium, NHSE and HEE, and commercial partners to further disseminate across their networks. Further sub-group communications would be developed with partners from the Foot Health Consortium, commercial partners with an ability to penetrate specific groups across the sector and external bodies that have the reach and trust of the groups that would potentially be involved. These

would be shared via the web pages of the consortium members, social media platforms and in partnership with NHSE/HEE communications teams. A series of webinars detailing the projects and feedback surveys would be used to engage the sector in ensuring a full range of voices are heard in the development of the work. As part of the work, analysis of the areas of the sector that are and are not engaging would be collected and reviewed to ensure a reactive approach where every attempt is made to ensure that all groups are provided with consistent information about the state of the projects and the ramifications for the different parties involved. As programme and individual approvals take place regular updates will be shared with the sector to create a sense of 'live and up-to-date' data which can be positively used to encourage further applications and interest and demonstrate the robust neutrality of the process. Appropriate national and regional events and forums will be assessed and utilised for their capacity to spread positive and encouraging messages but also accurate and transparent learning from the process as it happens. A series of concise marketing resources and advertisements would be developed, and suitable magazines, journals and national press would be identified to spread the messages through as many channels as possible, to drive traffic back to the electronic resources which would house the regular updates as described above. In terms of project management, quarterly reviews with HEE will take place to identify the successes and consider alternative approaches where required.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q3.

## Question 4 responses

### 1.16 Question 4.11.

As part of the RCPod commitment to ensuring greater diversity, inclusion and equality across all of its workstreams an equality diversity and inclusion (EDI) group was established in 2020. This group provides oversight and advice across the RCPod to ensure that it is meeting its legal and ethical requirements to consistently review the input and membership of those participating in RCPod activities to ensure all protected groups within society are represented. To meet the specific requirements of these projects, the EDI group membership would be expanded to include those from across the foot health sector. The views of the group would be sought in identifying and recording the data monitoring requirements for each project to ensure all parties are equitably and transparently assessed in their applications and the development of the workstream. Given that the group already ensures that all of the protected characteristics are represented across the workstreams of the RCPod where possible, they would be tasked with ensuring that this is also true for this particular group of projects, they would have the authority to recommend and mandate to these projects where and how these elements should be met and to report to the senior committees of the RCPod when this is not happening despite such recommendations, this would then instigate an independent review into the membership of the relevant RCPod committees' project groups. Additionally, the application process for individuals seeking assessment against the standards would include standard questions confirming the demographics, sector background and potential protected characteristics of individuals applying for assessment against the standards. Regular reviews of these statistics would support the project management in identifying any gaps or under-representation of any groups.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q4. However, I do think that they could have explained in the response how the data monitoring requirements are defined for each project?

### **1.17 Question 4.12.**

The SETs are an excellent opportunity to ensure that education providers are suitably structured to approach the programmes they provide with a professional awareness of the value of continuous improvement both in the academic and clinical/practical knowledge, skills and experiences that they provide, and the future development of the programmes to enable as wide a population as is feasible to undertake support workforce training of this kind. We intend to build standards into the SETs that encourage providers to ensure that annual monitoring of their programmes takes place across all of the invested parties (service users, learners, staff, employers, professional bodies, regulatory bodies) through stakeholder engagement exercises and feedback reports to assess inclusivity and highlight opportunities for improvements to be made. In addition, further standards will focus specifically on inclusivity of the programme and ensuring that individuals from every background have an equitable and equal opportunity to undertake the programme as long as they can satisfy the entry criteria and the occupational health & safety requirements of the programme. In keeping with the increasing use of data monitoring across education provision within the healthcare sector, there would be an expectation that this data would be collected in such a way that providers can utilise this to report (both internally and externally) successfully on the sustainability, quality of provision and the graduate's fitness for practice as a part of their annual monitoring. Through the accreditation process for education programmes, the assessment and reporting of a provider's ability to meet the SETs will allow for good practice in these areas to be commended and poor practice to be positively challenged and support offered to ensure continuously increasing standards across providers.

**In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q4.**

### **1.18 Question 4.13.**

Managing the conflicts of interest across a small, highly specialised sector has several challenges but our hope is that through the approach we have taken to being transparent and considerate of every member of the sectors input and contribution to the development of the foundations and supporting work that has led the work to this point that there will be a mutually mature and professional approach to managing conflicts appropriately. The three-stage process (Paper application-ERC scrutiny-ACG ratification) will enable all members of the groups involved to view and comment on the applications as they are considered but the expectation is those with a direct interest in the outcome of the approval being considered will declare their interests and step out of the discussions at the appropriate time. Where there is need to draw in further neutral members to a group this will be considered before a discussion and co-opted members will be in place/on standby ahead of the meeting. All decisions made will be shared with the entire group and opportunity for prior discussion will be offered to register any concerns or queries relating to the orders of business. With specific regard to the RCPod Assistant Practitioner Programme we have no intention to submit this for accreditation at the current time – our focus is on outsourcing the programme to an education provider to enhance the academic and clinical practice offering and we would anticipate that they would take an independent decision about when to submit the programme for accreditation. Irrespective of this we would expect any RCPod members or staff to sit out of the conversations relating to the accreditation of our own current or previous programme and would expect that amongst the introductory governance documentation and processes that all parties would sign-up to such terms as they relate to their own interests prior to the process going live. The governance is further supported by the importance of ensuring a neutral Chair for the ERC and a referral process to a neutral third party, such as a non-healthcare related Professional Statutory Regulatory Body, needs to be built in for circumstances where there be a lack of agreement between the ERC and the ACG Committee. It is worth noting that the RCPod has significant experience in managing possible conflicts across the



quality assurance work that it has undertaken for the past 60 years but we do acknowledge that there are additional variables involved in implementing these approaches across the support workforce.

Although the response provided does bring further clarity, and in my view moves Q.4 into the adequate bracket, the admission that the college has no intention of putting their own course through the accreditation process raises concern. Although there is no statutory requirement for them to do this – unless the course ceases to run at the point of awarding the tender – the RCPod could well be seen as having an unjustified sense of entitlement or in some way acting with impunity. So, on the back of this disclosure – perhaps we need to clarify what will the status of the RCPod AP course be should the tender be awarded. More specifically will they still be recruiting to it and what information will those currently on it be provided with?

## **Question 5 responses**

### **1.19 Question 5.14.**

The single most valuable example of the RCPod working to costed budgets and exacting time frames comes from the HEE/CoP strategic workforce programme a summary of which is documented below but further details including project final report and financial breakdown are available on request.

- During the HEE/RCPod strategic workforce programme that took place between 2018-2020, there was an agreed overall budget of £99,000. This was divided between three workstreams with a communications budget (£10k) running through all three workstreams. The RCPod matched the funding from HEE with staff resource and support costs. Across the three workstreams (Supply £35k, Retention £18k & Image and influencing £36K) a range of outcomes were met as documented in the final report (and previously summarised) within the time frame of the two years with an underspend of £9,612.
- Within this work, individual workstreams undertook several specific projects that had individual time frames and costs. Examples such as the production of the career framework (£15k developed within the two year period successfully); provision of a profession-wide survey (£4.5k per year across both years of the programme); development of a national preceptorship framework (£4k completed 2019-20).

These projects all demonstrate the complexity of the programme and the RCPod's capacity to undertake multi-faceted projects similar to the projects specified in this tender.

During the same time period the RCPod hosted the SiHED programme on behalf of the Office for Students and recruited additional staff including a project manager, outreach officers and admin support. The RCPod were given a total budget of £65k over three years to host the programme which invested £3million over the same period in increasing the numbers of Allied Health Professions (AHP) students and programmes across England through recruitment and provider innovations, sector research and the development of a range of electronic and hard copy resources including a website and social media campaign that managed to record over 2 million individual interests in the resources. During the lifespan of the programme RCPod staff managed the budget and the increasing demands of the programme successfully and were able to return a surplus of £18k which aided the OfS in building a legacy for the work of maintaining the website and electronic resources to ensure a continued impact on recruitment into AHP programmes. The full outcomes report including financial reporting is available via the following link:

<https://www.officeforstudents.org.uk/publications/evaluation-of-the-sihed-programme/>

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q5.

### **1.20 Question 5.15.**

The costing provided takes into account the set-up costs for establishing the SETs, developing the approval pathways for programmes and individuals and in-builds the monitoring and evaluation of

programmes. It assumes that following the set-up phase that implementation of the pathways and the annual monitoring will become business as usual for the RCPod where possible with some support costs built in to ensure that the non-RCPod contributions are included in the costing for the first academic cycle. The intention would be for the RCPod to recover any further costs of provision through the costing model presented in question 1.4. which supports the intention to build this into business as usual over the initial three-year period. To clarify, the costing submitted ensures the set-up and delivery of the pathways for the first academic cycle, at which point the RCPod will take responsibility for the costs attached to continuing the delivery of the pathways.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q4.

### **1.21 Question 5.16.**

Anticipated costs of provision for one programme accreditation visit = £3815

Anticipated throughput = 6 programmes in the first year; two programmes per year thereafter

Cost per learner = cost of accreditation of the programme / average number of learners per programme (42) = £90.83 per learner

### **1.22 Question 5.17.**

This item relates to the costs associated with the development of a portfolio submission point (with built-in plagiarism assessment) and supporting resources on our Learning Management System. It is worth noting that RCPod has an established LMS that we began using in 2019 but functionality was purchased at a moderate level and further separate investment to enhance the level of functionality by the RCPod is anticipated as part of its business as usual. Additionally, all of our IT support and provision is provided by an external partner and would attract additional costs as some of this activity would sit outside of the currently agreed contract:

- Before going live all associated resources built on the LMS would require testing to ensure full functionality. This requires staff time and potentially technical support to assist staff with any technical solutions that may be required.
- We would need each applicant for the individual retrospective approval process to register on the system. We would need to ensure access to technical support should the user require it. (In our experience this can be a time-consuming exercise as users often encounter technical issues when they are unfamiliar with the platform they are using).
- We would then need guidance documents/resources to help applicants to understand what they are expected to provide and the preferred format for that provision. These would need to be developed and written/produced and loaded onto the LMS for use, i.e. an introductory video (with transcribed text) and a supporting document explaining the portfolio and the requirements for submission, a discussion forum for users to discuss their submissions with admin staff and project manager to efficiently deal with queries and offer peer support, provision of quarterly webinars to support applicants with their submissions.
- Until we have agreement with HEE regarding the full specification of the portfolio it would be hard to fully define but we would anticipate a range of types of evidence for meeting the standards that may need to be uploaded and this would require a reasonable reserve of server space to accommodate uploads, e.g. scanned historical transcripts. Our IT provider attributes a cost to us for additional storage space on our server or on 'the cloud' and ensuring that it meets GDPR requirements.
- Provision of licenses for use of the plagiarism software is currently set at small numbers and this may need to be increased to support individual applicants effectively.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q5.

### **1.23 Question 5.18.**

Our expectations regarding the volume of applicants to the programme accreditation process are that there are at least six programmes that the RCPod is aware of that would be eligible for programme accreditation based on their existing provision. We would anticipate that all six programmes would apply for accreditation, although this could be in the first academic cycle or as part of several possibilities over a three-year period. We have therefore had to ensure that we could deal with the maximal throughput in an academic cycle. Any funding not used would be used in the next academic cycle to support subsequent accreditations.

Our expectation regarding the volume of applicants for the individual approval route would be more speculative as accurate data on the eligible support workforce is not fully available for the foot health sector. We are aware of more than 350 assistant practitioners that have been through the existing RCPod training programme alone in the past 5 years. Of the six programmes that we would anticipate should be eligible, and that have been consistent in terms of graduating numbers, we would estimate that more than 3000 individuals eligible for support worker roles have successfully completed these programmes in the past 5 years and remain within the normal range of working ages. We would anticipate an uptake of at least 25% meaning that 750 individuals may wish to proceed through the individual approval route on opening. We would hope that with the support of partners across the foot health sector we would be able to map potential applicant numbers more accurately and adjust the structures appropriately to effectively manage these processes. Our approach to the development and intentions to build into business as usual means that we have attempted to ensure that a fair degree of flexibility exists in system capacity and the ability to expand the provision effectively is there should it be required.

In my view this response to the clarification question is adequate – see spreadsheet for overall comment and score for Q5. However, I do wonder if the RCPod is not seeing the full picture of potential applicants. There may be significant numbers of apprenticeship providers that are running the SHCSW and AP AHP apprenticeship route leading to roles in the podiatry support workforce and this number is set to grow. These education providers – ranging from NHS direct providers to private companies, FE colleges etc. may wish to be considered for accreditation – not sure the RCPod has considered this or has a strategy for ensuring those providers are aware of the opportunity?