SUPPORT TO TRAINING

Purpose of Requirement

This SOR Section is to read in conjunction with SOR Section 1 – Introduction.

This Service Requirement aims to ensure that:

- The General and Technical libraries are run effectively;
- Administrative tasks in support of training are delivered efficiently;
- Training facilities are safe, secure, and ready for use to meet the training schedule;
- Building Management Services are provided for specified buildings within the training environment;
- Provision of a professional Media Service;
- A support service is provided to the Potential Assessment Board; and
- A service is provided to manage the 25m range, Dismounted Close Combat Trainer and Respirator Test Facility.
- Service Personnel are provided with support, advice, guidance and coaching to help them access training and educational opportunities to prepare them for transition to civilian life;
- Service Personnel have the educational skills, knowledge and qualifications they require to be able to undertake training effectively and have access to the resources, tools, guidance, support and opportunities to learn and develop their skills;

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
Sub Section 01 – Library Services					
R.07.01.01	1. Provide, on site, a general, reference and technical library service to enable trainee and staff research in support of training delivery in REME Schools. The service shall include: a. Ensure the secure storage, distribution, accounting, demanding and disposal of publications, ensuring that the appropriate level of management clearance for access to information and its use is enforced. b. Provide recommendations for and administer the provision of new	Services shall be provided to the following: Reference Library and Main Library located at Building 2204, MOD Lyneham; DSAE (L) - Technical Library, MOD Lyneham. The service shall be provided to DCTT Schools as detailed in Annex A & B to R7 show the range of services to be included. a. Library staff shall be able to recognise, understand and action customer requests for assistance with research and for reference publications. If a publication is not held then an attempt is to be made to source it using TDOL,MILLIE, a relevant sponsor, Services Central Library or the British Library. To ensure an appropriate level of management clearance of access to information and its use is enforced, mandatory Protecting Information training may be provided annually by the Authority. b. Demands are processed by the Authority's Contract Liaison Officer (CLO).	Annexes A, B &C to R7. x 1 reference library, x 1 general/main library & x 1 technical library.	DIN 2010 DIN 05-048: Disposal of Surplus Commercial Publications. Information provision to be in accordance with the Professional Knowledge and Skills Base of the Chartered Institute of Library & Information Professionals and continuing best practice. Disposal: JSP 440, Part 5 Asset Marking & Control – Section 6: Destruction of Protectively Marked Information. Iaw MAA guidelines, MAA Regulatory Publications, Maintenance and Airworthiness Processes – 01, Chap 8 and Defence Technical Documentation Guidance. MAMP. <u>Qualifications</u> MOD Information Management Competence Set, version 2.0- Competence 5- Librarians.	1. The Benchmark shall be 0 justified complaints that caused the failure to deliver a course to schedule. No more than 2 justified complaints per month. Requests for a publication not held to be actioned within 3 working days of request. Research enquiries to be actioned immediately. b. New stock to be processed within 2 working weeks.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	Authority funded publications in support of new training requirements. c. Regularly liaise with both the Army Library Service and the other libraries under this SOR, for mutual benefit and to identify best practice to improve customer service. d. Provide a continuous audit trail of all publications, the operating procedure and functioning of the library, the library database system and the IT facilities area using the Authority provided Library Management System. e. Manage and supervising access For entitled users use of library facilities, such as internet, MODNet, JPA photocopier and scanner. f. Ensure library services are open, and staff available, to assist entitled users, throughout library opening hours. h. For the Technical Library only. Ensure compliance with standards set by the Authority.	d. The Heritage Library Management System is currently provided by the Authority and is predominantly used for cataloguing and tracking loans. e. The library facilities are Authority owned and maintained by the Authority's Contracted Service Provider. The Contractor shall be responsible for reporting faults to the Authority's Contracted Service Provider. f. Entitled users are trainees, Authority staff, Contractor Staff and the Authority's Contracted Service Providers. Access to the Library is to be maintained during lunchtimes and Wednesday afternoons. Libraries open daily excluding weekends and public holidays. Opening hours for Libraries are detailed in Annex E to R7.	f. Daily, excluding weekends and Public Holidays.		c. No failure to provide a consistent service and apply best practice across the Contractor run libraries. e. No failure to provide access to full library services during published opening times. f. Full customer facing service provided with no justified complaints. h. 100% compliance.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	i. Maintaining/preserving Authority hard and soft copy publications to ensure customers are supported in their mission. Ensuring amendments and changes to publications are demanded and maintained correctly. Also Maintain and preserve library stock, hard and soft copy.	i. Libraries stock/facilities are owned by the Authority and maintained by the Authority's Contracted Service Provider. Faults shall be reported to the Authority's Contracted Service Provider. Amendments to publications are to be incorporated as a priority, failure to do so could have safety implications.			i. 100% compliance.
	j. Prepare course books for issue to trainees in accordance with Trainer demands	j. Reading list provided by the trainers.	j. Up to a maximum of 300 course books per year.		j. No justified failure to provide this service.
	k. Provide user education through library inductions	k. Inductions organised by the Battalion Headquarters.	k. Indicative volume of 35 inductions to 929 trainees (Reference Library) User education through library inductions- Indicative volume of 8 inductions delivered to 114 trainees (Tech Library).		No justified failure to provide this service.
	l. Deliver information literacy programmes to support the development of Trainee study skills.	l. Information literacy programmes organised by REME Arms School (these will cover: referencing and bibliography and plagiarism).	l. Literacy programmes – 8 sessions = 87 trainees, 1 session = 20 trainers. 9 in total.		
	m. Provide a service for e-book administration.	m. e.-book administrative service will also include the: acquisition, resource discovery, selection, usage and expenditure.			
	n. Administering the loan of publications to entitled users.				

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	o. Maintenance of electronic library services for technical and recreational requirements. p. Provision of course information.				
R.07.01.02	1. **Technical Library Services** - Provide, on site, a technical publication and reference library service to enable trainee and staff access to publications in support of training delivery in REME Schools. The service shall include: a. Ensure the secure storage, distribution, accounting, demanding and disposal of publications, ensuring that the appropriate level of management clearance for access to information and its use is enforced. For DSAE (L) – Ensure the storage, distribution, accounting and demanding of MoD Form 700 Series forms. Ensuring that the appropriate levels of stock are managed and accessible to Trainers and Trainees for all course iterations	Located at DSAE (L) - Technical Library, MOD Lyneham. The service shall be provided to DCTT Schools as detailed in Annex A & B to R7 show the range of services to be included. a. Library staff shall be able to recognise, understand and action customer requests for assistance with research and for reference publications. If a publication is not held then an attempt is to be made to source it using TDOL,MILLIE, a relevant sponsor, Services Central Library or the British Library. To ensure an appropriate level of management clearance of access to information and its use is enforced, mandatory Protecting Information training may be provided annually by the Authority. The DSAE(L) requirement is for the amendment states to be correct as	In accordance with Annex B to R7. For DSAE (SAAE) – as at 8 Nov 19 reduce volume of APs from 3904 to 2577 due to the introduction of a PDF version of the Lynx mk7 APs. This will further reduce in 2020 as the PDF version becomes the dominant training material source.	DIN 2010 DIN 05-048: Disposal of Surplus Commercial Publications. Information provision to be in accordance with the Professional Knowledge and Skills Base of the Chartered Institute of Library & Information Professionals and continuing best practice. Disposal: JSP 440, Part 5 Asset Marking & Control – Section 6: Destruction of Protectively Marked Information. Iaw MAA guidelines, MAA Regulatory Publications, Maintenance and Airworthiness Processes – 01, Chap 8 and Defence Technical Documentation Guidance. MAMP. <u>Qualifications</u> MOD Information Management Competence	1. The Benchmark shall be 0 justified complaints that caused the failure to deliver a course to schedule. No more than 2 justified complaints per month. Requests for a publication not held to be actioned within 3 working days of request. Reference enquiries to be actioned immediately. No failure to complete a stock

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		per the Authorities information (provided by DSAE(L)). The contractor is to demand and replace obsolete forms identified by the Authority. In addition, a weekly stock check is to be conducted; a monthly demand is to be placed to replace depleted stock using MILLIE (online portal login provided by the Authority) by the contractor.	Amendment states change on an infrequent basis – approximately two form per year. 46 times per year stock check; 11 times per year demand process.	Set, version 2.0-Competence 5- Librarians. MAP-01 and MAP-02 and AP7400.	check or to demand replacement stock.
	b. Provide recommendations for and administer the provision of new Authority funded publications in support of new training requirements. c. Regularly liaise with other technical libraries and the other libraries under this SOR, for mutual benefit and to identify best practice to improve customer service. d. Provide a continuous audit trail of all publications, the operating procedure and functioning of the library, the library database system and the IT facilities area using the Authority provided Library Management System...	b. Demands are processed by the Authority's Contract Liaison Officer (CLO).			b. New stock to be processed within 2 working weeks. c. No failure to provide a consistent service and apply best practice across the Contractor managed libraries.

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	e. Manage and supervising access for entitled users use of library facilities, such as internet, ModNet and LEARN terminals and multifunctional devices.	e. The library facilities are Authority owned and maintained by the Authority's Contracted Service Provider. The Contractor shall be responsible for reporting faults to the Authority's Contracted Service Provider.			e. No failure to provide access to full library services during published opening times.
	f. Ensure library services are open and staff available to assist entitled users throughout library opening hours.	f. Entitled users are trainees, Authority staff, Contractor Staff and the Authority's Contracted Service Providers. Access to the Library is to be maintained during lunchtimes and Wednesday afternoons. Libraries open daily excluding weekends and public holidays. Opening hours for Libraries are detailed in Annex E to R7.	f.Daily, excluding weekends and Public Holidays.		f. Full customer facing service provided with no justified complaints.
	g. Ensure updates on Technical Publications are issued automatically to units registered with Team Leidos and have been allocated a Bin and Scale Number.	g. The Eclipse Library Management System is currently provided by the Authority and is predominantly used for cataloguing and tracking loans.		g. Iaw MAA guidelines, MAA Regulatory Publications, Maintenance and Airworthiness Processes – 01, Chap 8 and Defence Technical Documentation Guidance. MAMP.	g. 100% compliance.
	h. Ensure compliance with standards set by the Authority.	h. Dispose of superseded technical publications in accordance with (iaw) the Authority's instructions.Amendments to publications are to be incorporated as a priority, failure to do so could have safety implications.			h. 100% compliance.
	i. Maintaining/preserving Authority hard and soft copy publications to ensure customers are supported in their mission. Ensuring amendments and changes to				

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	publications are demanded and maintained correctly. Also Maintain and preserve library stock, hard and soft copy. j. Prepare course books for issue to trainees in accordance with Trainer demands. k. Provide user education through library inductions. l. Provision of course information. m. Administering the loan of publications to entitled users. n. Maintenance of electronic library services for technical and recreational requirements.	j. Reading list provided by the trainers k. Inductions organised by the Battalion Headquarters	j. Up to a maximum of 50 course book requests per year k. Up to a maximum of 25 per year		j. No justified failure to provide this service k. No justified failure to provide this service
Sub Section 02 – Course Administration Support					
R.07.02.01	1. Provide a general course administration support service to DSEME. The service shall include: a. Carrying out general office clerical duties manually and electronically that support training delivery	a. Course administration will include the issue of initial timetables, plagiarism statement, G101 forms and certificate slips.	As required. Overall output for general administration for DSEME is 9768 hours.	Iaw JSP 101. Iaw JSP 822.	No more than 3 justified complaints per month. At least 95% of tasks shall be completed by a time agreed with the

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		Data required for training records will be inputted using the TMIS and will additionally include the following for Phase 3 Trainees: • Trainee details to be imported into the database • Loading them onto courses Training records require entry of data into TMIS which, for phase 3 trainees, will include importing trainees into the database, loading onto course, marking as arrived and subsequently marking as on site. Trainee stand down is also processed via TMIS to ensure accurate tracking and recording of attendance of training. Student records are updated in TMIS at the end of the course, to include entry of results and awarding of competencies. Certificates are prepared by Trg Admin, produced by reprographics and distributed by Trg Admin by hand or by mail. Course folders are produced in hard copy for all courses. All folders for Phase 2 and Phase 3 career courses are handed to the Company clerk for completion of relevant documentation before being returned to Trg Admin.	For DSAE(L), trainees are loaded on to Career Courses		Authority. The remaining 5% to be either completed the next day or at a revised time agreed locally by the Authority.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
		Reports are produced and distributed on a weekly basis to forecast course take up.	and finish sheets are produced.		
	b. Completing and processing forms, training records, sending out course joining instructions, certificates photocopying, sending faxes, and communicating by telephone, email and face to face with permanent staff and trainees.	b. Transactions include ones that may only take a couple of minutes such as a simple filing task, to lengthy task such as maintaining a planning board).			
	c. Circulating and managing files as required, filing correspondence, completing any forward and back reference as required.	c. As agreed with the Training Delivery Manager DSAE(L).			
	d. Providing ad-hoc reports and returns.				
	e. Supporting activities related to the Branch mission such as visits, meetings and internal training.				
	f. Maintaining office display boards used for planning and display of information.				
	g. Providing administration support to training delivery as required during the normal working hours.				
	h. Provide administration support to SAAE to load trainees on career courses and produce finish sheets,	g. Transactions include ones that may only take a couple of minutes such as a simple filing task, to lengthy such as maintaining a planning board.			

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Sub Section 03 – REME AS Course Support					
R.07.03.01	Liaison with and provision of support to Course Directors, trainers, civilian staff and trainees to ensure the delivery of training support functions (Course Design, Scheduling, Administration, Validation and Course review). The service shall include: a Reception and administration of trainees prior to and during their time at the REME AS including liaison with parent units. b Timetabling staff to enable routine direct liaison with course directors, together with internal and external Lecturers changing resources as required at short notice. c Reception service for external Lecturers on arrival and trainees during working hours. d Processing course applications.	Support is required as this will not be provided by the Battalion training operations. This is essential to maintain effective training output in a variable and dynamic training environment that is unique to the REME AS within DSEME. Note – all of the trainees at the REME AS will be Phase 3 trainees less young officers training on MSEC(L). a. The potential future inclusion of the PAB management function will increase the workload in this area of the SOR b. External lecturer availability changes regularly at short notice. c. Reception service to be manned between 0800 hrs and 1700 hrs, with the flexibility to extend to 1730 hrs on occasions where course support is required. d. The majority of trainees apply for courses through their unit directly to the REME AS and their requirements and queries have to	The volume of training (by course type, course starts, course duration and course loading) to be delivered p.a. is expressed in the TP. Approximately 2200 trainees per annum.	REME AS Standing Operational Procedure (SOP) 303 - Course Administration. Iaw JSP 101. JSP 822 - Pt 2, Ch 1, Section 1.4, Para 32 – 36 (Programming, Scheduling and Resourcing of Training) JSP 822 - Pt 1, Ch 1, Section 1.1, Para 64 (TMIS) b. To meet the SOTR.	No failure to provide the service. Embedded support is available throughout the training day.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	e Producing and issuing trainee nominal roles f Inputting and extracting data using TMIS. g Updating and issuing joining instructions. h Sending nominal roles to; 1) IT support for them to provide LEARN passwords. 2) To the iHub for them to provide HERCULES passwords and; 3) To the Guard room/Pass Office to provide trainees car passes. i Forecasting and booking accommodation. j Booking external facilities and transport. k Collating trainee and course data. l Producing course certificates, setting pass results, recording passes and assigning competencies. m Production of precis and handout packs for trainers to distribute to trainees.	be dealt with on a person to person basis. f. Course directors remain responsible for the content of Joining Instructions and must authorise any amendments g. Course directors remain responsible for the content of Joining Instructions and must authorise any amendments.			

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Sub Section 04 – REME AS Chief Clerk					
R.07.04.01	1. Provide general clerical duties to REME Arms School personnel. The service shall include: a. Control and processing of internal and external mail twice a day. b. Issue and record booking out forms for all military and REME AS trainee personnel. c. Assisting the Chief Instructor (CI), Deputy Chief Instructor (DCI) and Course Directors with general administration d. Produce reports and conduct Military Secretariat (MS) admin for military personnel using the Joint Personnel Administration (JPA) system. e. Booking of flights, trains, hire cars and accommodation for permanent staff and Military Systems Engineering Course (Land MSEC) Officers, as required. f. Custodian of the mandated training register for DLE courses for all REME AS permanent staff. g. Create part one orders and recording separated service details.		As required. Overall output for DSEME is 9768 hours.	Iaw JSP 101.	No failure to provide general clerical duties to REME Arms School personnel.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	h. Distribution and publication of reports and returns. i. Dealing with ad hoc queries from trainees, permanent staff and external visitors as necessary. j. Provide attendance at the CI's weekly 'O' group and diary check/weekly look forward meetings. k. Ordering, collection and control of stationery. l. Provide general assistance to panel members on Institute for Mechanical Engineering (IMechE) interview days.				
Sub Section 05 – Operate, Manage and Prepare Training Facilities					
R.07.05.01	1. Provide a service to operate, manage and prepare laboratories, lecture rooms, syndicate rooms, classrooms, simulators, workshop, hangars, outside areas, training armouries and related storerooms (See R.04.01.01 for the delivery of technical, management and equipment training). The service shall include:	The cleanliness of the facilities is provided under the relevant Multi Activity Contracts (MAC) however it is expected that Contractor Staff will maintain and ensure a good level of engineering hygiene within these facilities.	Further details can be found at Annex F to R7.	law manufacturer's instructions/handbook and or locally produced servicing documentation.	The benchmark shall be no more than 1 justified complaint per month that caused the delay of a planned course. No loss of availability when needed. a. No failure to test the Authority's

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	a. Where approved by the Authority, carry out the design, local purchase, manufacture and installation of bespoke approved training aids and minor items. b. Laying out, preparation and functional checking of training resources such as main equipments, test equipment, audio, visual and IT. c. Diagnosis and replacement of faulty training resources such as main equipment, audio visual items, power leads, computer leads, computer accessories and non-fixed classroom assets. Reporting these issues to the Building Custodian and the Authority. d. Identification of surplus to requirement training aids and accessories. e. The return of repairable and non-repairable items to the relevant Authority Representative. f. Produce and maintain written operating instructions where appropriate for training aids or classroom systems. g. Management of the repair and servicing of training aids.	a. With respect to Local Purchase, the Authority's supply system must be the preferred route in the first instance b. Equipment has to be task worthy for the training delivery but also must be safe for use at all times.	a. Up to 15 occurrences p.a.	a. Where the items required are not available from the Authority supply system; No failure to manufacture or local purchase minor replacement parts. 100% of locally manufactured replacement parts which are subjected to load or pressure are to come with suitable test and certification. g. In accordance with the manufacturer's instructions/ handbook and or locally	supply system in the first instance. No instances of locally manufactured replacement parts which are subjected to load or pressure being utilised without suitable test and certification. The Benchmark shall be 0 justified complaints g. 100% of all equipment to serviced and maintained.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	h. Assisting lecturing/instructional staff as appropriate with the supervision of trainees, particularly in the rotating machinery area for safety purposes. i. Classrooms and other training locations are shared resources. Trainers are therefore responsible for the general cleanliness of training areas once training is completed so the next training can begin afterwards without disruption j. Local security of laboratories, syndicate rooms and classrooms and external doors at the end of normal working hours. k.Ensuring both staff and trainees observe good husbandry and engineering hygiene practices, taking pride in their working environment and ensuring conditions are conducive for training.	g. The Authority is responsible for setting the servicing and repair policy for all GFE equipment. i. This will include but not limited to: • Board Cleaning • Correct close down of IT Systems • Furniture replaced into correct locations • Ordering of used or missing stationery from Authority providers. • This does not extend into full cleaning e.g. hoovering, dusting etc which is covered by a separate authority contract. k.Trainers are responsible for tidying up areas after their training.	g. Management of the repair and servicing of training aids: Approximately 4,020 items of LRE (Lifting and Recovery Equipment) in support of training. Approximately 159 Med and dent aids in support of training. Approximately 97 weapon aids in support of training. Approximately 739 vehicle aides in support of training. k. all the time training is being prepared or delivered. l. 50 x name badges p.a. (NB trainees are no longer	produced servicing documentation. j. Allocated classrooms and syndicate rooms to be secured by designated contractor Building Custodian. All office occupants are expected to secure their own offices and the Guard secure the building. l.JSP 822 & JSP 101.	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	l.REME AS only - Preparing trainee name badges, name boards and course detail boards.		issued with Name badges) Name Boards (on change of permanent staff) 10 x pa. Course detail board (power point presentation on a screen in the foyer) – updated weekly.		
	m.Provde a development service to assist with experimentation, demonstrations and trainee projects associated with training. n.Provide a service to manufacture aircraft panels to be used on airframe repair courses.	n.The panels shall be manufactured in accordance with the following drawings: Large panel drawing numbers: 5504.25-01, 02,02 &04. A drilling template for the large panel is in drawing 550424.5136, supplied at the Authority's expense.		m. Projects are to be completed to standards and timetables agreed with the customer. n.MAP 101A-1401-1 Ch 1. AP101C-1300-6A1 07-40-00. AP3434 section 3 Ch 2. No failure to comply with quality standards laid down in the following respective publications: Marking: a. Air Publication (AP) 3402 Sect 1, Chap 2, Paras 3 & 7 (Reference Use Only Publication). b. AP101C -1300-6A1, Ch 07-10-00, Page1-3 , Para 2F. Drilling:	m. No failure to meet agreed quality standards or agreed timescales. n.No failure to provide the service.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
				a. AP 3402 Sect 1, Chap 4 Paras 26 – 28 (Reference Use Only Publication). b. AP 101C-1300-6A1 Chap 07-40-00, Page 15, Paras 2A, 2C & Table 1. Riveting: a. AP 3402 Sect 1, Chap 7, Paras 13 & 14 (figs 1.7.8 & 1.7.9) (Reference Use Only Publication). b. AP 101C-1300-6A1 Chap 07-30-00 Page 5-1 and 5-2. Chap 07-40-00, Page 15, Paras 3A-D (figs 3 & 4) & Para 3F (Rivet Removal). Bending: a. AP 3434, Sect 3, Chap 2 (Reference Use Only Publication). Acceptable Damage: AP101c-1300-6A1, Chap 07-10-00, Para 2.C.1 shall be complied with for any acceptable damage. This reference states that acceptable damage shall be blended and polished out on completion IAW: AP 101C-1300-6A2(A) Chap 16-3 Item 13.	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	o.Provide appropriately trained personnel to support the delivery of training, for projected throughput of Trainees, within laboratories, classrooms, workshops, or other establishment-designated area. p. The Contractor shall provide and manage personnel who are trained in First Aid, appropriate for the conditions and equipment they will be working with, ensuring cover is available when training is being undertaken in laboratories, classrooms, workshops or other establishment designated areas.		p. DSEME – Historical data not available. DSAE(L) - Approx 10% of total contractor personnel however must have at least per functional area and geographical location IOT provide full coverage.	No failure to provide panels in the timescales agreed. p.JSP 375, Part 2, Vol 1, Ch 5, FAWR.	
R.07.05.02	1. The Contractor shall provide a Building Management Service and Appoint Building Custodians (BCs) in order to manage building areas used to deliver work specified in the Statement of Requirement. The service shall include:	1. The Terms of Reference for BCs are detailed in JSP 435 Leaflet 1-8. The BCs will have to respond effectively to the Authority and Regional Prime Contractors at the appropriately level.	Buildings requiring Contractor BCs are identified at Annex D to R7. During normal working hours, excluding Public Holidays and Site closure (i.e.: Christmas and suitably preparing for standdown closures).	JSP 435 Leaflet 1-8 – Estate terms of Reference for Building Custodians. All BCs to comply with the Authority's Standing Orders and Procedures. Health and Safety at Work Act 1974. Management of Health and Safety at Work Regulations 2006. Workplace (Health Safety and Welfare) Regulations 1992. MAA RA 1410 (for buildings containing aircraft).	No failure to provide the service. No more than 1 justified complaint per month.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	a. Risk assessments as appropriate for the building and its usage (not the risk assessment for the training activity, functional groups are the owner and custodian of these) and checking to confirm the provision and proper use of any personal protective equipment required for the Contractor to minimise the risk of injury to as low as reasonably practicable. b. Checking all electrical equipment is PAT tested and in the correct state of repair.	a. This includes any general equipment required in offices, classrooms and building. The authority will provide equipment associated with specific training serials. Personal Protective Equipment at Work Regulations 1992. The Authority will conduct and record annual inspection rounds of all buildings. b. All equipment to be tested prior to initial use and annually thereafter under Authority arrangements.		DSAT QS 001:as amended. Personal Protective Equipment at Work Regulations 1992. Control of Substances Hazardous to Health Regulations (Amd) 2004. Provision and Use of Work Equipment Regulations 1998. Defence Clothing Catalogue. JSP 375. JSP 440. JSP 426. JSP 850. JSP 375 - Part 2, Volume 1, Chapter 15. JSP 375, Part 2, Vol 1, Chapter 23. JSP 375, Part 2, Vol 1, Chapter 11. JSP 515. a. JSP 375 Part 2, Vol 1, Chapter 15, PPE. b. JSP 375, Part 2, Vol 1, Chapter 23 (Electrical Safety).	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	c. Ensure that the Authority's Contracted Service Provider is made aware of any shortcomings in provision of general furniture, fixtures and fittings. d. Liaise with the Authority's Contracted Service Provider to ensure the correct management and disposal of hazardous waste from the building. e. Provide nominated and in date First Aid trained individuals to act as a First Aiders within the building. f. Opening and closing buildings. g. Fault reporting and monitoring of issues within the training estate, including immediate outside areas. h. Liaise with Soft Services provider regarding cleaning, catering and the removal of classified and hazardous waste.	d. Control of Substances Hazardous to Health Regulations (Amd) 2004. f. The responsibility for opening and closing buildings shall be a shared responsibility between Authority and Contractor Staff and be agreed on a site by site basis. Liaise with the Authority to ensure that buildings are available as required by the Authority. Keys for all buildings are held at the respective School Guardrooms and nominated personnel, authorised on the Key List, will be able to draw the keys at any time of the working day. All buildings are to be open for the STD unless otherwise specified. The responsibility for opening and closing buildings shall be a shared responsibility between Authority and Contractor staff and be agreed on a site by site basis. Service reviewed by Authority and confirmed as		d. JSP 375, Part 2, Vol 1, Chapter 11 (Hazardous Substances) and JSP 515 – The MOD Hazardous Stores Information System.	

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	i. Assist training staff with asset management and asset tracking. j. Assist Authority and training staff with the movement of training aids when required (excluding vehicles and major assemblies). k. Weekly fire alarm checks. l. Conduct quarterly fire evacuation drills. m. Provide and monitor the use of first aid kits (available from service sources). n. Demand notice boards and white instructional boards required for each office/classroom. o. Maintain Babcock Health and Safety and Security notice boards p. Provide a Health & Safety and Fire Warden. For buildings managed by the Contractor, the Contractor shall provide H&S briefs for all new staff members, Trainees and other personnel as required q. Defibrillators and Firefighting equipment.	satisfactory on a monthly basis and annotated on Monthly End User Report. p. Health and Safety Warden will conduct briefings to all staff and joining briefs when required, maintain records, H&S Logs and notice boards. Service reviewed by Authority and confirmed as satisfactory on a		p. Management of Health and Safety at Work Regulations 2006. JSP 375.	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
		monthly basis and annotated on Monthly End User Report.			
R.07.05.03	The Contractor shall provide a service that will conduct routine inspections and maintain standards of building facilities report all material defects within the building to Establishment Office and ensure that all rectifications are carried out correctly, safely and in the appropriate timescales. Raise new works orders as required. Identify potential efficiency improvements within the Building.	The management of building is to be maintained to ensure that the building is safe when occupied and in use. The Contractor is to complete Monthly Workplace Safety Check List. Service reviewed by Authority and confirmed as satisfactory on a monthly basis and annotated on Monthly End User Report.		Provision and Use of Work regulations 1998.	
R.07.05.04	The Contractor shall provide a service that shall ensure that allowances are made for the requirement to run machinery for demonstration purposes for VIP visits, affiliation day visits, school visits and other open day events.		As required. No more than 50 visits (total) per training year.		
Sub Section 6 – Graphics and Media Service					
R.07.06.01 .	1). Provide a professional media service in support of approved training and administrative requirements to DSEME, GSU MOD Lyneham, DSAE(L)& RHQ REME. There shall be a counter service during normal working hours where customers can submit requests for media support and discuss requirements. Procedures for processing, approving and issuing media work shall be produced by the Contractor for approval by the Authority.	The web based catalogue software will be provided and maintained by the Authority. Users on the LEARN network will be able to search the web based catalogue and download digital assets as required. It is an intention of HQ DCTT to allow the wider Defence community to access the digital media catalogue so that other users can rapidly search and download media	Total number of tasks per annum not to exceed 1,200, with total capacity to deliver being 7,700hrs The scope of media services is broken down as follows: Media support for DSEME is approximately	The Copyright Act 1988 and current DINs. JSP 939. JSP 441. ISO 8000. The Priority rating of any particular media service task shall be determined by the Authority with the following applying	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	The Contractor will be required to upload digital media assets developed by the Media Department to a web based catalogue, to include graphical artwork, photographs, video and multimedia content. The catalogue will include an archive of all media productions produced for the Authority (where practicable). Digital media assets are to include metadata to facilitate an ability to search by keyword, media type and subject matter. Advise authority staff and trainers on all matters relating to media. The Contractor is to provide the Authority with reports on the usage of media services as required by the Authority.	in order to maximise reuse through the various training communities and save re-design costs. The Authority will be responsible for granting access permissions to items within the media catalogue to end users of the system. There is no requirement for the Contractor to catalogue media content developed prior to implementation of the web based catalogue software. If any of this media is to be catalogued the task will be undertaken by Authority personnel. Customers can use the counter service to discuss their requirement, technical aspects and timeframes.	73.25% of the overall annual volume. Media support for GSU is approximately 9.5% of the overall annual volume. Media support for RHQ REME is approximately 2% of the overall annual volume Media support for DSAE(L) is approximately 15.25% of the overall annual volume	Priority 1 (applies to tasks less than 1 hour duration only) - Urgent work such as business critical requirements or vital work to support unforeseen arising - 1 working day. Priority 2 (applies to all tasks apart from those exceeding 8 hours) - Priority work to support important short notice arising - 5 working days. Priority 3 - Routine work in direct support of training – 15 working days. Priority 4 - Routine work not in support of training - 40 working days. Priority 5 - Projects or work to fulfil a long-term brief which would require considerable time to complete – Up to 3 months, to be agreed with the customer on receipt of request. 90% of media assets to be catalogued within 10 working days of work completion. The remainder to be	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
				completed within 20 working days. No instances of failure to comply with the Authority's associated regulations	
R.07.06.02	Provide a Graphic Design service. The service shall include: Infographics, illustrations, leaflets, magazines, newsletters, posters, signs, display panels, banners, maps and building/site plans. Printing and finishing of graphical artwork including large format printing, laminating and mounting. Advice to staff/trainees on all matters related to Graphic Design		Not to exceed 700 Graphic Design requests per annum. DSAE (L) - Indicative volume of 150 Graphic Design requests per annum. RHQ REME – Indicative volume of 4 Graphic Design Requests.		
R.07.06.03	Provide a Photography service. The service shall include: The taking of photographs of specific courses at planned and scheduled times, key events, courses, professional portraits and as assets to support production of quality publications or training material when requested. Editing, Touching up, amending, enhancing, as necessary, and	The Authority provides photography equipment. Course Photographs are arranged by appointment agreed between the Authority and the Contractor. The limited scope for course photographs includes: - All Officer Courses - Artificer Courses, - Courses with International trainees.	DSEME- Not to exceed 150 Photography requests per annum. RHQ REME – Not to exceed 15 tasks per annum.		

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	outputting finished image as digital or hard copy. Producing hard copies as required and adding photograph data. Mounting and laminating photographs if required. Technical advice to staff/trainees on all matters related to photography	The following key award presentations of the following courses are included: - Blue Beret Parade - Artificer Scrolling DSAE(L) may elect to use their own quota for other course photographs.			
R.07.06.04	Provide a Videography service. The service shall include: Production of presentation and training packages, filming of key events and post-processing/editing and developing of video clips Key Event, Course and Portrait Videographic support. Technical advice to staff/trainees on all matters related to video production.	The Authority provides videography equipment. All work packages are to be approved by nominated unit representatives. Key Events include graduations, VIP Visits, open establishment events, arrival of new equipment. Generally tasked within the working day.	DSEME - Not to exceed 50 Videography requests per annum. RHQ REME – Indicative volume of 2 Videography requests per annum.	Produce packages at the agreed standard by the agreed time.	
R.07.06.05	Provide a Multimedia service. The service shall include: Production of 3D assets for use in training material. To include both low-poly optimised and high-poly photo-realistic assets.		Not to exceed 100 multimedia requests per annum.	JSP 822. AQAP 2110 and AQAP 2210 for software.	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	Production of animations for use in training material. Production of Interactive Courseware (ICW). Optimisation of the User Experience through content optimisation/redesign. Technical advice to staff/trainees on all matters related to multimedia production.				
R.07.06.06	**Learning Technologist** - Provide a service to develop the Virtual Learning Environment (VLE) content and technology enhanced blended learning solutions in support of training delivery. Establish, design and create locally produced media assets, in agreement with Authority and Contractor Course Design and Subject Matter Experts (SME). Conduct checks on all developed e-learning content to ensure full VLE technical compliance. That Contractor shall undertake a range of networking activities in order to increase awareness, exploit and share current good practice. Provide advice, guidance and support on the use of technology in the design and creation of e-learning content.	Man hours will be distributed uniformly across the year, but will be subject to some variation in accordance with (iaw) support to training requirements VLEs include DLE, LEARN, Buzzing Hub and any system introduced by the Authority during the life of the contract. It is planned that DLE will be merged into the DLMC by 2022 to provide a Defence Learning Management Tool. Includes ensuring that file formats are supported by the VLE and content works as anticipated. VLE technical issues are to be escalated to the VLE Team/IT as appropriate. Advise and assist with the introduction of technology-supported learning through	DSEME – The baseline volume is 2800 man hours per annum of VLE and blended learning development. DSAE (L) – The baseline volume is 840 man hours per annum of VLE and blended learning solution development.	JSP 822. JSP 939.	

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
		workshops, delivery of courses, one-off consultations or collaborative projects. The Contractor shall provide support for technological and pedagogic/andragogic aspects of e-learning content development.			
R.07.06.07	The Contractor shall undertake reviews of the information content uploaded onto the VLE and provide recommendations on request and where notice is given prior to introduction of new courseware or new training hardware. Findings and recommendations to be submitted in a written report summary form to the Authority.	Iaw Authority's administrative process the Contractor shall undertake and support the Authority in the day to day management and administration of the VLE and LMS and shall manage its security.	In support of all courses hosted on the Authority Training LAN.	JSP 440	
R.07.06.08	The Contractor shall populate Authority learning environments with courseware as directed by the Authority and administer, review and update the courseware ensuring the latest authorised version is loaded and functional.	Changes could result from the DSAT process or Trainer/Trainee feedback. Authorisation to endorse change requests is held by and therefore must be obtained from the Authority. For this section, courseware refers to all presentational material, training media, supporting documentation and trainee material.	Iaw DUP and course development.		
Sub Section 7 – Facilities Supervisory Service for the Potential Assessment Board (PAB).					

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
R.07.07.01	To provide a Facilities Supervisory service for the Potential Artificer Assessment Board (PAB). The service shall include: The preparation, maintenance and monitoring, safety testing, of the PAB outside areas including Working at Height (WAH). Administrative support to the PAB through the DO. Produce and maintain Authority approved written instruction for the management and repair of PAB specific training aids and training infrastructure. Carry out a before use inspection of all training aids, equipment and infrastructure prior to use by Trainees. Any safety issues are to be highlighted immediately to the Authority and unless immediate rectification can take place is to be placed out of bounds unless the Authority accepts the risk. Prepare the outside area iaw the provided written instructions, within the given time constraints. There will be some IT and general administration and organisation required to supervise others. The service will be provided outside in all weather conditions. The Contractor is to comply with the Authority audit processes.	The overall responsibility for the PAB comes under the REME Arms School. The Authority may provide Military Manpower through the PAB DO on request. The Facilities Supervisory service will need to be able to resolve problems with the minimum of Authority guidance. The Service will be required at varying hours and outside areas must be ready in accordance with the Training Plan. The major structural maintenance of the PAB outside area is the responsibility of the Authority. Any issues with structural maintenance must be reported to the Authority immediately.	During a PAB week the workload is variable and may involve up to 48 hrs per week. There are up to 10 PABS delivered annually.	Provide a Facilities Supervisory service. 100% availability of the requested outside areas to the standards required and within given time constraints. 100% completion of administrative tasks i.a.w. given instructions and Local Work Instructions.	No failure to provide a Facilities Supervisory service. No failure to comply.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	Order and replace any items that are identified as unsafe or unfit for use. The Contractor will replace these items, this may involve Working At Height which the Contractor is to put in provision, for example: ropes, poles, jerry cans, logs. The Contractor is responsible for minor structural work, some of which may require WAH. This can include: Replacing ropes, replacing poles, attaching poles using metal brackets or ropes, painting of metal or wood, replacement of wood bark.	If there is a disagreement over whether a task is considered minor or major this is to be discussed at lowest management before being escalated to commercial level if required.			
Sub Section 8 – Specific Associated Tasks.					
R.07.08.01	Provide a service to manage the Garrison 25m Range, the DCCT facility and the Garrison Respirator Test Facility (RTF) in order to meet the requirements of the Authority's training programme. The service shall include: The provision of a booking facility for all facilities. Routine maintenance and inspection of all facilities. The production, holding and maintenance of all relevant documentation.	Use of the 25m Range, the DCCT facility and the RTF will normally be limited to normal working hours. All bookings for the facilities will be controlled by the Contractor. Use of the facilities, including 'out of hours' use at weekends and evenings are to be requested 72 hours in advance and are to be authorised by the Authority prior to acceptance. The Contractor will be given a minimum of 72 hours, notice of the requirement to use the facilities. Shooting on the Range and use of the RTF will be conducted by	The Authority uses the range for firing on 150 days per year of which 20 are outside normal working hours.	No failure to provide the service. DSA 03 - OME Part 3 - Defence Code of Practice and Guidance Material for Ranges. JSP 850- Infrastructure and Estate Policy. Effective booking service for each facility Confirmation of bookings to use the facilities to be sent to the requesting unit within 2	No instances of the 25m Range or the RTF not being available for training due to failures by the Contractor. No failure to comply. No double bookings. No failure to confirm 90% of bookings within 2 hours.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	Demanding and maintenance of all range targets.	suitably qualified Authority personnel, in accordance with extant Joint Service and Army Regulations that are relevant to the facility in use. The major structural maintenance of the facilities is the responsibility of DIO. In order for the Contractor to obtain a Range Licence an annual inspection will be carried out by a Higher Authority. Range Orders shall be produced and submitted for signature to the Commanding Officer (Range Administering Unit) annually or on the change of Commanding Officer or changes in overarching Authority Regulations.		hours of receipt of the booking, 90% of the time. The remainder to be notified by the next morning following receipt of requirement. The facilities are to be maintained by the Contractor in accordance with extant Joint Service and Army Regulations that are relevant to the facility in use. Facilities to be available during normal daily working hours. No failure to maintain or demand sufficient targetry.	No failure to confirm remainder the morning after receipt of booking request. No failure to comply. No instances of non-availability. Appropriate targetry always available.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
Sub Section 9 – Provision of Learning Support at DSEME.					
R.07.09.01	Provide a service to manage the learning support function across DSEME as identified by Ofsted Report of 11 Bn REME Dated March 2015	The military does not discriminate by learning ability and therefore all SpLD could be encountered.		JSP 822	No discrimination against SpLD
R.07.09.02	Deliver timely and effective learning support to all trainees across the DSEME; primarily to Phase 2 trainees but also to Phase 3 trainees, Artificers and Young Officers who pass through the school.	The incumbent must be suitably qualified and experienced to manage and facilitate learning support to an adult population. Essential: i) Hold a current UK nationally recognised adult and secondary teaching qualification. ii) Qualified and experienced in Special Educational Needs (SEN) teaching in Further Education (16+) or with adults. iii) Qualified to conduct the Lucid LADS Plus assessment iv) Experience of coaching 16+ adults with SpLD; in particular Dyslexia and Dyscalculia. v) DBS Enhanced and SC.	The Contractor will support: Trainees screened using LADS: 835 Trainees identified with possible SpLD: 345 1 to 1 session with LSO: 608 (Data from Sep 18 - Sep 19)	JSP 822	No failure to identify individuals for DAST.
R.07.09.03	Conduct the Lucid LADS Plus assessment and other SpLD assessments as required, in order to outline the level of assistance an individual may require.	The minimum recognised Defence test for dyslexia is the Dyslexia Adult Screening Test (DAST). As per JSP 822, V3.1 July 18 DSEME use the applicability of the Lucid LADS Plus assessment for screening of SpLD.	The Contractor will support: Trainees screened using LADS: 835	JSP 822	Provide initial test within 1 week of request being received
R.07.09.04	Refer on individuals who may require educational psychologist assessments.	Individuals referred to Med Centre if further assessment required.		JSP 822	

R.07.09.05	Liaise by e-mail or telephone with the BSDMs; in particular at Warminster Garrison Education Centre	BSDM – Basic Skills Development Manager		JSP 822	
R.07.09.06	Provide continuity and smooth extension of learning support from Phase 1. Working closely via e-mail or telephone with AFC Harrogate, ATC Pirbright and ATC Winchester and, where, required, with permission from the individual concerned, informing receiving units of on-going needs.			JSP 822	
R.07.09.07	Provide support to trainees as required with the development and implementation of their individual Learning Plans.		The contractor will support: 1 to 1 session with LSO: 608	JSP 822	
R.07.09.08	The contractor will facilitate study skills coaching sessions with individuals and teams		Individual is defined as Sole Trainee Team		