COURSE PLANNING ADMINISTRATION

Purpose of Requirement

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

This Service Requirement aims to ensure that training is appropriately planned, programmed, scheduled and resourced in the most efficient and cost-effective manner, taking account of the availability of Authority and Contractor resources, Trainee numbers, Training Equipment, Establishment capacity and other relevant constraints.

STATEMENT OF REQUIREMENT

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
Sub Section 1 - Training Planning and Resource Allocation					
S.06.01.01	Provide a service that will plan, programme, and timetable all approved training courses, in accordance with Authority endorsed DTP and Training Plans and other external Authority requirements.	This requirement covers DSMarE DSAE(G) and ND. The authority provides and makes available a functional electronic TMIS. The Contractor is required to make use of the Authority provided Management Information Systems (including TAFMIS) and other systems that pre exist or that is introduced during the lifetime of this contract. The Authority will for all other/new systems introduced, provide user training for the contractor. Course dates are to be maintained on a one-year rolling programme and amended as circumstances dictate.	To most recent DTP/SOTR/ SOTT throughput figures.	Courses are to be planned and scheduled to the requirements promulgated in the CEB endorsed annual TP and as amended.	No failure to provide planning and re-planning to the required timescale. Replan SULTAN training courses within one week of a business continuity incident which has enforced changes to TPs. Replan training within one week of the announcement of additional or changed National Holidays dates or other significant changes to the training year or terms.

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S.06.01.02	Provide a service to produce an optimised DTP for DSMarE, in accordance with the Authority endorsed SOTR, to Authority's specification to cover next year in detail and the two subsequent years in outline.	Produce and publish to meet CEB and Authority meeting timescales (refer to Section 2 for definition of Training Administration Periods). The DTP will be developed to make the best use of the available training resources and manpower. The Contractor is required to make use of the Authority provided Management Information Systems (including TAFMIS) and other systems that pre-exist or that is introduced during the lifetime of this contract. The Authority will for all other/new systems introduced, provide user training for the contractor. DSAE(G) DTP is produced by DCAE HQ in liaison with DSAE(G).	Produce the DTP annually to the most recent DTP/SOTR/ SOTT throughput figures.	Iaw Authority Emergent Requirement Process SULSO 2.2.8.	Plan available for endorsement a minimum of 2 weeks prior to CEB annually. Amendments are input to the TP accurately within one working week of receipt.
S.06.01.03	Produce a Long-Term Plan (LTP) and input courses including their dates and availability into JPA.	Produce and publish to meet Customer and Fleet timescales ensuring sufficient courses are programmed to meet the Authority training requirement. A 2-year programme of Initial training and career course dates is to be maintained and amended as circumstances dictate. A minimum of 1 year's full	To reflect the most recent DTP/SOTR/ SOTT throughput figures.		No failure to produce a plan available for endorsement by Authority annually. Amendments are input to the TP accurately within one working week of receipt.

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		SULTAN programme is to be planned. Authority endorsed changes are to be promulgated by amendment to the LTP within 1 week of receipt.			
S.06.01.04	Produce the Medium-Term Plan (MTP) which contains no conflicts and allocates required course training resources and circulate to course Managers.	Training resources include trainer manpower, training facilities, classrooms, external lecturers. Locally irresolvable conflicts are to be presented to Authority/Contractor Functional Groups and Course Managers for a decision. Promulgated at least 5 working weeks prior to commencement of the term, looking 20 weeks ahead. De-confliction to be conducted iaw SULSO 2.2.2. Irresolvable conflicts are to be presented to Authority for a decision.	To reflect the most recent DTP/SOTR/ SOTT throughput figures.	SULSO 2.2.2.	No failure to provide Programmes and timetables as required.
S.06.01.05	Produce the Weekly Training Plan (WTP) which contains no conflicts and allocates required course training resources and circulate to Course Managers.	Training resources include trainer manpower, training facilities, classrooms, external lecturers. Irresolvable conflicts are to be presented to Authority for a decision.	To reflect the most recent DTP/SOTR/ SOTT throughput figures.	SULSO 2.2.2.	No failure to provide.

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		De-confliction to be conducted iaw SULSO 2.2.2.			
S.06.01.06	Provide booking and allocation of training resources Lecture Theatres and Conference Rooms.	Including trainers, assistants, outside lecturers, facilities, specialist equipment needed to deliver the courses specified in the MTP and WTP. Resources allocated in accordance with requirements of the Training Documentation and these allocations endorsed by providing bodies (e.g. trainers, classrooms, and training assets). Produce to meet internal SULTAN management requirements as dictated by KC.	To most recent DTP/SOTR/ SOTT throughput figures.	SULSO 2.2.1 – 6.	No failure to provide.
S.06.01.07	For DSMarE, on request provide a service which will identify short-term spare capacity in course and resource terms.	The irreducible amount of spare capacity remaining after take up by Authority, other Govt bodies and IDT Spare capacity in DSAE(G) courses is to be managed through DCAE.		SULSO 2.2.6 refers.	Within 5 working days of request from Customer.
S.06.01.08	Maintain and make available a training resource database (Trainers, facilities and equipment), including resource availability and functionality. Database is maintained and up-dated weekly.	Liaise with Training Resource management function and course managers and functional group heads and ensure database is kept up to date at no less than weekly intervals. Database available to KC or other Authority representatives. As nominated by Customer.	Database includes all trainers, facilities and equipment.	To be compatible with MODNET, TAFMIS or Authority provided TMIS.	Information available at ½ days notice during the working week.
S.06.01.09	Build and maintain master course	In consultation with Training			Master template

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	schedule/templates (teaching order, constraints, modules, exams etc) for each course included in the Training Plan to the Training Design specification. Template to adhere to dependency constraints, teaching duration and teaching order required by Training Design function and or Course Managers.	Design Cell and Course Managers. In accordance with course design documentation, for new courses at least 12 months prior to the start date and audit them each term (Annually) and certify in Template Log.			available in sufficient time to meet next iteration of the course iaw TP.
S.06.01.10	Provide a training planning service when required as a result of the introduction of an Urgent Operational Requirement (Training) (UOR(T) not on the Training Plan.	Training requirements as a result of a UOR can range from short 'one off' instances at relatively short notice, to longer duration instances that are later incorporated into the SOTR. Maintain flexibility to react to the needs of the Authority and change training plans to incorporate requirements of UORs with the minimum disruption to existing training plans. UORs may be catered for by: • Attaching individuals to scheduled courses to cover appropriate modules. • Utilising spare capacity to train courses of 1 or more trainees. • Training at weekends. Prior Authority approval is necessary to meet this requirement.	As required iaw Schedule 4.	To be agreed on a case by case basis.	Replan training within timescale agreed with Authority on a case by case basis.

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Sub Section 2 – Course Bookings					
S.06.02.01	Provide a comprehensive service for booking trainees onto training courses. Produce weekly amendments to course nominal lists and weekly programmes. Confirm/reject bookings with outside authorities by letter or Email; book external resources in accordance with Course schedules / templates and with Course Managers Authority.	Including creation of course/class nominal lists. Interfacing with JPA and Authority local course booking database. Incorporating civilian/RFA/other trainees not enrolled on JPA. Including retention of records for management information purposes including: 1. course uptake. 2. courses run and cancelled verses the training plan. 3. reasons for course cancellation.	Based on demand profile derived from Authority TP.	Training throughput in accordance with SOTR/ DTP/Trg Plan.	Nominal lists produced and made available to all Course Managers, Functional Group Heads and establishment SO1s at least 2 working weeks ahead of start dates. Amendments to be raised on a daily basis.
S.06.02.02	Undertake course booking administration. Confirm/reject bookings with outside authorities by letter or Email; book external resources where required.	Including coordinating bookings with lead instructional areas. Amend course/booking files to reflect changes to the training plans upon receipt and initiate action to inform personnel concerned. Create and promulgate course/class nominal lists (compiled from course bookings).	Daily management of this task is in support of production of MTP and WTP. Collate changes and implement daily amendments.		Booking administration to be accurate at all times.
S.06.02.03	Initiate course cancellation procedures when necessary due to under-subscription or lack of resources.	Courses for which there is no trainee take up or that fail to achieve the minimum numbers prescribed in SOTR / SOTT /	Not more than a weekly activity.	Cancellations are to be conducted iaw the timescales stated in SULSO 2.2.6.	Courses cancelled, after consultation, in accordance with Authority timescales.

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	Cancel courses on JPA where there are insufficient or no bookings. Proactively respond to Authority initiated changes/amendments using the Authority Emergent Requirement Process.	DTP plans at 2 weeks prior to course start date are to be cancelled or offered to Income Generation, with the agreement of the Authority. (Agreement of DCAE to be sought via DSAE(G) for their courses. Agreement of ND to be sought via HND). Courses subject to non-availability of resources at 2 weeks prior to course start date are to be cancelled, with the agreement of the Authority.			Amendments are input to the TP accurately within one working week of receipt.

Sub Section 3 - Management Information Systems Development					
S.06.03.01	Develop IT tools, management information and data analysis capabilities and apply new technology, macros and further IS processing in support of Training Planning and Management.	Making use of the Authority provided Management Information Systems (including TAFMIS) and other systems that pre exist or are introduced during the lifetime of the contract. Investigate and resolve user problems as reported in the System User Log, propose solutions and implement solutions when directed by the Authority. The Contractor is to assist in the development and delivery of system related operator and user training when required by the Authority. Liaise with System Administrator,	Indicative quantity currently encompasses 37 hours per week full time capability.	Realisation of increased business efficiency and business enterprise cost reductions. Fully document all IS/IT development work, producing appropriate guides for system operators and users as directed by KC. Simple problems to be resolved within 2 working days. More complex solutions to be solved within timescales agreed by Authority. System operator guides to conform to JSP101 standards and useful and usable by novices working on the systems.	Up to date guides to be available to the Authority. User problems to be solved within agreed timescales.

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		SULTAN IS Section and software and hardware OEMs as necessary to complete requirement. The Authority wishes to make the MIS data manipulation capability overarching and influential in the senior management decision making process across DCTT schools and HQ and in unison with the Contractors at DCTT sites.			