DELIVERY OF REME 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 Contractor delivered training courses scheduled in the agreed TP are delivered to the required quality and in accordance with the course schedule and specification;
• The Contractor Trainers are suitably vetted, qualified and experienced to deliver the required training and do so in a safe and proficient manner, with skills and competencies that are kept current with changing training requirements, methods of training and their subject specialisation;
• The Contractor delivered training assessments and/or examinations are delivered accurately, consistently and in accordance with the relevant assessment strategy;
• Training deficiencies of Trainees are identified, managed and resolved to support Trainees in completing training, including through the provision of appropriate remedial training tailored to the circumstances and needs of the individual Trainee;
• New training courses, and courses which have undergone significant re-design, are piloted to test that the course, as designed, meets the training requirements in an effective and efficient manner, and that relevant feedback and recommendations from the pilots are incorporated into are updated training design and future training delivery;
• The Trainees are provided with teaching, coaching and mentoring, including outside of core training periods, to support their personal and professional development and to assist them in realising their full potential within the Armed Services;
• Training assessments and examinations are managed and administered in accordance with the Assessment Strategy and ASpec for the relevant course, to ensure Trainees satisfy the Authority's competence and role requirements;
• The quality of training delivery is managed and assured through the development and implementation of a robust quality management system;
• Training courses are subject to robust and evidence-based evaluation;
• Training Services are subject to a structured and targeted programme of audits to assure the quality and cost-effectiveness of training;
• External inspections of Training Services are facilitated to enable them to be undertaken in an efficient and effective manner;
• Identified actions and recommendations from evaluation and audit are reported to the Authority and implemented;
• International Defence Training (IDT & IG) is managed and delivered;
• Overseas military students are provided with administrative assistance and advice to support the maintenance of their welfare and well-being;
• The programming and provision of services to overseas military students do not adversely impact on the provision of delivery of SOTR.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
Sub Section 1 – Technical, Management and Equipment Training					
R.04.01.01	1. The Contractor shall provide and maintain a service for the management and delivery of technical, management and equipment training Military, MOD Civil Servants and MOD approved contractors, as directed by the Authority. The service shall ensure that: a. All training delivered shall be in accordance with the method, media, content, standard and time as laid down in the Training Objective (TOs) based Course Syllabus/Course Training Package (CTP) issued by the Authority. b. All Contractor Staff comply in all respects with the Authority's Supervisory Care Directives and Equality and Diversity Policies (JSP 893). c. The safety of trainees and all staff is not compromised during training in the areas of responsibility or control covered under this Contract, paying particular attention to periods of practical instruction and examination.	The REME training requirement (type and volume) is contained in the 22 Group endorsed Training Plan (TP), the TP is produced annually and is included within this section of the SOR at Annex B. The Authority may require variations in the type and volume of training described to meet financial, operational or other contingencies. In all Schools the delivery of Technical and Managerial training is currently either by uniformed military personnel, Civil Servants or Contractor personnel, with the latter by far the largest deliverer of training. Military personnel currently work alongside Contractor staff in the delivery of some technical training, primarily because military personnel have Field Force domain knowledge and more importantly operational experience, which enables the training to be put into context and also ensures that trainees, who can be in the training system for a considerable period of time (up to 18 months), sustain their military ethos. Where there are instances of a training course being delivered by a mix of military instructors and Contractor staff, then the exact details of who delivers what is detailed in the CTP.	The volume of training (by course type, course starts, course duration and course loading) to be delivered per annum is expressed at Annex B to R4. The training year is approximately 225 working days. ny changes to be communicated within 4 months of the delivery and shall result in a major change. c. All courses delivered either partly or wholly by the Contractor.	As laid down in JSP 822 Defence Direction and Guidance for Training and Education, JSP 893 (Policy on Safeguarding Vulnerable Groups). a. In accordance with the requirements stipulated in the Course Syllabus/CTP issued by the Authority.	1. No more than 1 justified complaint per month that caused the failure to deliver a course to schedule. No Failure to comply with the Authority's Regulations. a. No Failure to deliver training in accordance with the CTPs.

		The Contractor will be given at least 4 months' notice when the Authority is unable to deliver their part of the CTP. The Authority may allocate student places on courses or modules either to Overseas Military Students, Contractor's Staff or third parties to utilise spare capacity and generate income. See R.07.05.01 to Operate, Manage and Prepare Training Facilities. The trainer:trainee ratio will differ from equipment to equipment in accordance with the LSpec. The minimum requirement for trainer manning is specified in the CTPs can be found in MODNet Sharepoint.			

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R.04.01.02	The Contractor shall provide technical and equipment training to Reserves tradesmen of all trade disciplines as required by the TP and in liaison with Reserves Policy Br, CD CSS. The Contractor shall provide this service at weekends IAW the TP. The requirements contained in R.04.01.01 shall apply equally to this requirement.	The length of Reserves courses is prescriptive because all Reserves training is confined to a maximum of 14 days training per annum (including weekends) for major career and equipment courses, and 2 days (weekends) minor short equipment courses. There is no trainee review or remedial training for Reserves course. Trainees pass first time or are loaded onto a later course at the discretion of Reserves Policy Br, CD CSS. Reserves training is to be delivered in accordance with the CTPs issued by the Authority and which can be found in the MODNet SharePoint.	The volume of training (by course type, course starts, course duration and course loading) to be delivered per annum is expressed at Annex B to R4**.**	As laid down in JSP 822 Defence Direction and Guidance for Training and Education	The Benchmark shall be 0 justified complaints that caused the failure to deliver a course to schedule
Sub Section 2 –General					
R.04.02.01	1. The Contractor shall provide qualified Lecturers and trainers to deliver technical, management and equipment training to Military, MOD Civil Servants and MOD approved contractors, ensuring that: a. All Contractor Lecturers and Trainers delivering instruction to Phase 2 and Phase 3 trainees shall either hold a minimum of the CET Cert Education, accredited Defence Train the Trainer (DTTT) course or are to be	1. Relevant training and qualification is to be undertaken, ideally, prior to an individual taking up training delivery duties as pre-employment training or within 12 months of taking up an instructional post. An unqualified individual must be very closely supervised by either, an experienced member of the training delivery staff or an individual qualified to monitor training delivery competence[3]. Thereafter, should a member of the	The Contractor shall determine the required numbers and mix of Lecturers and trainers in accordance with the volume of training (by course type, course starts, course duration and course loading) to be delivered per annum as expressed at	1. In accordance with JSP 822, Part 3, Chap 4 and JSP 893. a. Where Contractor Lecturers and trainers are working towards gaining a minimum of a, CET Cert Education or equivalent, they shall have acquired the qualification within	a. 100% compliance. b. 100% compliance.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	able to prove they are studying towards obtaining the minimum equivalent[1]. b. All Contractor Lecturers and trainers delivering training solely to Phase 3 trainees shall either hold a minimum of a CET – Level Three Course or are to be able to prove they are studying towards obtaining the minimum equivalent[2]. c. All contractor staff shall complete the Supervisory Care elements of the Authority provided Defence Train The Trainer (DTTT). d. The contractor shall deliver and support DTTT courses to Trainers to help ensure that sufficient Contractor and Authority Trainers are trained to the the required capability to enable the	training delivery staff be absent from the formal training environment for more than 8 months, their training qualification remains valid, but on their return to a training delivery role they are to be reassessed in accordance with the procedures laid out in JSP 822, Part 3, Chap 4. Training delivery staff will only be required to undertake further training if their competence has dropped below a satisfactory level. c. The Schools are subject to OFSTED and other 3rd Party audits and reports from such audits will be disclosed to the Contractor as and when they take place as deemed appropriate by the Authority d. Support to include course admin.	Annex B to R4. Annex-E to R4 of this SOR lists the civilian qualifications awarded at the Schools.	1 year of taking up the post. b. Where Contractor Lecturers and trainers are working towards gaining a minimum of a~~,~~ CET Cert Education (Level Three) or equivalent, they shall have acquired the qualification within 1 year of taking up the post. c. All Contractor Staff shall complete the Supervisory Care elements of the DTTT within 1 year of taking up a post. d. JSP 893.	c. 100% compliance.

[3] Unqualified lecturers will be working towards their Level 5 teaching qualification and will be mentored and supervised throughout this period of qualification.

[1] A recognised higher or equivalent qualification will fall under one of the following categories:

a. Removed
b. A higher teaching or specialist qualification (Cert Ed, PGCE or Bed are examples of higher teaching qualifications).
c. Another longer professional or specialist course in Defence that incorporates the Defence TTTCETCourse.

[2] A recognised higher or equivalent qualification will fall under one of the following categories:

a. Removed
b. A higher teaching or specialist qualification (from Sep 07, all national teacher training qualifications have incorporated an embedded PTLLS qualification).
c. Another longer professional or specialist course in Defence that incorporates the DIT/ PTLLS Course (this must still be under franchise from DCTS).
d. An appropriate course developed by DCTS for a specific training establishment (a typical example is Directing Staff Skills Workshop run at the Defence Academy for higher level and degree courses).

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	Training Delivery to the performance standards required by the Authority. This shall include the provision of the following courses and workplace portfolios to Authority Trainers and Crown servants: • DTTT course; • COT course (for Crown servants who do not require DTTT training, but have Supervisory Care responsibilities); • DTS course; and • A DTS workplace portfolio and CPD package, including Coaching and Mentoring, to enable Crown servants to achieve JPA Level 2 (Practitioner) competence. e. The Contractor shall receive the list of all Contractor roles which may reasonably be expected to have trainees under the age of 18 in their class and any others having direct and regular involvement with the training, care and supervision of Under 18 trainees and shall ensure they are DBS Enhanced Disclosure checked iaw C.02.01.03. The DBS Register shall be maintained and made available to the DO or his Representative. f. The Contractor shall receive the list of the supervisory roles of all Contractor Staff whom may reasonably be expected to have trainees Under the age of 18 in their	e. The Authority will provide the Contractor with an up to date list of all the roles for which they require a DBS check to be made. f. Where Contractor Lecturers and trainers require training either on a particular piece of military equipment or on a military specific requirement, then the Authority may provide the training at nil cost to the Contractor.	e.DSEME / DSAE(L) Volumes are at Annex D of R4	f. JSP 822 - Pt 1, Ch 4, Section 4.2 (Defence Trainer Capability Franchise Protocol).	No failure to provide DBS Enhanced Disclosure cleared staff, to maintain an accurate DBS Register and make it available on request to the DO or a Representative.

SOR Ref	Requirement	Additional Information	Volume	Service Standards	Performance Guidelines
	class and any others having direct and regular involvement with the training, care and supervision of Under 18 trainees and shall ensure they are DBS Standard Disclosure checked. The DBS Register shall be maintained and made available to the DO or a Representative. g. All Contractor Lecturers and trainers shall hold a qualification suitable to both the type of training and the level of training of which they are responsible for delivering.				
R.04.02.02	The Contractor shall provide CPD for all Contractor Trainers, to ensure they remain competent, with up-to-date skills and knowledge for their relevant subject specialisation and are developing their knowledge and competencies as a training deliverer. CPD shall include: the development of knowledge, skills and competencies as a Trainer; development of knowledge and skills and maintenance of currency in the subject area(s) taught; and development of skills and competencies in the effective use of training equipment (including Simulation and Technology Enhanced Learning where appropriate).			JSP 822 - Pt 1, Ch 4, Section 4.1, (Defence Direction for Trainer Capability	Franchise delivery and standards of teaching to satisfy external assurance by DCTS and the Defence Awarding Organisation (DAO).
R.04.02.03	The Contractor shall provide Teaching, Coaching and Mentoring to ContractorTrainers, to assist them in developing their skills and realising their full potential as Trainers.	In providing this service, the Contractor is required to provide a DTS function, with sufficient capacity to support the assessment, coaching and mentoring of Trainers, and the management of Trainer		JSP 822 - Pt 2, Ch 1, Section 1.4 (Element 3: Delivery). JSP 822 -, Pt 2, Ch 1, Section 1.4, Annex F	

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		CPD. As part of this service, the Contractor shall provide subject matter expert advice and guidance on good practice coaching and mentoring tools and techniques to Trainers, to enable Trainers to provide coaching and mentoring support to Trainees.		(Guidance and TORs for Defence Trainer Supervisors).	
R.04.02.04	1. The Contractor shall provide Lecturers and trainers with appropriate subject matter expertise to assist with the validation of training, who will be tasked to: a. Conduct daily reviews of trainee performance to identify learning /assimilation difficulties at an early stage. b. Carry out “hot” wash ups at the End-of-Module or Phase Review. c. Invigilate exams and practical assessments in classrooms, laboratories and workshops. d. Mark and check mark exams, practical assessments, assignments,	Contractor input to training validation will be dependent on trainee throughput at any one time. b. This is an informal process in which the professionally qualified individual delivering a module or phase of a course gathers feedback from the trainees e.g. ‘what worked for you and what didn’t?’ in order to improve the quality of training delivered. These periods are generally programmed into the course timetable. c. Practical assessments can be one on one situations or, for safety reasons, can require more than one invigilator. Examination and assessment requirements are detailed in Course Training Pack (CTPs). Exam papers are to be		1. Appropriate Qualified staff to assist with the validation of training. d. All initial marking, with the exception of Level 5	1. The Benchmark shall be 0 justified complaints that caused the failure to deliver any of the individual requirements described.

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	laboratory work and essays. e. Prepare and produce, at the end of all equipment courses, a report on each	ordered 1 month prior to sitting. Marking Guides are part of the Exam Pack which is issued by the Authority's Exam Centre for each formal examination, assignment or assessment which is subject to external validation. The numbers of papers and assessments to be marked will be dependent on the individual course loadings. Check marking is defined as a second member of staff ascertaining that the marks are broadly appropriate and have been fairly arrived at. This shall be achieved by check marking either the top, middle and bottom scoring assessments or 20% of all assessments, whichever is the higher. The Authority will randomly scrutinise a number of marked and check marked exams, practical assessments, assignments, laboratory work and essays.		assignments and Phase 3 equipment courses, shall be completed within 5 working days of the exam date. Check marking and return of the complete exam pack to the Authority for Moderation shall be completed within a further 2 working days. Phase 3 equipment courses marking shall be completed and passed to the Authority within 2 working days of the continuous assessment due date. Any HND assignments shall be marked and check marked, with one to one feedback given to the trainee, and returned to the Authority for Moderation within 20 working days of the assignment completion date. Any HND Assignment requiring resubmission shall be marked and check marked, with one to one feedback given to the trainee, and returned to the Authority for moderation within 7 working days from the date the resubmission was booked out from the	

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	individual Trainee detailing their performance. f.Provide guidance in written and oral communication. g.Invigilate all re-sits. h.Re-schedule individual exams at the request of the Authority. i.Appropriate SQEP to attend and facilitate End of Course Discussions	i. Attendance shall be at section head level and specifically not any Lecturer or trainer who delivered the course.		Authority Exam Centre. The assessment process is not to impact on the End of Course date.	
R.04.02.05	The Contractor shall provide an appropriate training administration facility to provide the Authority on request with all necessary training statistics and to maintain the essential 10 year student records held to support eventual artificer assessment.	The compiling, recording, storing and providing, on request, student records. Records completed within 7 working days of the event/activity. Records to be made available within 3-working days of request.	The current workload is approximately 350 man hours per annum.		90% of records compiled within 7 working days, the remaining 10% within 3 further working days. No failure to provide a record within 3 working days of request. No more than 1 justified complaint per month.

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R.04.02.06	The Contractor shall provide representation in the form of Lecturers and trainers with appropriate subject matter expertise, at Trainee Review Boards[4] (TRBs) when required by the Authority and shall provide written reports on a Trainees academic performance and potential.	TRBs may be convened for failure in progress, performance or conduct. TRBs undertaken within 24 working hours of failure. Notification of requirement to attend should be 24 hours.	The volume of TRBs held at each site is approx: MOD Lyneham 50 per annum.		The Benchmark shall be 0 justified complaints that caused the cancellation of a trainee review.
R.04.02.07	The Contractor shall provide feedback and or counselling to trainees on their academic and practical performance as and when required including: a. Pre and Post TRBs. b. Pre and Post examination, assessment and course work. c. When requested by a trainee.	Trainee feedback is conducted continuously on an ad hoc basis. TRBs may require remedial training for trainees when the failure is either training related or as requested by the Authority.	As required for contractor delivered modules/courses.		The Benchmark shall be 0 justified complaints to provide academic counselling in time for an exam re-sit.
R.04.02.08	During normal working hours, the Contractor shall identify and provide remedial training for trainees experiencing training difficulties, specific learning difficulties (SpLD) or as directed by a TRB. Trainees identified with learning difficulties shall always be referred to the Learning Support Advisor (LSO).	The Contractor (in this case the professionally qualified individual delivering the lesson), is best placed to initially identify when a trainee is experiencing difficulties. This can range from trainees who require an extra 5 minutes explanation of a particular subject right up to difficulties caused by SpLD. All cases of potential SpLD should be referred to the LSO. The individual who identified the issue (usually a member of the Contractor's trainers) will appear before the TRB to explain the	Trainee determined for contractor delivered modules/courses.	Iaw JSP 822 regulations for exam access arrangements dated 1 sep 17.	The Benchmark shall be 0 justified complaints to provide remedial training. No failure to provide appropriate SQEP within the constraints of the scheduled Training Plan.

[4] Formally known as Student Review Boards (SRBs)

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		situation and, as a professional educator, will be expected to help the Board identify a course of remedial action to address the issue. Remedial training may involve either additional tuition or practical instruction on equipments, attaching individuals to scheduled courses to re-take appropriate modules or utilising spare capacity to train groups of 1 or more trainees TRBs may require remedial training for trainees when the failure is either training related or as requested by the Authority.			
R.04.02.09	1. The Contractor shall provide Lecturers and trainers with appropriate SQEP to teach and support Young Officers (YOs) and Artificer trainees in order to to maximise their understanding of the training requirements defined by the Authority. This support shall include: a. For YOs; liaise with staff at DE&S to ensure the selection of suitable Design Engineering Projects (DEPs). For Artificer trainees, propose and agree with the Authority, suitable technical projects. b. Design and deliver design engineering modules to instil the	a. Each trainee is responsible for tailoring the project in an individual manner from inception to assessment and this is to be agreed by the SME. All project work is carried out in support of the relevant accreditation body and any advice or assistance provided is to be commensurate with this level of professional expertise.	The volume of training (by course type, course starts, course duration and course loading) to be delivered per annum is expressed at Annex B to R4. c. Typically one visit per course.	In accordance with JSP 822, Part 3, Chap 4 and JSP 893.	The Benchmark shall be 0 justified complaints that present an Artificer from completing course work on time. No Failure to comply

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	required engineering ethos and sufficient knowledge to effectively complete their projects. c. Advice on research, including the use of libraries and preparation of course related project and system study work designed to form part of both the YO and Artificer final assessment and grading. d. Support Trainees by organising visits to external engineering organisations (Authority funded). e. Accompanying trainees on external visits as necessary. f. Allocation of resources and facilities when necessary. g. Support the MSEC(L) Course Directors by providing professional opinions on the performance of the YOs, advising on new management principles and technology, where appropriate. h. For YOs, assess the DEPs and provide professional feedback. For Artificer Electronics, Avionics and Aircraft courses delivered at Lyneham, provide members to support Artificer Viva Boards who shall assess projects and Artificer System Studies	c. Trainees may visit a military or civilian engineering facility as part of their course. e. The Authority holds the approval process for any additional costs and SMEs will support the trainees in getting approval for their grant applications. g. SMEs shall provide up to date trade related management and technical information as defined by the Authority. h. Viva Boards - SMEs including Authority members, assembled to formally assess trainees' performance. i. Avionics and Aircraft – due to	h. Viva Boards are delivered as per the requirements of the Training Plan.		h. No justified complaints that prevent a Viva Board from assessing projects and System Studies.

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	i. Provide presentational advice, guidance and assessment of the YO historic campaign presentations.	CAA regulations support to systems study for avionics and aircraft is limited to non-technical support only.			
R.04.02.11	The Contractor shall support the Authority in providing advice and support to REME Junior Officers in their professional development to Chartered Engineer status. Develop future qualification routes for potential REME Officers.	Advice and guidance provided as part of YO training at DSEME and where appropriate, will be followed at Unit level.	3X YO courses per year where support is provided. Support to Officers in unit, as required.		
R.04.02.12	The Contractor shall provide SME support on the use and exploitation of the Virtual Battle Space (VBS) . a. Support Course Directors generate appropriate exercises, including interface to BOWMAN. b. Support Course Directors in running different exercise scenarios c. Coordinate and manage the onsite equipment support, including the development of differing terrains and models to be used in exercises.	Prior agreement will be required for further activities that support external visits and requests from Field Units. These will be designed to meet the need of the visitor.	Forms part of the following courses: • ACFC 3 • WO CLM • MSEC(L) CSS Core Foundation (Mil skills course)		
R.04.02.13	The Contractor shall provide training assurance support to the Chief Instructor REME Arms School a. Coordinate interactions with	Support the Chief Instructor in developing processes to conform with DSAT standards ensuring compliance with future OFSTED inspection	•	In accordance with JSP 822, Part 3, Chap 4 and JSP 893.	

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	Validation department. b. Take part in internal audits. c. Attend TAWG				
R.04.02.14	1. The Contractor shall provide Lecturers and trainers with appropriate subject matter expertise to teach and support Upgrader and Basic trainees in order to to maximise their understanding of the training requirements defined by the Authority. This support shall include: a. Research/ preparation of course related project work designed to form part of final assessment and grading. b. Accompanying trainees on external visits. c. Allocation of resources and facilities when necessary. d. Professional opinions on new Technologies.	Courses that have been accredited by external agencies can be found at Annex E to R4. a. Professional advice and assistance shall be commensurate with the level of training. c. The Authority holds the approval process for any additional costs and SMEs will support the trainees in getting approval for their grant applications. d. SMEs shall provide up to date professional trade related technical information as defined by the Authority.	The volume of training (by course type, course starts, course duration and course loading) to be delivered per annum is expressed at Annex B to R4. b. Typically one visit per course.	In accordance with JSP 822, Part 3, Chap 4 and JSP 893.	The Benchmark shall be 0 justified complaints for failure to provide teaching and support by an appropriate professional SME.

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R.04.02.15	The Contractor shall provide Lecturers and trainers with appropriate subject matter expertise to create and amend questions and answers for insertion into the Authority owned Exam Bank as and when either; new equipments are introduced to service, TOs/EOs are changed or there is a change of course emphasis., or when EXVAL or INVAL indicates a weakness in the Exam Bank.	After the Authority's approval, these questions and answers will be included in the validation and final examinations. Ownership of the Exam Bank will remain with the Authority. New questions and answers should be available within 1 month of change of TO/EO or course emphasis.	Questions relating to the Contractor delivered elements of the TP at Annex B to R4.		No more than 1 justified complaint per month that caused an examination to be cancelled. 90% compliance, the remaining 10% provided within 1 further working week following the month.
R.04.02.16	The Contractor shall support, on completion of each training course, an end of course debrief to all trainees, ensuring that the experiences and views of the trainees during their time under training are compiled, accurate records of trainee views are documented and an End of Course Report is supplied to the Authority, listing the trainees' views.	Support to include the booking or debriefing facility, calling notice and appropriate attendance by contractor Trainer Supervisors.		In accordance with the relevant School Standing Order.	No failure to provide. No more than 1 justified complaint per month.
R.04.02.17	The Contractor shall provide access for the Authority's DTS (Defence Training Supervisor) to monitor the competency of Contractor's Lecturers and trainers.	The Authority reserves the right to monitor the performance of the Contractor's lecturers and trainers. The Authority reserves the right to increase the frequency of monitor assessments if a deviation from the accepted standard is reported. Monitoring can be programmed for either theory or practical lessons. All written reports will be available to the Contractor and lecturing/ trainers upon request. A verbal	Authority determined.	ANNEX A TO JSP 822 PT 2, CH 1, SECT 1.4. Facilitate instructor monitoring by Authority (DTS) assessors.	No justified complaints of the Authority not gaining access.

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		debrief will be given to the assessed lecturer/instructor if requested. Any unsatisfactory performance will be dealt with under the Contract Monitoring process. See also SOR record C.02.04.01 for Contractor's quality management of Lecturers and trainers performance.			
R.04.02.18	1. The Contractor shall provide a service which reviews course content and carries out Internal Validation (In Val), this service will include: a. Measuring the immediate reaction of the individual trainee through after action review (Kirkpatrick 1[5]). b. Measuring the learning transfer achieved by the training activity (Kirkpatrick 2[6]) c. Reviewing course content against requirements and make design change recommendations to the Authority to meet the Training Objectives (TOs), d. Conduct or recommend corrective action to rectify quality issues as identified by the InVal and ExVal processes.	The overall control of the In Val process belongs to the Authority. c. Challenging targets will be mutually agreed and set annually. d. ExVal feedback is provided by the TRA. Corrective action may be to delivery style, or recommendation to course design or scheduling	Review contractor delivered modules/courses on an annual basis unless otherwise specified in the Authority's DUP.	In accordance with JSP 822, Part 4.	90% of courses reviewed in accordance with the DUP, the balance within a working month of the date stipulated in the DUP. No Failure to comply with the Authority's Regulations. No more than 1 justified complaint per month.

[5] Kirkpatrick 1 is i.a.w. Stage 1 of the DSAT training evaluation stages (measure the immediate reaction of the individual through an after action review).
[6] Kirkpatrick 2 is i.a.w. Stage 2 of the DSAT training evaluation stages (measure the learning transfer achieved by the training activity).

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R.04.02.19	The Contractor shall comply with the Authority's scheduled exam requirement.	All trainees will be put forward for exams, unless TRB action has been taken.	In accordance with the published Schedule of Courses (see R.06.01.01).		100% (No instances of trainees not being put forward for exams) based on information received from the Authority
R.04.02.20	The Contractor shall maintain accurate records of any discrepancies in training delivery, which are unavoidable for reasons beyond the Contractor's control and shall ensure those modules or items of training that have not been adequately covered are reported to the relevant School's Battalion Ops or Dep Chief Instructor (CI) REME Arms School (RAS) or their representative, within 24 hours.	The Contractor's Lecturers and trainers shall follow the published course timetable. To enable the Authority to consider the impact of the shortfall in training and devise a plan to address it in conjunction with the Contractor. Discrepancies are generally related to resource deficiencies/unavailability of equipments/facilities due to shortage of spares/difficulties or service requirements outside the control of the Contractor.	As required.		Reported to the Authority within 24 hours of the occurrence. No incidents of more than 5 unreported discrepancies per annum. No more than 1 justified complaint per month.
R.04.02.21	The Contractor shall exploit the Authority provided Learning Environments (LEs) wherever they are hosted and all other teaching aids and systems provided by the Authority and their Representatives in accordance with the Authority's governance of teaching materiel.	A Learning Environment refers to the physical, contextual and cultural setting in which students learn.	Authority/Contractor determined.	In accordance with the JSP 822.	No Failure to comply with the Authority's Regulations. No more than 1 justified complaint per month.
Sub Section 1 – Urgent Operational Requirement (UOR)					
R.04.03.01	Deliver and Support UOR Training Packages, distributed training, distance learning and off-site training in the UK and abroad (Non-operational Theatres only) following a UOR or Major Change in accordance with Schedule 4'	Additional Information will be included with the UOR or Major Change submitted in accordance with Schedule 4'	Volumes will be included with the UOR or Major Change submitted in accordance with Schedule 4	Service Standards will be included with the UOR or Major Change submitted in accordance with Schedule 4	Performance Guidelines will be included with the UOR or Major Change submitted in accordance with Schedule 4