DELIVERY OF SULTAN 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.

STATEMENT OF REQUIREMENT

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
Sub Section 1 - Delivery of Technical and Management Training within DSMarE					
S.04.01.01	1. Provide and maintain a service for the management and delivery of theoretical & practical instruction to, and supervision of, Military, MOD, Civilian and Foreign and Commonwealth trainees as directed by the Authority The service shall ensure that: a. All training shall be delivered to the relevant extant Authority Instructional Specifications (LSpec) and Assessment Specifications (ASpec). b. Non-conformities (as identified by Internal and External validation processes) shall be addressed as directed by SULTAN Authority Quality Assurance (QA). c. All course lessons / periods to conform to the Authority agreed Training Administration Period (TAP) timetable.	MOD Specialist Instructor Officer (SIO) In-year capacities are articulated within the (Authority) Training Plan (TP) – detailed scheduling of which may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning is cognisant of volumes in (Authority) Statement Of Training Requirement (SOTR) and Draft Training Plan (DTP). c. Permission to be gained no later than three quarters of the way through individual course module.	The volume of training to be delivered p.a. is expressed at Annex A to S4. The training year is based on 225 working days.	As laid down in JSP 822 (Defence Direction and Guidance for Training and Education), and JSP 893 (Policy on Safeguarding Vulnerable Groups).	No failure to maintain a service for the management and delivery of theoretical & practical instruction.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	d. All contractor trainers to be SMEs and suitably qualified in the field/subject area for which they are providing instruction.	Equivalent qualifications refer to those on the OFQUAL Qualification and Credit Framework. Due to the formation of DSMarE and DSAE(G) Academic Training Group, a small number of modules in DSAE (G) are delivered by both DSAE (G) and DSMarE staff where required. These modules are programmed for delivery by DSAE(G) trainers in the first instance, with DSMarE trainers flexing when required, and vice versa.	Number of contractor trainers to be derived from training load as articulated within the in-year (Authority) Training Plan – detailed scheduling of which may alter during the training year iaw the Training Administration Period (TAP) timetable – taking into account the provision of Military / MOD trainers detailed in data library. Forward planning to be cognisant of volumes in (Authority) Statement Of Training Requirement (SOTR) and Draft Training Plan (DTP).	Within the Academic Training Group (Core Skills Department) contractor trainers are to be of an academic standard equivalent to Framework of Higher Education Qualifications Level 6 or better, or by exception, and with the approval of the Authority, with substantial relevant experience. Within the Defence, Communication and Political Studies Training Group (Core Skills Department) instruction must be delivered by a Degree qualified lecturer with significant Service experience (level of suitable Service experience to be judged on a case by case basis by the Authority). In lieu of a Degree, significant Service experience together with attendance on the Initial Command and Staff Course (ICSC) may be considered. Within the Marine Engineering Department, contractor trainers are to be of an academic standard equivalent to BTEC Level 3 (gained on a nationally recognised training scheme) or better together with 5 years consolidating experience within the workplace.	All trainers at or above minimum competency level (as identified within the Service Standards for this requirement) prior to commencing instruction.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.04.01.02	Invigilate exams and practical assessments in classrooms, laboratories and workshops for courses which the Contractor has provided the Instructor.	Where the Contractor has provided an instructor to prepare trainees for an exam and/or practical assessment, the Contractor will be required to invigilate that exam and/or practical assessment. The invigilator will be a SQEP in the case of a practical assessment. See Annex B for SQEP information.	As required. The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of exams and assessments may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement of Training Requirement (SOTR) and Draft Training Plan (DTP).	Examinations and practical assessments to be conducted iaw Course Assessment specifications (ASPEC). DSMarE Sultan Station Orders (SULSO) Part 2, Chapter 4 (Invigilation of Exams), DSMarE SULSO Part 2, Chapter 4 (Setting, Marking and Recording Exams in Paper Format), DSMarE SULSO Part 2, Chapter 4 (Loading, Marking and Recording Exams in Electronic Format), DSMarE SULSO Part 2, Chapter 4 (Failure, Remedial Training and Exam Re-sits).	No Failure to invigilate exams and practical assessments. No Failure to comply with the Authority's Regulations. No invigilation or assessment incident resulting in the damage of assessment integrity to occur, which is attributed directly to the actions of the contractor provided invigilator or the Assessor.
S.04.01.03	Provide a service which marks exams, practical assessments, laboratory work and essays for courses which the Contractor is providing the instructor. a. Written examinations to be marked within 5 working days of examination completion. b. Practical examinations are marked within 10 working days of examination completion.	Where the Contractor has provided an instructor to prepare trainees for an exam and/or practical assessment, the Contractor will be required to mark that exam and/or practical assessment. The marker will be a SQEP. See Annex B for SQEP information. Any proposed deviation from the Requirement timescales to be agreed by the Authority.	The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of exams and assessments may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement of	Marking to be conducted iaw: Course Assessment specifications (ASpec) Authority held by SULTAN Training Design. DSMarE (SULSO) Part 2, Chapter 4 (Setting, Marking and Recording Exams in Paper Format). DSMarE SULSO	No failure to comply with the Authority's Regulations. No failure to mark exams, practical assessments, laboratory work and essays to schedule and standard. a. 95% within 5 working days the remaining 5% within 1 further working day. b. 95% within 10 working days the remaining 5% within 1 further working day.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	c. Lab reports and assignment-based assessments to be marked within 10 working days of the submission of all work.		Training Requirement (SOTR) and Draft Training Plan (DTP).	Part 2, Chapter 4 (Loading, Marking and Recording Exams in Electronic Format). Conformance with external accreditation organisations requirements as authorised.	c. 95% within 10 working days, the remaining 5% within 1 further working day.
S.04.01.04	Provide extra instruction to trainees requiring exam re-sits outside standard formal instruction periods as required in subjects for which the contractor has provided the instructor.	The contractor should aim to support the extra tuition process as far as it is reasonably possible to give trainees the best chance to pass resit exams/assessments.	The volume relates to contractor delivered modules/courses only. Historically, approximately 10% of all examinations/ assessments will require re-sits (S.04.01.01 Performance Guideline).	Deliver to the relevant extant Authority Instructional Specifications (LSpec) and DSMarE (SULSO) Part 2, Chapter 4 (Failure, Remedial Training and Exam Re-sits).	No failure to provide extra instruction to trainees requiring exam re-sits outside standard formal instruction periods. Re-sit pass rates for all examinations which contribute to course module final score to be such to that overall pass rate for Trainees is at least 95%.
S.04.01.05	Co-ordinate and monitor trainee performance data on all modules for which the contractor has provided the instructor. Pass / Fail datasheets, as provided by Training Planning, to be accurately completed and returned to Training Planning following all examinations and assessments.	Detailed scheduling of which may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement Of Training Requirement (SOTR) and Draft Training Plan (DTP).	The volume of performance data is related to training volume expressed at Annex A to S4.		No failure to co-ordinate and monitor trainees. Pass / Fail datasheets to be returned to Training Planning within 10 working days of issue.
S.04.01.06	Assess trainee performance (on subjects for which the contractor is providing the instructor) on a continuous basis and highlight any	Principle areas include trainee capability and wellbeing, instructional capacity and shortcomings including potential	The volume of training to be delivered p.a. is expressed at Annex A to S4.	All trainers to provide feedback to Authority where required iaw DSMarE Sultan Station Orders (SULSO) Part 2, Chapter 4.	Feedback to be returned to SULTAN Quality Control cell within 3 working days of module completion 95% of

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	concerns with regard to individual trainees at the earliest opportunity.	Specific Learning difficulties (SpLD). Other feedback to be submitted as requested or observed to be required for future training requirements.	Detailed scheduling and volumes of performance assessment may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement of Training Requirement (SOTR) and Draft Training Plan (DTP).		the time, and no later than 5 working days 100% of the time. Trainee performance in assessments to be analysed in relation to FTPR and OPR targets stipulated by DSMarE. Any deviations from the target FTPR and OPR to be analysed and reported to authority' No Failure to comply with the Authority's Regulations.
S.04.01.07	Provide sufficient number of appropriately qualified trainers for all contractor delivered and shared delivery courses. a. All trainers are to pass a Disclosure and Barring Service (DBS) check iaw C.02.01.03. b. Minimum qualification for delivering training to Phase 3 trainees and above is the Defence Instructional Techniques (DIT) Course, the civilian equivalent (Preparing to Teach in the Lifelong Learning Sector (PTTLS) Award) or a higher qualification (e.g. CertEd or PGCE).	Unqualified trainers may deliver training under a risk assessment and close mentoring by a DIAD/DIME qualified DTS instructor assessor for an initial period. This is **NOT** a substitute for gaining the appropriate qualification. DSMarE is subject to internal audit, Ofsted and other 2nd/3rd party audits and the reports or appropriate feedback from these will be made available to the contractor.	Contractor to provide instruction for the number of training days specified in Annex A to S4. Detailed scheduling may alter during the training year iaw the Training Administration Period (TAP) timetable – taking into account the provision of Military / MOD trainers detailed in the data library. Forward planning to be cognisant of volumes in (Authority) Statement of Training Requirement (SOTR) and Draft Training Plan (DTP).	Iaw JSP 822 Part 1 Chapter 4. DSMarE SULSO Part 2 Chapter 4 (Minimum Training Requirement for all Staff). DSMarE SULSO Part 2 Chapter 42.4.2 (Instructor Qualifications). DSMarE SULSO Part 2, Chapter 4 Disclosure and Barring Service (DBS) checks.	No failure to provide sufficient qualified and CRB cleared trainers.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	c. Minimum qualification for delivering training to Phase 2 trainees is the Defence Train the Trainer (DTTT), the civilian equivalent (Certificate in Teaching in the Lifelong Learning Sector (CTLLS)) or a higher qualification (e.g. CertEd or PGCE). d. All Contractor trainers shall complete the Supervisory Care (COT) elements of the DTTT.			d. Supervisory Care elements of the DTTT (COT) to be completed within 1 year of taking up post.	
S.04.01.08	Carry out Learning Observations at the prescribed times for all contractor trainers. All necessary follow up actions are to be completed. Assessors are required to be successfully trained to a minimum of Defence Trainer Supervisor (DTS) course. Assessment reports are to be retained as an auditable item.	All trainers are to be assessed within 2 months of commencing first teaching role and a minimum of every 12 months thereafter, dependent on the result of the assessment. DSMarE is subject to internal audit, Ofsted and other 2nd/3rd party audits and the reports or appropriate feedback from these will be made available to the contractor. These courses will be supplied by DCTS or through delivery via franchise with places made available to contractor trainers on request.	Contractor determined, as required.	Iaw JSP 822 Part 3 Chapter 4 Para 17 – 18, and DSMarE Training Standard Operating Procedure (SULSO) Part 2, Chapter 4 (Instructional Techniques Assessments).	No failure to carry out Learning Observations. 90% of trainers to be assessed within 2 months of teaching commencement. The remaining 10% within a further month.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.04.01.09	Instruction content and methods to conform with approved training documentation and equipment.	Compliance with most up-to-date documentation is the responsibility of the instructor.	The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of which may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement of Training Requirement (SOTR) and Draft Training Plan (DTP).	Instruction content and methods to conform with Course (LSpec) Authority held by SULTAN Designated Training Design Organisation).	Non-conformities (as identified by Internal and External validation processes) to be addressed as directed by SULTAN Authority Quality Assurance (QA). All adverse Post Course Discussion (PCD) points with training documentation to be rectified to the satisfaction of Authority Quality Control (QC).
S.04.01.10	Provide a service which ensures designated teaching content is completed within the allocated time.		The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement of Training Requirement (SOTR) and Draft Training Plan (DTP).	Instruction to be completed within scheduled periods.	No individual course/course module to exceed timescale articulated within TAP without Authority permission (permission to be gained not more than 75% through individual course module).

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.04.01.11	Provide a service which produces and maintains Module Resource Packs (MRP). The service shall ensure that: a. A nominated individual to act as lead for each MRP is identified. b. Functional Group internal audits are conducted at least every 6 months. c. All shortfalls identified by SULTAN Authority QA and QC rectified to the satisfaction of Authority QA & QC.	The Contractor will only be expected to deliver this service for modules that the Contractor delivers. Module Resource Packs are a means of holding supporting training documentation, useful for the delivery of the module. MRPs enable continuity of information to be maintained in the event of modules being delivered by different trainers. The documentation to be held within MRPs is detailed within DSMarE Sultan Station Orders Procedure (SULSO) Part 2, Chapter 6. MRPs are subject to audit as part of the internal (to SULTAN) training audit programme. DSMarE is subject to, Ofsted and other 2nd/3rd party audits. Reports from audits, or appropriate feedback, will be made available to the contractor to ensure performance guideline are fairly applied/agreed.	Number of modules to be derived from extant (Authority) Training Plan (TP). MRP audit programme issued annually by Authority QA.	In accordance with: DSMarE SULSO 2.1.6 (Module Resource Packs) DSMarE SULSO Part 2, Chapter 3 (Training Quality Audits). .	No Failure to comply with the Authority's Regulations. a. No failure to produce MRPs and to nominate an MRP lead. b. No failure to conduct Functional Group 6 monthly internal audits. c. No failure to rectify shortfalls identified subject to these being shared with the contractor.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.04.01.12	Provide a course management service.		Courses annotated at Annex A to S4 as being the sole responsibility of the contractor to manage and deliver.	Iaw DSMarE Sultan Station Orders (SULSO) 1.3.2 (Course Managers Responsibilities) AND DSMarE (SULSO) Part 2, Chapter 5 (Course Managers Course Planning Responsibilities).	No Failure to comply with the Authority's Regulations.
S.04.01.13	The Contractor shall accurately record and report to the Authority all Authority and Contractor trainer Utilisation. Utilisation includes factors such as: • Time spent delivering training. • Time spent preparing for training. • Time spent preparing examinations. • Time spent marking examinations.	This information is required to enable the Authority to assess the level of Authority manpower required. As planned activity may not always take place as specified, the actual utilisation of trainers needs to be recorded. This information should be recorded in TAFMIS or the Authority provided TMIS. Utilisation of Contractor trainers is to be collated and recorded within TAFMIS or the Authority provided TMIS weekly.	The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of training may alter during the training year iaw the Training Administration Period (TAP) timetable. Forward planning to be cognisant of volumes in (Authority) Statement Of Training Requirement (SOTR) and Draft Training Plan (DTP).	All trainer utilisation is to be recorded on TAFMIS or the Authority provided TMIS.	No failure to accurately record and report to the Authority trainer utilisation upon request. No Failure to comply with the Authority's Regulations.
S.04.01.14	The Contractor shall provide access for the Authority to monitor the Contractor's Lecturers and Instructional Staff.	The Authority reserves the right to monitor the performance of the Contractor's Lecturers and Instructional Staff. The Authority reserves the right to increase the frequency of monitor assessments if a deviation from the accepted standard is reported.	Authority determined.	JSP 822, Part 3, Chap 4. Facilitate instructor monitoring by Authority assessors.	No failure to provide the Authority access to monitor Contractor lecturers and Instructional staff.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
		Monitoring can be programmed for either theory or practical lessons. All written reports will be available to the Contractor and lecturing/instructional staff upon request. A verbal 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 Instructional Staff performance.			
S.04.01.15	The Contractor shall maintain records to ensure that, where discrepancies in training delivered occur for reasons beyond the Contractor's control, those modules or items of training that have not been adequately covered are reported to the Authority within 24 hours.	The Contractor's Lecturers and Instructional Staff shall follow the published course timetable. This requirement enables the Authority to consider the impact of the shortfalls in training and devise a plan to address it in conjunction with the Contractor. Discrepancies are generally related to resource deficiencies/unavailability of equipment due to shortage of spares/difficulties or service requirements outside the control of the Contractor.	As required, relating to contractor delivered modules/courses only.	Maintain accurate records of discrepancies in training delivery.	Incidents are reported to the Authority within 24 hours of the occurrence. No incidents of unreported discrepancies.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.04.01.16	Provide a service to deliver Urgent Operational Requirements training (UOR Trg)	UOR Trg 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. Instructor SME knowledge may be required in the design process of any UOR trg requirements. Training documentation required may be based on, or extracted from, extant courses/Training Objectives, but some will require amending to meet specific requirements. UORs Trg may be catered for by: a. Attaching individuals to scheduled courses to cover appropriate modules. b. Utilising spare capacity to train courses of 1 or more trainees. c. Training at weekends. Prior Authority approval is necessary to meet this requirement.	As required.	To be agreed on a case by case basis.	No failure to deliver training as required.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
Sub Section 2- Instruction in Defence, Communications and Political Studies					
S.04.02.01	Provide qualified staff to deliver instruction in Defence**,** Communications and Political Studies. The service shall include: a. Guidance and training in written and oral communication. b. Counselling trainees and staff on emerging and changing Defence, Communications and Political issues. c. When acting as the SME on Defence and Political Studies, counsel trainees on the subject throughout their time at SULTAN. d. Obtaining, maintaining and disseminating accurate and detailed information on Global current affairs in particular Military matters. Maintaining links with the Royal United Services Institute (RUSI) to access analysis of current Military affairs. Providing rapid analysis of important Military events/affairs for the benefit of trainees and staff.	The competence framework for MOD Specialist Instructional Officers (SIO) is contained within the MOD SIO Professional Group Management Practices Document (MPD) dated 28 July 2010. Trainees must achieve a 40% pass in both Training Objectives and 50% overall. Trainees are to achieve a pass in a subjective written essay and group presentation. Trainees of ME284 and ME264 POET courses are tasked to complete an essay on a given challenging DPS subject. Task teams of trainees to deliver a presentation on a given DPS subject. Trainees on Courses ME284 and ME264 receive the full Defence, Communications and Political Studies course and assessment. N.B: S.04.03.01 to 02 are additional requirements to that expected under Delivery of Technical and Management Training for DSMarE.	The volume of training to be delivered p.a. is expressed at Annex A to S4. b. Six developing situations per year. c.As arising. d. As arising.	As laid down in JSP 822 (Defence Direction and Guidance for Training and Education), and JSP 893 (Policy on Safeguarding Vulnerable Groups) iaw Professional Group Management Practices Document (MPD) dated 28 July 2010.	No failure to deliver a course to schedule and standard. a. No failure to provide training in written and oral communication in accordance with the Test Specification, the Foundation Degree and Establishment Standing Orders. b. No failure to provide a service which counsels trainees and staff on developing Defence, Communications and Political issues. c. All requests for information and counselling to be satisfied within 5 working days unless otherwise agreed by the Authority. 90% within 5 working days the remaining 10% within 10 working days, unless otherwise agreed by the Authority. d. Content of training periods to be accurately incorporated within 5 working days of obtaining new information. 90% within 5 working days

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
					the remaining 10% within a further 5 working days.

Sub Section 3 - Support to International & Commonwealth and Non-RN Student Training					
S.04.03.01	Provide an administrative service to identify, develop and facilitate training solutions to meet International Defence Training (IDT) and Wider Markets (WM) requirements utilising: a. Core training courses, or modules thereof. b. Irreducible spare capacity outside programmed courses.	Vast majority of training delivered in this area is comprised of core modules / courses as delivered to UK Military / MOD. Solutions to meet training needs of requesting body, shall minimise the impact on the Establishment.	Approx volume per annum: • 100-125 enquiries to be investigated. • 75-100 projects* to be delivered. (Approx 2 man years pa) * A 'project' being defined as a definitive authority requirement (usually derived from an enquiry) that will be delivered due to there being sufficient capacity to undertake the work.	Processes adopted to be the same as articulated within Section 2 plus additional processes specific to International and Commonwealth and WM trainees to meet the requirements of JSPs 510, 440, 822 and 368.	No failure to provide a service which identifies develops and facilitates training solutions to meet IDT and WM. No Failure to comply with the Authority's Regulations. First time pass rate to be at least 80%. Overall pass rate to at least 95%. No serious shortfalls identified by QA and QC (QA & QC Authority held by SULTAN Designated QA & QC organisation). No negative returns from external validation process. No course exceeds authorised timescale.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.04.03.02	Respond to customer requests for training within mutually agreed timescales. To be undertaken as directed by BDO.	To align with training needs of the requesting authority. Customers: • IDT(RN). • Defence contractors. • Business/commercial companies/organisations.	Authority/ Contractor determined. Approximate volume per annum: • 100-125 enquiries. • 75-100 projects delivered.	Initial response to be within one week, with detailed response no later than 4 weeks prior to project commencement (MOD contract lead time).	All requests for training to be responded to within agreed timescales. No failure to appropriately address negative returns from external validation process.
S.04.03.03	For course delivery, identify resources, trainers and classrooms to meet training requirements liaising with training delivery groups and SMEs as required.	Solution to meet training need of requesting authority within the capacity element of TP. Function not carried out by Establishment Training Planning, however solutions generated must be compatible with Establishment TP requirements/objectives. Bespoke courses must be approved through the authority, functional group and training planning before being loaded through TAFMIS or the Authority provided TMIS.	Approximate volume per annum: • 100-125 enquiries to be investigated. • 75-100 projects delivered.	Processes adopted to be the same as articulated within Section 2 plus additional processes specific to International and Commonwealth and WM trainees to meet the requirements of JSPs 510, 440 and 822.	No failure to deliver a course to schedule and standard. No Failure to comply with the Authority's Regulations. No serious shortfalls identified by QA and QC (QA & QC Authority held by SULTAN Designated QA & QC organisation). No failure to appropriately address negative returns from external validation process. No course exceeds authorised timescale.
S.04.03.04	Provide a service that will identify full and marginal costs, based on agreed charges for all training courses and activities associated with IDT and WM projects, and produce IDT costing, WM and		Approximate volume per annum: • 75-100 projects.	Accurate derivation of costs iaw JSP368 and Navy Command Headquarters (NCHQ) guidance. Subject to NAO audit.	All relevant costs identified. No Failure to comply with the Authority's Regulations.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	course completion proforma for approval by BDO.				
S.04.03.05	Provide oversight of the welfare and wellbeing of International & Commonwealth and Non-RN trainees undertaking establishment-sponsored courses. To be undertaken as directed by BDO.	To include: Divisional care to all International and Commonwealth and non-RN trainees not integrated into DSMarE and DSAE(G) career courses. Liaison with Navy Command IDT team to ensure appropriate engagement with Foreign Embassy and British High Commission Defence Staff with regard to the attendance of and care for all International and Commonwealth trainees attending courses at SULTAN. Advice to trainees on establishment H&S so that they are clear on their responsibilities and rights.	Approximate volume per annum: • 10,000 Man Training Days (MTD). • 425 trainees. • 75-100 projects. Intervention action by exception (<10 trainees pa).	No failure to provide divisional care. To meet requirements of BR3, JSP510 & DSMarE SULSO Part 2, Chapter 4 (Trainee Management).	No failure to provide oversight of the welfare and wellbeing of International & Commonwealth and Non-RN trainees undertaking establishment-sponsored courses. No Failure to comply with the Authority's Regulations (at Service Standard). Negative feedback reported in post course questionnaires by trainees to be positively acted upon. No Failure to comply with the Authority's Regulations.
S.04.03.06	Provide personal administration specific to the requirements of International and Commonwealth and non-RN trainees which is not undertaken by external authorities or covered by routine establishment processes, to include generation of course pass applications.	Including (as required): • Security checks • Course pass applications • M&A arrangements • Joining instructions • Establishment general & safety briefs • Travel arrangements • Course reports	Approximate volume per annum: • 10,000 Man Training Days (MTD). • 425 trainees. • 75-100 projects.	To meet requirements of JSP440, JSP510 and SULSOs.	Negative feedback reported in post course questionnaires by trainees is appropriately acted upon.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
		• MQ applications • PPE issue Assist trainees with married quarter enquiries and applications. Assisting trainees completing the E1132 application form General trainee welfare including meeting and greeting them at the gates and being a POC for them during working hours.			
S.04.03.07	Provide Course Management for non-career and non-ND courses undertaken by International and Commonwealth and non-RN trainees.		Approximate volume per annum: • 10,000 Man Training Days (MTD). • 425 trainees. • 75-100 projects.	Iaw DSMarE SULSO Part 2, Chapter 5 Course Managers Responsibilities.	No justified complaints. No Failure to comply with the Authority's Regulation. Feedback reported in post course questionnaires by trainees is appropriately acted upon. .
S.04.03.08	Provide a service that will liaise with appropriate internal and external authorities in matters relating to International and Commonwealth trainee progress, co-ordinating 'routine' and 'unsatisfactory progress' reports as appropriate.	Negative feedback from either external authorities or reported in post course questionnaires by trainees to be rectified to the satisfaction of the Authority MOD/IDT(RN) in all instances. As directed by BDO discuss with appropriate authority action to	Approximate volume per annum: • 10,000 Man Training Days (MTD). • 425 trainees. • 75-100 projects. Intervention action by exception (<10 pa)	To meet the requirements of JSP510 and DSMarE SULSOs Part 2, Chapter 4.	No justified complaints. No failure to monitor trainee progress, liaising with course trainers to identify training risks and lack of progress.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	To be undertaken as directed by BDO.	be taken including training warnings. Trainees and external authorities to be fully aware of training risks. Overall pass rate to be at least 95%.for those assessed as expected to pass.			
S.04.03.09	Provide a Service that will liaise with appropriate internal and external authorities in matters relating to standards of discipline and behaviour of International and Commonwealth and non-RN trainees, and represent any shortcomings to either the establishment executive department, IDT or Embassy/High Commission where appropriate. Identify to the appropriate authority all non-compliance with codes of conduct and establishment orders, ensuring that trainees have been made aware of their content. To be undertaken as directed by BDO.		Approximate volume per annum: • 10,000 Man Training Days (MTD). • 425 trainees. • 75-100 projects. Intervention action by exception (<10 pa)	To meet the requirements of JSP510 and DSMarE SULSOs Part 2, Chapter 4.	No failure to liaise with authorities when required. No failure to identify non-compliant codes of conduct to the Authority.
S.04.03.10	Co-ordinate all reports and accurately maintain records on trainees.	Trainee reports and records are to be accurately maintained throughout the course and archived on completion for 5 years.	As required. Approximate volume per annum: • 425 trainees.	To meet the requirements of JSP510 and DSMarE SULSOs Part 2, Chapter 4.	No failure to provide accurate trainee reports and records, past and present as required.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
			• 75-100 projects. Formal reports required by exception.		No failure to archive trainee records for 5 years.
S.04.03.11	Provide advice to establishment personnel on cultural, religious, and general differences in attitude, discipline, and language relating to International and Commonwealth trainees.	The Provider is to ensure that the relevant establishment personnel understand any cultural and or religious issues that should be taken into account to assist in the discharge of their duties.	Low frequency, as required.		No failure to provide appropriate advice to establishment personnel.
S.04.03.12	Provide advice to external authorities, in particular IDT stakeholders, on the existence of suitable courses; releasable capacity and allowable costs of the courses.		The volume of training to be delivered p.a. is at Annex A to S4.		No failure to provide appropriate advice to external authorities.

Sub Section 4 - Provision of DSAE(G) Lecturing Capability in Aerodynamics and Aircraft Structures					
S.04.04.01	Provide a lecturing capability in Aerodynamics and Aircraft Structures including (fixed and rotary wing aircraft aerodynamics, flight mechanics, aircraft design and aircraft structures.	Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS. Trainees are educated and mentored at a level to maintain accreditation with the RAeS, IEE and IMechE for Stage 2 (Training) for SEMC(AE) Graduate officer's qualification on the route to CEng. For SEMC SUY, course accreditation shall be	The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of which may alter during the training year iaw the TAP timetable. Forward planning to be cognisant of volumes in (Authority) SOTR and DTP.	Instructor demonstrates competency in a relevant area via qualifications and/or work experience Classified as an aerodynamics and aircraft structures "Expert" as described within the MOD SIO MPD. Contractor instructor qualifications to be equal to or greater than that specified within the Training Analysis documentation and to the level to which the individual courses	No failure to deliver a course to schedule and standard. No failure to meet the Authority's standards. Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS. No failure to be competent (as defined by the MOD Specialist Instructor Officer

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
		maintained at BTEC level with the RAeS for achievement of IEng status.		are being instructed. Lectures shall be delivered iaw approved Instructional Specifications and training documentation. Competence to be assured iaw DSAE(G) SOs. Training continues to meet the standards required for accreditation of SEMC, SUY. CPO, PO (AE) courses with RAes, IET IMechE and BTEC.	(SIO) competency framework contained within the MOD SIO Professional Group Management Practices) and 'up to date' and provide topical information during instruction and training of trainees relating to pipeline aerodynamic, aero-structure and Service aircraft issues. Be qualified iaw DSAT requirements within 6 months of taking up the appointment.
S.04.04.02	Prepare DSAT documentation for the instruction of Aerodynamics and Aircraft Structures.	Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS. The Authority TSGO within DSAE(G) is the training design authority for DSAE. Documentation will be developed to the satisfaction of: a. TSGO for technical content. b. XO DSAE(G) for conformity with RN standards.	To satisfy DSAE(G) Training Design section requirements and documentation upkeep plan.	All training documentation to be developed iaw JSP 882 and DSAE(G) TO's to the relevant extant Authority Instructional Specifications (LSpec) and Assessment Specifications (ASpec).	The Benchmark shall be 0 justified complaints that caused the failure to deliver a course to schedule and standard. Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS.
S.04.04.03	Mark trainee assessments iaw DSAE(G) TOs and ASPEC requirements.	Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS.		Assessments will be set and marked iaw DSAT requirements and iaw DSAE(G) SOs, QA and QC procedures.	No justified complaints. All exams to be marked within 10 working days.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
		This relates solely to first marking of all completed trainee written module tests and practical/written module assignments against approved staff answers/marking criteria and applies only to those assessments applicable to the module(s) specifically allocated to this sub section. This excludes check marking and validation of assessments which are the responsibility of DSAE(G) Training Support Group.			Trainee performance in assessments to be analysed in relation to FTPR and OPR targets stipulated by DCAE. Any deviations from the target FTPR and OPR to be analysed and reported to authority'
S.04.04.04	Prepare and maintain all courseware and instructional documentation for Aerodynamics and Aircraft Structures lectures including Supporting 'Handouts' or Notes, PowerPoint Slides and Wall charts and Laboratory practical guidance notes.	Other documentation may be required as training needs develop and the list under "Requirement" is not exhaustive. Topics covered shall remain relevant to the aims of the course and in line with both technological developments and the Royal Navy's needs as shown in the (LSPEC)/TPS. Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS.	The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of which may alter during the training year iaw the TAP timetable. Forward planning to be cognisant of volumes in (Authority) SOTR and DTP.	Training courseware and documentation to meet DSAT requirements iaw DSAE(G) TOs, QA and DSAT QS. Successful review by DITC / OFSTED.	
S.04.04.05	Manage, develop and ensure that trainees attend the one week Flight Test Module that is integral	Resources are used, where necessary, from the RN Flying	Flight Test Week occurs 1 per year.	Module 3003D written report assessed against assigned	No failure to deliver appropriate courseware and documentation.

	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
	to the SEMC(AE) whilst ensuring that trainees are provided with a practical flying familiarisation and a demonstration of characteristics of flight, aircraft stability and related human factors in support of the lectured subjects.	Grading activity as allowed by the MoD at 727 NAS. Observations or QORs identified by DSAE(G) QMS to be addressed as directed by DSAE(G) QMS. Delivery is achieved using the most cost effective method.	Forward planning to be cognisant of volumes in (Authority) Statement of Training Requirement (SOTR) and Draft Training Plan (DTP).	marking template as shown in the ASpec.	
S.04.04.06	Direct trainee practical assignments using Wind Tunnels. Produce a long term plan for the development of improved practical assignments. Research and develop new assignments. Ensure positive liaison with the wind tunnel owner (FsAST).	Practical assignments shall complement the classroom lecturing task and serve to reinforce the trainees' understanding of taught principles. Observations or QORs identified by DSAE(G) QMS.to be addressed as directed by DSAE(G) QMS.	The volume of training to be delivered p.a. is expressed at Annex A to S4. Detailed scheduling of which may alter during the training year iaw the TAP timetable. Forward planning to be cognisant of volumes in (Authority) SOTR and DTP.	Iaw DSAE(G) processes 6.6 and 6.7 Exams are marked to ensure success to meet the requirements of the ASpec.	No failure to carry out Wind Tunnel assignments as programmed. No failure to produce a plan for the long term development of improved assignments. No failure to research and develop new assignments. No failure to liaise with FsAST.