HMS SULTAN TRAINING DESIGN AND DEVELOPMENT

Purpose of Requirement

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

This Service Requirement aims to ensure that:

- All training is designed to meet the Authority provided Role PS which adheres to MOD policy and guidelines, and, when instructed, is augmented to meet civilian accreditation requirements;
- Training course reviews are conducted in accordance with the agreed schedule, or when directed by the Authority, as a result of internal and external validation, policy changes or new equipment;
- When agreed by the Authority, changes are made to the method, media and content of technical training to enhance the delivery of training and to enable Distance Learning and Distributed Training by utilising the full range of multimedia technologies and VLE;
- all training documentation and material is held in the Authority's electronic library of training documentation and reviewed in accordance with the Authority's DUP in order to comply with MOD policy on governance of training;
- There is continued development of new and existing course documentation.
- Any civilian accreditations are mapped according to the NQF, and the RQF;
- Provision of a Professional Media Service;

STATEMENT OF REQUIREMENT

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
Sub Section 1- Training Design – HMS SULTAN					
S.05.01.01	The Contractor shall provide a Training Design and Development Service to ensure that training is designed to meet the Authority's requirements. Design, produce, update, manage and maintain training documentation to meet Authority provided DSAT recognised requirement documents, e.g. Operational Performance Statements or Competence Framework, for newly identified training. This shall include: FTS, TPS, WTS, RTGS. Where input is required from the Contractor's SMEs, e.g. trainers, those personnel shall be made available to support the process.	Coordinate and produce Formal Training Statements incorporating TPS, WTS, RTGS and assessment strategy. All training documentation to be accessible for periodic internal and external Authority and 2nd/3rd Party audits. The Contractor shall produce, update and manage all training documentation, ensuring that such documentation is accurate, up-to-date and appropriately catalogued. The Contractor is required to maximise use of Authority provided Management Information Systems (including TAFMIS) and other systems that pre-exist or that are introduced during the lifetime of this contract. The Current Authority provided TMIS is TAFMIS. The Volume of 13,500 man hours does not include SME support as detailed below or VLE development.	In line with emerging requirements identified in the SOTR, DTP and Authority local direction. For Contractor CD Staff only, the baseline is 13,500 man hrs per annum of Training Design and Development. This could be delivered in two specific areas: a. Delivering the DUP and routine maintenance. b. New design work on existing platforms and new EMTC design work as directed by the Authority on existing platforms, within the CD staff capability. c. Work requested that does not sit under the EMTC Contract is to be submitted to Babcock	Documentation to be produced and managed to standards in line with JSP822 and DSAT QS. SULSO Part 2, Chapter 4. DCTT MTS TQP 4 – Design. JSP 822 Pt1 1.1 paras 46-51 and Pt2 1.5 (Assurance). <u>Qualifications</u> DCTS Training Design (Course 9005) or equivalent. Practitioner/User of the Authority's TMIS. a. This is DUP and internal changes that do not affect the top-level Training Objectives. b. New EMTC work to assist the authority not covered in DUP and routine work. Documentation to be produced and managed to standards in line with JSP822 and DSAT QS. SULSO Part 2, Chapter 3.	No failure to achieve 100% first time endorsement by the authority of FTS. No non-conformities found at 1st or 2nd Party Audits. No justifiable complaints.

			via the EMTC Head of Operations, Sultan, for commercial approval and route to market. A monthly summary of the hours used will be presented to the authority at the L3 governance meeting. The authority will also be informed when the following combined totals are reached: 8000hrs, 10,000hrs, 12,000hrs, 13,000hrs and 13,500hrs respectively. Where a location is reaching or has reached its maximum hours allocated, then available hours from the remaining location could be considered if the authority agrees. Where the combined allocation of hours (across the two sites) has been reached or is in immediate likelihood of being reached then the EMTC Head of Operations, Sultan will discuss an		

			extension of the allowance with the authority. This would be subject to future changes and efficiencies during the life of the contract subject to the change mechanisms at Schedule 4.		
S.05.01.02	The Contractor shall supply Trainers and SQEP SMEs to support the Training Design process. Support shall include: • Provision of specialist guidance on impact of changes, ensuring all changes are fully tested and trialled prior to being finalised. • Interface with the Representatives of the Authority in the development and introduction of ICW, other blended learning technologies and the hosting of any training resources (workbook, video clips, etc) associated with the course.	Support required from SQEP personnel to develop and produce Lesson Plans, media, training aid acquisition and other CTP materiel as necessary in order to deliver training appropriate to the training need, cost effective, accountable, safe and risk focused. Periodically or in response to quality control reports, staff recommendations, feedback, external validation (including S3018), policy changes or the introduction of new equipment or practices. Changes can be initiated by changing operational requirements or training efficiency improvement or as directed by DUP or Authority DO. Courseware amendments are to achieve at least the same quality of content (functionality, appearance and interactivity) as prior to the amendment.		JSP 822 Amendments to be completed in timeframe agreed between the Authority and the Contractor.	

		All changes are fully tested and trialled prior to being finalised. SME support is not included in the baseline man hours detailed in the volumes for S.05.01.01.			

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S.05.01.03	Conduct periodic reviews and amend and update training documentation for existing training. Changes to training to be submitted in summary form to Authority for endorsement.	Periodically or in response to quality control reports, staff recommendations, feedback, external validation (S3018), policy changes or the introduction of new equipment or practices. Changes can be initiated by changing operational requirements or training efficiency improvement.	In line with the Document Upkeep Plan (DUP) and Authority local direction prompted by emergent operational requirements. (not DSAE (G). All training courses to be reviewed at least once every 3 years (variable up to 5 years on a course by course basis in consultation with Authority) Review dates are annotated on the TrAD.	Amendments to documentation to be made and managed to standards in line with JSP 822. JSP 822 Pt1 1.1 paras 46-51 and Pt2 1.5 (Assurance). DCTT MTS TQP 4-Design. SULSO Part 2, Chapter 3.	No failure to incorporate amendments into course documentation prior to next iteration of course delivery following CEB endorsement. No justified complaints. (Complaints to be raised through either the CMT or Level 3 Governance process).
S.05.01.04	When instructed by the Authority the Contractor shall conduct Training Design in response to new training requirements to ensure that training satisfies operational / workplace performance requirements and provides the design output requirements required by the Authority. The Contractor shall ensure documentation is up-to-date and accurately codifies and reflects the outputs of the Training Design.	In line with emerging requirements identified in the SOTR, DTP and Authority local direction. The Authority retains the right to set priorities of work including between new and upkeep work. New work can also include projects which are not yet on the TP where the Authority feels there is benefit to early engagement to avoid disruption. The agreed hours will relate to training design functions and will not include any time related to the team management function. This is recorded separately but may be performed by personnel involved in the training design functions.		JSP 822 <u>Qualifications</u> DCTS Training Design (Course 9005) or equivalent. Practitioner/User of the Authority's TMIS.	

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		Work for new capabilities will be negotiated with the Contractor as and when required in line with the change process at Schedule 4.			
S.05.01.05	The Contractor shall produce, maintain and/or update/develop training Methods, Media and Learning Content for new (excluding those arising from New Capabilities) and existing training courses, to ensure they are up-to-date, are relevant and that they fulfil the training requirement with the appropriate fidelity.	Where appropriate, methods and media analysis should include the use of a suitable methods and media decision support tool, in accordance with JSP 822.		JSP 822	
S.05.01.06	Provide, manage and monitor the Training Document Upkeep Plan (DUP). The DUP shall cover all current courses ensuring that reviews of each course are conducted in accordance with JSP 822. The DUP is to ensure the upkeep, update and revalidation of; • Course syllabi and standards. • Trainer competence, qualification and experience requirements. • Course information, including but not limited to, course size limits, health and safety, relevant rules and regulations, course length and required support and resources. • Configuration control of Training Design documentation; and	Liaison with the TRA is required to ensure course reviews match periodicity of training documentation reviews. Any changes made to courses after a DUP review need to be disclosed to the TRA, and where applicable will allow updates/amendment to training documentation / documents. DUP to be accessible by contractor and Authority for routine daily interrogation and for periodic internal and external Authority audits.	One central DUP for all courses on the TP. DUP to schedule course reviews at least once every 3 years (variable up to 5 years on a course by course basis in consultation with Authority). Review dates are annotated on the TrAD.	Iaw the TP. JSP 822	100% of DUP Review Dates met.

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	• Training Methods, Media (including courseware) and Learning Content. Where input is required from the Contractor's SMEs, e.g. trainers, those personnel shall be made available to support the process.				
S.05.01.07	Provide and maintain an electronic library of training design documentation, training media and learning content. These are to be electronically catalogued with appropriate configuration control, to provide an accessible and up to date 'single version of truth' repository for Training Design documentation, outputs and management information. Using office IT tools, the library is to be accessible and visible to the Authority at all times, catalogued by course code reference with version control for individual documents.	Incorporating FTS, TPS, WTS, RTGS and any other related supporting documentation including Course dockets, presentations, slide shows, computer-based training (CBT), computer aided instruction (CAI) content and ICW content to be held in the Media Library.	Courses defined in the TP.	JSP 822 <u>Qualifications</u> DCTS Training Design (9005) or equivalent. Practitioner/User of the Authority's TMIS.	Latest version of each document to be catalogued in the library within 1 working day of publication. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.01.08	Conduct periodic reviews, amend and update electronic courseware content. Amendments to be completed prior to next iteration of training course / module with zero degradation of training content. Provide specialist guidance on impact of changes, ensuring all changes are fully tested and trialled prior to being finalised.	Courseware amendments to achieve at least the same quality of content (functionality, appearance and interactivity) as prior to the amendment. All changes are fully tested and trialled prior to being finalised. Electronic courseware contained on the training LAN and bespoke training systems and simulators.	.	JSP 822 DCTT MTS TQP 4 – Design.	Amendments to be completed prior to next iteration of training course / module with zero degradation of training content. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.01.09	Provide support to the External Validation process including responding to S3018s. Circulate to Training	Respond to S3018 External Validation Forms received from the Authority.	Daily and routine activity. Approx 20 x	JSP 822 - Pt 2, Ch 1, Section 1.5, (Element 4: Assurance).	100% of S3018s to receive comment and be

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	Designers, SMEs, Trainers within the relative Functional Groups to identify root cause and potential solution to issues raised in S3018. Initiate change to training if required.		S3018 forms per month.	In accordance with applicable Authority Standing Orders.	returned with comments within 2 working weeks. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.01.10	The Contractor shall update Course Design and Documentation to incorporate relevant recommendations and feedback from internal and external assurance when endorsed by the Authority to ensure that training remains up-to-date and satisfies operational/workplace performance requirements.			JSP 822 - Pt 2, Ch 1, Section 1.5, (Element 4: Assurance). In accordance with applicable Authority Standing Orders. <u>Qualifications</u> DCTS Training Design (Course 9005) or equivalent.	
S.05.01.11	The Contractor shall update training Methods, Media and Learning Content to incorporate relevant recommendations and feedback from internal and external assurance, to ensure that training Methods, Media and Learning Content remain up-to-date and reflect the outputs of the service. The Contractor shall provide appropriate configuration control for updates to Methods, Media and Learning Content.	The Contractor shall liaise with Trainers to identify opportunities to update and improve Training Methods, Media and Learning Content, to improve the effectiveness of Training Delivery.		JSP 822	
S.05.01.12	Provide training course information to the custodians of the 'BRd 200(3) Catalogue of Marine Engineering	Electronically submit compiled changes and updates to Fleet Marine Engineering Requirements	Courses defined in the TP.	law JSP 101.	Collate changes and updates throughout the year and submit compiled

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	Training' and provide updates/changes resulting from routine course amendments or as directed by the Authority. Collate changes and updates throughout the year and submit compiled changes biannually (March and September).	Manager for endorsement and publishing. For all DSMarE courses. Collate changes and updates throughout the year and submit compiled changes biannually (March and September). Accurately articulate new course details in the same style and level of detail as existing BRd200(3) data.			changes biannually (March and September. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process). No failure to comply with the Authority's regulations.
S.05.01.13	Provide a training design service when required as a result of the introduction of an Urgent Operational Requirement Training (UOR Trg).	UOR Trg requirements 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. Training documentation required may be based on, or extracted from, extant courses/Training Objectives, but some will require amending to meet specific requirements. Prior Authority approval is necessary to meet this requirement.	As required law Schedule 4.	To be agreed on a case by case basis.	No failure to deliver training as required.

Sub Section 2 – Internal/External Validation & Quality Control					
S.05.02.01	The Contractor shall manage and deliver InVal of training courses, to assess and assure that training is	Reports to be word processed with summarised feedback data.	To cover all in-service training courses on the TP.	Quality Control data collection, analysis and reporting to be carried out	Questionnaire responses to be recorded

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	effective, efficient and achieves the TOs for the relevant training course and shall implement relevant actions and recommendations from InVal to improve the quality and cost-effectiveness of training. Provide an internal validation of training content and delivery service. Distribute Internal Validation questionnaires to Trainees at the start of the training course and collate responses. Input data and generate electronic reports. Maintain records of Internal Validation data.	Questionnaires to be reviewed annually for suitability and additionally when training courses are updated.		to the standards laid down in JSP 822 - Pt 2, Ch 1, Section 1.5, (Element 4: Assurance). In accordance with applicable Authority Standing Orders and instructions. DSMarE SULSOs Part 2, Chapter 6. <u>Qualifications</u> 1. DCTS Internal Validation (9006) or equivalent.	electronically within 2 working days of receipt. No failure to compile with Authority Standards.
S.05.02.02	Provide an electronic method of recording all internal validation data produced by the contractor.	The electronic repository will be hosted on the Authority office automation systems and is to be available during the normal working day. The repository must allow the Authority to easily interrogate the data using a range of filters including by instructor, course module code, and keywords and retain data for a minimum 3 year period.	To cover all in-service training courses on the TP.	JSP 822 - Pt 2, Ch 1, Section 1.5, (Element 4: Assurance). In accordance with applicable Authority Standing Orders and instructions. <u>Qualifications</u> 1. DCTS Internal Validation (9006) or equivalent. DSMarE SULSOs Part 2, Chapter 1. To be compatible with MODNET and the TMIS.	
S.05.02.03	Provide an electronic Question Bank database.	To include practical and written assessments with marking guides.	For all examinations and assessments required in each	To be compatible with MODNET and the TMIS.	No failure to incorporate amendments into examinations prior to

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		Question Banks are to satisfy requirements of appropriate Assessment Strategy documentation (generated by Training Design team). Ensure total security and integrity of the assessment and examination/test question bank and papers.	training module or course in the TP.	In accordance with the AStrat and ASpec for the relevant training course. JSP 822 - Pt 2, Ch 1.4 (Element 3: Delivery).	next issue following endorsement. No failure to ensure all exam papers are in date and meet the needs of the customer and training deliverer. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.02.04	Provide hard copy exam papers. To include practical and written assessments and marking guides.	Ensure security and integrity of the assessment and examination/test question bank and papers.	For all hard copy examinations and assessments required in each training module or course in the TP.	Exam papers routines are to be conducted iaw SULSO Part 2, Chapter 4. Externally accredited examinations are to be conducted iaw External Examinations Procedures Manual. In accordance with the AStrat and ASpec for the relevant training course. JSP 822 - Pt 2, Ch 1.4 (Element 3: Delivery).	No failure to incorporate amendments into examinations prior to next issue following endorsement. No failure to ensure all exam papers are in date and meet the needs of the customer and training deliverer. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.02.05	Provide analysis of exam results.	All examination results are to be analysed to identify trends across all influential factors (such as trainer, trainee, class, re-sit status).	For all examinations and assessments required in each training module or course in the TP.	Analysis and recommendations to be conducted iaw SULSO Part 2, Chapter 6.	100% of exam results are to be analysed within 2 weeks of results arrival at the examinations department.

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		Analysis of statistically significant failure occurrences of individual exam question is required. Communicate with Functional Groups to establish root cause, identify a solution and implement a restorative action plan.		JSP 822, Pt 2, Ch 1, Section 1.4 (Element 3: Delivery). JSP 822, Pt 2, Ch 1, Section 1.5 (Element 4: Assurance).	No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.02.06	The Contractor shall provide a service which carries out Internal Validation (InVal) and Training Assurance. This service shall: a. Measure and record the immediate reaction of the Trainee through questionnaires and discussions. b. Measure and record the immediate reaction of the Trainer through questionnaires and by exception through discussions. c. Questionnaires must be created and tailored for each course and module. d. Administer the distribution, capture and analysis of all questionnaires; Trainee and Trainers focused. e. Discussions must be designed for each course and module. f. Conduct, capture and analyse all discussions; Trainee and Trainers focused. g. Identify and investigate trends in trainees' and trainers' feedback; arising	The overall control of the InVal process belongs to the Authority. SMART objectives will be mutually agreed and set annually. InVal feedback is provided by the TRA. Corrective action may be to delivery style, or recommendation to course design or scheduling. The contractor shall agree to adopt the relevant and appropriate Defence TMIS for the conduct of Quality Control and Assurance activity. Assistance to first party audits will include: collating pre audit reports, reviewing Functional Group training documentation and providing input to the final report. Analysis against OFSTED Common Inspection framework.	Conduct InVal activity for all DSMarE delivered courses. A 'questionnaire' is required for every DSMarE course, i.e. the DSMarE element of the Training Plan. A questionnaire is required for every module within a career course or pipeline course. A 'discussion' is required each term or part of a term for all career courses and pipeline courses. First party audits will be conducted annually. Conduct a Trainer assessment of each CS and Military within 4 months of a new	JSP 822 - Pt 2, Ch 1, Section 1.5, (Element 4: Assurance). In accordance with applicable Authority Standing Orders and instructions. JSP 822 Pt1 1.1 paras 46-51 and Pt2 1.5 (Assurance). <u>Qualifications</u> 1. DCTS Internal Validation (9006) or equivalent.	

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	from questionnaires, discussions and audits. h. Write reports based on InVal activity and any subsequent analysis/investigations. i. Through ongoing formative assessment measure the learning transfer achieved by the training activity and record as part of formal course feedback as required. j. Recommend corrective action to rectify quality issues as identified by the InVal and ExVal processes and ensure implementation of changes after Authority agreement. k. Assist in the execution of DSMarE 1st Party Audit Programme. l. Access and update a Trainer assessment matrix containing assessment information for all DSMarE Trainers; CS, Military and. Contractor. m. Draft a workable programming for Trainer assessments, iaw with JSP822 requirement, for both the Trainer and Assessor. n. Plan, coordinate and conduct Trainer assessments. o. Assurance of course documentation and methods, media and learning content.	i. Authority to determine the scope for recommended actions and assigning the actions as deem appropriate, in discussion with the contractor. j. Authority shall determine the scope for recommended actions formally authorising and assigning the action they deem appropriate to the contractor.	Trainer arriving and a Trainer assessment of each Trainer once per year as per JSP 822 requirement. This equates to 200 Trainer assessments per Training Year.		

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	p. Observations. q. Reporting results to the Authority. r. Unsolicited feedback.				
S.05.02.07	Provide accurate and concise electronic data storage of trainees' examination results for a minimum of 5 years and then archived.	To include secure data storage for all exam results, including original marks and resit marks where applicable. Database to be hosted on Authority office automation systems, be available during the working day and must allow Authority searches filtered by instructor, and course module code. Database must allow individual student data to be obtained (by service number).		Data is to be stored and accessible iaw Awarding Body Requirements for externally accredited examination. JSP 822 - Pt 2, Ch 1.4 (Element 3: Delivery). To be conducted iaw SULSOs 2.5.1 and 2.5.4 with no duplication of data. To be compatible with future introduction of DII(F) and the TMIS.	No non-conformities to be identified in external Awarding Body Audits and Reviews. No justified complaints. (Complaints to be raised through either the CMT or Level 3 Governance process).
Sub Section 3 – Civilian Accreditation					
S.05.03.01	The Contractor shall provide a service to design courses to meet accreditation requirements from appropriate civilian institutions when directed by the Authority. This service shall include: • Provide a service to secure civilian recognition of RN training, and accreditation from appropriate civilian institutions. Develop accreditation initiatives by mapping RN courses and	As directed by the sS SDE, other Accreditation Sponsor or Authority DO. The Contractor should aim to review all courses as part of, or in their entirety, a nationally recognised award. Courses are to be reviewed as to their suitability for accreditation as part of the initial design process or	For existing and new career courses and specialist training courses on the Authority TP.	In accordance with accreditation policies. JSP 822 Part 1 Chapter 6.3. To meet RN, Government, Education and Skills Funding Agency and OFSTED criteria and Award Body national standards for quality assurance.	Achievement of civilian accreditation for the course whilst maintaining NCHQ training standards and mapped to the Qualification and Credit Framework (QCF). No justified complaints. (Complaints to be raised through either the CMT

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	training to nationally recognised awards (academic and vocational). This is a pan-SULTAN service but will exclude the SFA Apprenticeships. • Identifying and notifying the Authority of opportunities to provide accreditation for new and/or amended training as designed, and/or any amendments or implications for existing accreditations following Training Design changes.	during the DUP process. Liaison with Training Design may be required to ensure the requirements of accreditation are fully integrated into the appropriate naval training course. Where civilian accreditation exists, this should be maintained. Some courses require specific awards due to the nature of the function to be carried out. All options for new or, changes to existing, civilian accreditation are to be presented to the Authority on a case by case basis for approval. Provide induction briefs on accreditation and training.		Achievement of civilian accreditation for the course whilst maintaining Authority training standards and mapped to the RQF. To meet sS, Government, Education and Skills Funding Agency and Ofsted criteria and Award Body national standards for quality assurance. <u>Qualifications</u> DCTS Training Design (Course 9005) or equivalent. Practitioner/User of the Authority's TMIS.	or Level3 Governance process). No failure to comply with the Authority's regulations.
S.05.03.02	Register trainees manage the civilian academic and vocational examination registration and certification process for all accredited courses and assessments. Provide examination result reports to Awarding Bodies. Issue certificates where required. Collate invoices for payment of registration/certification fees and present to Cash Office for payment against the relevant UIN.	Register trainees with appropriate awarding organisation (AO) / Sector Skills Council (SSC) as required. Results are collated and provided to most AOs on a rolling basis. University Foundation Degree results are collated and submitted biannually prior to the relevant Board of Studies (usually Apr & Nov).	Indicative volumes per year: Foundation Degree – ME ~140, AE ~200 Refrigeration ~200 Fabrication & Welding ~ 20 Radiation Safety Award ~ 20 FRP Air ~30.	To meet AO / SSC published standards. In accordance with accreditation policies. JSP 822 Part 1 Chapter 6.3. In accordance with the relevant Awarding Body standards. BR 3 – Vol 1, Ch 96 (Education, Lifelong Learning and Resettlement).	No failure to comply with Awarding Bodies' criteria. No failure to provide examination result reports to Awarding Bodies. No non-conformities to be identified in external Awarding Body Audits and Reviews. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).

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Sub Section 4 – Training and Technical Media					
S.05.04.01	Provide support to training design and development process for e-learning. Facilitate courseware development of new training media for e-learning.	As part of the DUP review process existing media may be identified as being suitable for development or replacement. This service would facilitate the updating of existing training solutions. Working with Training Design during new design work methods and media analysis to identify suitable opportunities to utilise e-learning technology. Liaise with 3rd party software developers in support of new courseware and the continued improvement of training.	In support of all courses hosted on the Authority Training LAN and other courses on the Authority TP.	All CBT upgrades and advancement iaw JSP 822 Part 4 and 5.	No failure to provide appropriate support to the Authority as required. No more than 1 justified complaint per month. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.04.02	Provide advice on the suitability of e-learning hardware and software in relation to Authority Utilised Training Networks. Recommendations to be submitted in written report summary form to the Authority through the KC. On an annual basis and prior to introduction of new courseware or new training hardware, conduct reviews of existing Authority IT hardware, infrastructure and software applications assessing their compatibility and suitability for purpose. Where there are compatibility or suitability issues recommendations for upgrade or replacement should be made for the Authority to consider.		Review on request annually or prior to introduction of new courseware, software or hardware as required. In support of all courses hosted on the Authority Training LAN and other courses on the Authority TP.	JSP 604 JSP 939 JSP 440	No failure to undertake review. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).

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S.05.04.03	Undertake reviews of the information content uploaded onto the Learning Management System (LMS) and provide recommendations on request and where notice is given prior to introduction of new courseware or new training hardware. Findings and recommendations to be submitted in a written report summary form to the Authority through the KC.	The DSMarE training LAN, the Authority Utilised Training Network, currently uses Moodle as an LMS. This is an open source software suite, used by many universities, which enables the management and delivery of e-learning solutions. In accordance with their administrative process the Contractor shall undertake day to day management and administration of the LMS and shall manage its security in accordance with JSP440.	In support of all courses hosted on the Authority Training LAN.	Recommendations must adhere to JSP 440/ RN PSyA.	No failure to undertake review. No breaches of system security. No justified complaints. (Complaints to be raised through either the CMT or Level3 Governance process).
S.05.04.04	The Contractor shall participate in the ongoing development of CBT as endorsed by the Authority, especially any supplied by external Contractors which requires reviewing the technical and training format to meet training needs.			JSP 822 JSP 939	
S.05.04.05	1) Provide a professional media service in support of approved training and administrative requirements to DSMarE and DSAE(G), HMS SULTAN. There shall be a counter service during normal working hours where customers can submit requests for media support and discuss requirements. Procedures for processing, approving and issuing media work shall be produced by the Contractor for approval by the Authority. The Contractor will be required to upload digital media assets developed	The web-based catalogue software will be provided and maintained by the Authority. Users on the MODNET network will be able to search the web-based catalogue and download digital assets as required. It is an intention of HQ DCTT to allow the wider Defence community to access the digital media catalogue so that other users can rapidly search and download media in order to maximise reuse through the various training communities and save re-design costs.	a) Total number of tasks per annum not to exceed 1,100, with total capacity to deliver being 5,600 hrs. The scope of media services is broken down as follows: Media support for DSMarE is approximately 35% of the overall annual volume.	The Copyright Act 1988 and current DINs. JSP 939 JSP 441 ISO 8000 The Priority rating of any particular media service task shall be determined by the Authority with the following applying: • Priority 1 (applies to tasks less than 1 hour duration	No instances of failure to comply with the Authority's associated regulations. Priority 1. 95%, the remaining 5% by the end of the next working day. Priority 2. 95%, the remaining 5% within 3 working days. Priority 3. 95%, the remaining 5% within 5 working days.

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	by the Media Department to a web-based catalogue, to include graphical artwork, photographs, video and multimedia content. The catalogue will include an archive of all media productions produced for the Authority (where practicable). Digital media assets are to include metadata to facilitate an ability to search by keyword, media type and subject matter. Advise Authority staff and trainers on all matters relating to media. The Contractor is to provide the Authority with reports on the usage of media services as required by the Authority.	The Authority will be responsible for granting access permissions to items within the media catalogue to end users of the system. There is no requirement for the Contractor to catalogue media content developed prior to implementation of the web-based catalogue software. If any of this media is to be catalogued the task will be undertaken by Authority personnel. Customers can use the counter service to discuss their requirement, technical aspects and timeframes.	Media support for HMS SULTAN is approximately 35% of the overall annual volume. Media support for DSAE (G) is approximately 10% of the overall annual volume. Up to a maximum of 2,000 items added to the digital media catalogue per annum.	only) - Urgent work such as business critical requirements or vital work to support unforeseen arising - 1 working day. • Priority 2 (applies to all tasks apart from those exceeding 8 hours) - Priority work to support important short notice arising - 5 working days. • Priority 3 – Routine work in direct support of training – 15 working days. • Priority 4 - Routine work not in support of training - 40 working days. • Priority 5 – Projects or work to fulfil a long-term brief which would require considerable time to complete – Up to 3 months, to be agreed with the customer on receipt of request. 90% of media assets to be catalogued within 10 working days of work completion. The remainder to be completed within 20 working days.	Priority 4. 95%, the remaining 5% within 5 working days. Priority 5. 95%, the remaining 5% within 10 working days. Benchmark shall be 0 justified complaints. The contractor is to provide the Authority with reports on the usage of media services as required by the Authority. 90% of media assets to be catalogued within 10 working days of work completion. The remainder to be completed within 20 working days.

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
				No instances of failure to comply with the Authority's associated regulations.	
S.05.04.06	Provide a Graphic Design service. The service shall include: • Production of Infographics, illustrations, leaflets, magazines, newsletters, posters, signs, display panels, banners, maps and building/site plans. • Printing and finishing of graphical artwork including large format printing, laminating and mounting.		Not to exceed 700 Graphic Design requests per annum with an approximate division of: Infographics = 10%, Illustrations = 25%, leaflets = 10%, magazines/newsletters = 10% maps and building/site plans = 10%, posters/display panels = 25%, signs/banners = 10%. Graphic artwork, colour = 85%, mono = 15%. Hard copy A5 qty 100, A4 qty 500, A3 qty 1,000, A2 qty 500, A1 qty 500, A0 qty 500 (15% of total output encapsulated in laminate film). Laminating service (A0 to A2) equivalent in qty to 921 sheets of A2 laminate film.		At least 95% of tasks shall be completed on time. The remainder to be completed within a further 5 working days. Benchmark shall be 0 justified complaints.

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
			All Consumables will be provided by the contractor.		
S.05.04.07	Provide a Videography service. The service shall include: • Production of presentation and Training packages, filming of key events, and post-processing/editing and developing of video clips. • Key event, course and portrait videographic support. .	Limited Event/Course photo and Portrait Videographic support can be supplied provided the Authority provides videography equipment. This will only be provided within working hours. All work packages are to be approved by nominated unit representatives.	Not to exceed 50 Videography requests per annum with an approximate division of: Presentation packages = 30%, training packages = 40%, filming of key events = 20%, post-processing/editing = 10%. Up to 600 minutes of finished new digital video work per annum.	Produce packages at the agreed standard by the agreed time.	At least 90% of tasks shall be completed on time. The remainder to be completed within a further 10 working days. Benchmark shall be 0 justified complaints.
S.05.04.08	Provide a Multimedia service. The service shall include: • Production of 3D assets for use in training material. To include both low-poly optimised and high-poly photo-realistic assets. • Production of animations for use in training material. • Production of Interactive Courseware (ICW). • Optimisation of the User Experience through content optimisation / redesign.		Not to exceed 100 Multimedia requests per annum with an approximate division of: • Production of new 3D assets = 40%. • Animations = 30%. • Production of ICW = 30%.	Provide professional support to meet the service. JSP 822 AQAP 2110 and AQAP 2210 for software.	At least 90% of tasks shall be completed on time. The remainder to be completed within a further 10 working days. Benchmark shall be 0 justified complaints.

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.05.04.09	Provide a service to develop the DSMarE Virtual Learning Environment (DSMarE VLE) content and technology enhanced blended learning solutions in support of training delivery. Establish, design and create locally produced media assets, in agreement with Authority and Contractor Course Design and Subject Matter Experts (SME). On Request Duplicate Content onto the Defence Learning environment (DLE). Conduct checks on all developed e-learning content to ensure full DSMarE VLE technical compliance. Provide advice, guidance and support on the use of technology in the design and creation of e-learning content.	Man hours will be distributed uniformly across the year, but will be subject to some variation iaw support to training requirements. VLEs include DLE, LEARN, Authority Utilised Training Networks and any system introduced by the Authority during the life of the contract. It is planned that DLE will be merged into the DLMC by 2022 to provide a Defence Learning Management Tool. Duplication of course content onto the DLE from the VLE is only to be carried out if the courseware is of the correct classification to do so. For this section, courseware refers to all presentational material, training media, supporting documentation and trainee material. Includes ensuring that file formats are supported by the VLE and content works as anticipated. VLE technical issues are to be escalated to the customer as appropriate. Advise and assist with the introduction of technology-supported learning through workshops, delivery of courses, one-off consultations or collaborative projects.	The baseline volume is 2,800 man hours per annum of VLE and blended learning solution development.	Learning material is to be developed and delivered according to the course programme requirements iaw JSP822, DIN: 2013DIN05-043 and other Authority guidelines. JSP 939 The Contractor is to ensure the application of DSAT (Defence Systems Approach to Training) when developing, selecting methods and media. The Contractor is to ensure compliance with Standard Operating Procedures (SOPs) when instigating, implementing course design or VLE content changes.	DSMarE Head of Training Design will determine which work takes priority.

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
		The Contractor shall provide limited support for technological and pedagogic/andragogic aspects of e-learning content development.			
S.05.04.10	Populate both the Defence Learning Environment (DLE) and Authority Utilised Training Networks LAN with DSMarE courseware as directed by the Authority and administer, review and update the courseware ensuring the latest authorised version is loaded and functional. Provide a roll out plan for media upload and migration.	For this section, courseware refers to all presentational material, training media, supporting documentation and trainee material. It should be assumed that T45 restrictions related to ITAR will be removed. The Authority Utilised Training Network is the 'Master' until migration to the DLE is complete. Agree the roll out plan with the Authority prioritising FARADAY LET QC and other FARADAY courses as required. Changes could result from the DSAT process or Trainer/Trainee feedback. Authorisation to endorse change requests is held by and therefore must be obtained from the Authority.	Iaw DUP allowing for future training courseware. For example, T45, QEC and T26.	Functionality must be the same for courseware on the DLE and Authority Utilised Training Networks LAN and content synchronised. There can be no degradation or limitation of functionality due to different platforms (devices). DLE and Authority Utilised Training Networks LAN must be populated and available to trainees on an agreed rolling schedule iaw the agreed migration plan.	Roll out and population in accordance with the agreed plan.
S.05.04.11	Administer, review and update courseware ensuring the latest authorised version is on the DSMarE VLE and DLE.	Ensure the Authority Utilised Training Network (and DLE once migration is complete) holds the most up-to-date courseware (version control) of DSMarE courses. The Authority Utilised Training Network is the 'Master' until DLE	Iaw DUP allowing for future training courseware. For example, T45, QEC and T26.	Iaw SULSOs Part 2, Chapter 3. On-site presence within normal working hours.	No MTDs lost due to out of date courseware or unavailable media.

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
		migration is complete and accepted by the Authority.			
S.05.04.12	Respond to and implement change requests on DSMarE VLE and DLE.	Changes could result from the DSAT process or trainer/trainee feedback. Authorisation to endorse change requests is held by and therefore must be obtained from SOTM and/or Cdr-T or their delegated agents. Changes required on courseware within VLE.	Iaw DUP allowing for future training courseware. For example, T45, QEC and T26.	Iaw SULSOs Part 2, Chapter 3.	Changes made by next course instance or 5 working days whichever is the longer.
S.05.04.13	Administer, review and update HMS SULTAN courseware /information content uploaded on the LCMS/VLE (Currently located at HMS Collingwood and provided by the Authority) and provide recommendations on request and where notice is given prior to introduction of new courseware or new training hardware. Findings and recommendations to be submitted in a written report summary form to the Authority. .	It should be assumed that T45 restrictions related to ITAR will be removed. For this section, courseware refers to all presentational material, training media, supporting documentation and trainee material. Collingwood LCMS licences will be provided by the Authority. Iaw Authority's administrative process the Contractor shall undertake and support the Authority in the day to day management and administration of the VLE and LMS and shall manage its security.	Iaw DUP allowing for future training courseware. For example, T45, QEC and T26. In support of all courses held on the LAN.	Iaw SULSOs Part 2, Chapter 3. JSP 440	No MTDs lost due to out of date courseware or unavailable media.
S.05.04.14	Respond to and implement change requests on LCMS.	Changes could result from the DSAT process or trainer/trainee feedback. Authorisation to endorse change requests is held by and therefore must be obtained from SOTM and/or Cdr-T or their delegated agents.	Iaw DUP allowing for future training courseware. For example, T45, QEC and T26.	Iaw SULSOs Part 2, Chapter 3.	Change requests implemented by next course instance or 5 working days whichever is the longer.

SoR Ref	Requirement	Additional Information	Volume	Service Standard	Performance Guidelines
S.05.04.15	Provide accurate input to and use the Authority provided Training Management Information System (TMIS). a. All processes to be carried out using the current TMIS or any other system the Authority may introduce during the lifetime of this contract (links to C.02.03.01).	The current Authority provided TMIS is the Training Administration and Financial Management Information System (TAFMIS). TAFMIS training is provided through the Defence Learning Environment (DLE) or Instruction Lead Training at Army Recruiting and Initial Training Command (ARITC). Training for the currently used Training Management Information System shall be provided by the Authority.		TAFMIS operating procedures are currently under development with the aspiration that the TAFMIS Level 4 Maturity Model compliance is achieved.	No failure to use the Authority provided TMIS and to populate and maintain accurate data to ensure the availability of any reports the Authority wishes to take from the TMIS.
S.05.04.16	The Contractor shall design and produce, with agreement of the Authority CDMs, locally produced software and hardware training aids.			AQAP 2110 and AQAP 2210.	

Sub Section 5 – Marine Engineering Diagnostic Testing Support					
S.05.05.01	The Contractor shall provide technical support for MEDT at HMS SULTAN operating on Authority Utilised Training Networks through Moodle.	A 'Help Desk' is to be available to answer technical questions and fault diagnosis. Technical support to cover unexpected behaviour by Contractor provided software – MEDT. To include: a. Fault diagnosis b. On site fault rectification Post rectification MEDT system to be tested before being uplifted.		JSP 939 During periods of MEDT use on scheduled courses as published on Training Administration Programme (TAP), the Contractor shall acknowledge receipt of possible fault within 1 hour. Where there is a total loss of MEDT service for the course - rectification shall be in accordance with a discussion about the rectification plan with the	Help Desk during scheduled course periods to be based at SULTAN. Fault reporting to be via e-mail (over MoDNET) sent report. Fault notification response to be via email. Within 1 working day the Authority will be informed of rectification plan with expected date/ time of resolution.

				authority and becomes the main priority for the Media Team. Where a single Scenario is not usable – rectification within 5 working days or 10 days before next use on a course. During all other periods the Contractor shall: Acknowledge receipt of possible fault within 1 working day. Where there is a total loss of MEDT service for the course- rectification shall be in accordance with a discussion about the rectification plan with the authority. Where a single Scenario is not usable – rectification shall be in accordance with a discussion reference the rectification plan with the authority.	Record of all reporting of faults to be maintained and available for inspection by the Authority (or their nominated party) within 1 working days' notice.
S.05.05.02	The Contractor shall provide Configuration Management and Design Authority Services for MEDT.	The Authority will require assurance that the versions being used on Courses are the current version. This will be promulgated to all parties concerned. Any changes made to the design of software and training usage of MEDT are approved by the		JSP 945 JSP 939 The Contractor shall appoint an accountable to the Authority Configuration Manager based at SULTAN.	Location of Configuration Manager and Design Authority does not need to be based at SULTAN.

		Authority representative and Training Design. This is to ensure changes do not impact usability and training value of MEDT. Training Design Services to ensure that MEDT reflects current accepted practice and remains relevant. Periodic SME reviews are required to ensure continued accuracy of scenarios and behaviour of software in line with current practices. The Authority will provide timely access to qualified SMEs to verify changes and to review and if required test scenarios post rectification. Any changes made to the design of software and training usage of MEDT are approved by the Authority representative and Training Design. This is to ensure changes do not impact usability and training value of MEDT.		Change Management documentation is available for Authority review. Design changes are controlled and approved by SOTM, Contractor Training Design Manager with advice from the Design Authority. All MEDT documentation is maintained, access controlled, and stored appropriately by the Contractor. The Authority will be able to access.	
S.05.05.03	The Contractor shall modify accepted (original contract MDT3) scenarios and environments to ensure training accuracy.	MEDT is a highly complex training environment which requires accurate reference material and realistic interactions in order to deliver training value. While delivered scenarios were subject to SME reviews there is a risk that errors have been made which may be discovered during use. Scenario processes and interactions (including Logistic and Safety Considerations) were based on accepted approaches and current		JSP 939 Requests for changes are to be documented using Course Documentation Modification (CDM) Proposal process. Changes are subject to a review process that includes input from: a. Subject Matter Experts (appointed by the Authority).	Decisions regarding validity of change to be based on the 'Storyboards', are to be accountable documents, and subject to configuration management control by the Contractor. A change to the content of storyboard actions are covered by this requirement.

		documentation. It is important that MEDT reflects current accepted practice and remains relevant. Acceptable changes are: a. Text changes to text boxes (e.g. Q&A, Considerations, instructions, and system descriptions). b. Errors in gauges, displays, readings on meters. c. Changes to 3D objects; e.g. colour of buttons. Feedback capability is out of scope for this specific requirement.		b. Training Managers / SOTM. c.Training Design. d. Media Team. Changes are authorised by Cdr T DSMarE based on advice from review processes. During periods of MEDT use on scheduled courses (as published on Training Administration Programme (TAP)) and 10 working days before use the Contractor shall: Acknowledge receipt of request for change within 1 working day. Where inaccuracy results in total loss of MEDT service for the course - rectification shall be within 1 working day. During all other periods: Acknowledge receipt of possible fault within 2 working days. Deliver a new release each term 10 working days before the next use of MEDT on a POET course as published on the TAP.	Changes that result in the addition of a new action within the storyboard are out of scope. The Authority is responsible for updating and configuration management of Royal Navy provided documentation; e.g. Circuit diagrams (GFE).

				The Authority will provide timely access to qualified SMEs to verify changes and to review and if required, test scenarios post rectification.	
S.05.05.04	The Contractor shall support in the training of instructional staff on the media 'environments' , 'scenarios' and how to utilize them within training.	Training must be provided to trainers in sufficient time to allow proper preparation by the trainer. Optimal 4 weeks prior. Acceptable 2 weeks prior. To support the delivery by Department Trainers (Champions) of the Train the Trainer packages. Maintain a knowledge base on use of MEDT and provide a single POC on MEDT matters – capture best practice. Support MEDT Champions and respective SO3s within each Section maintain their expertise and knowledge of MEDT.	One per term (Linked to software release).	JSP 939 JSP 822 Training is complete only after the delivery trainers demonstrate they can use the media appropriately. Trainers (Champions) of Train Trainer Package have required the knowledge of MEDT and supporting training documentation to deliver the training to Trainers. MEDT Champions receive regular updates on changes and new approaches to training using MEDT.	Training of trainers must be prior to first usage. Optimal 4 weeks prior. Acceptable 2 week prior. Failure on or after the first use date. Authority to maintain an MEDT Champion within each functional group and inform the contractor when new personal are appointed in role.