



**SCHEDULE 1 PART 2:**

**PRISONER EDUCATION SERVICES**

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## 1. Background

### 1.1 Background

1.1.1 The provision of prisoner education services is a statutory duty set out in The Prison Rules (1999) and the Apprenticeships, Skills, Children and Learning Act (2009). The purpose of education in Prisons is to give individuals the skills they need to unlock their potential, gain employment in Prison and on release, and become assets to their communities. It should also build social capital and improve the wellbeing of Prisoners during their sentences and following their release.

1.1.2 The purpose of this **Part 2 (Prisoner Education Services)** of **Schedule 1 (Authority's Custodial Service Requirements)** is to set out and describe the Education Services to be performed by the Contractor including the standards and quality requirements in respect of the Education Services.

1.1.3 This **Part 2 (Prisoner Education Services)** of **Schedule (Authority's Custodial Service Requirements)** should be read in conjunction with the "Prison Employment Training and Skills (PETS)" tab of **Appendix 1 (COR Tool)** of **Part 1 (Custodial Services)** of **Schedule 1 (Authority's Custodial Service Requirements)**, any agreed Annual Education Delivery Plans and any relevant Authority Policies.

### 1.2 Requirements

1.2.1 The Contractor shall perform the Education Services in accordance with the Authority Policies including the "Prison Education & Library Services for adult prisons in England" Policy Framework (available at <https://www.gov.uk/government/publications/prison-education-and-library-services-for-adult-prisons-in-england> (as may be amended or superseded from time to time)).

1.2.2 In providing Education Services, the Contractor shall:

1.2.2.1 ensure that the Prisoner assessments are completed in a timely manner and in accordance with **paragraph 2.9 (Screening and Assessment)**;

1.2.2.2 ensure that there is a Prisoner appointment system for allocation of activities, rostering by education and notifying Prisoners what they have been assigned and when;

- 1.2.2.3 ensure that all Prisoner movement takes place in a timely manner to and from education activities, including the escorting of Prisoners where required (and as determined by local risk assessment and management processes pursuant to **Part 1 (Custodial Services) of Schedule 1 (Authority's Custodial Service Requirements)**);
- 1.2.2.4 ensure that all education staff movement occurs in a timely manner into and around the Prison and/or wider Site wherever they are required to deliver Education Services, including escorting any education staff where required (and as determined by local risk assessment and management processes pursuant to **Part 1 (Custodial Services) of Schedule 1 (Authority's Custodial Service Requirements)**);
- 1.2.2.5 provide and maintain a safe working environment, including the supervision of Prisoners moving to, from or waiting for education activities pursuant to **Part 1 (Custodial Services) of Schedule 1 (Authority's Custodial Service Requirements)**);
- 1.2.2.6 ensure that there is joint working with all other relevant service providers in the Prison to identify and minimise Prisoner activity clashes (including family and legal visits and healthcare appointments);
- 1.2.2.7 work in partnership with and encourage and enable partnership between the Authority and other service providers at national, regional and local levels;
- 1.2.2.8 develop a vision for the Education Services, with focus on achieving the best outcomes for Prisoners, including driving higher quality standards and the best value for money for the Authority;
- 1.2.2.9 drive continuous improvement and learn from best practice;
- 1.2.2.10 take an open and transparent approach to information sharing with the Authority;
- 1.2.2.11 avoid (as much as reasonably possible) repetition of education stages each time a new Prisoner transfers to the Prison from another prison;

- 1.2.2.12 embed a culture of collaboration, innovation, and continuous improvement in respect of the Education Services;
  - 1.2.2.13 ensure that the Education Services are accessible to all Prisoners and shall tackle unequal Prisoner access, experience and outcomes in respect of the Education Services; and
  - 1.2.2.14 ensure that the culture of rehabilitation within the Prison promotes education opportunities.
- 1.2.3 The Contractor must submit, for the Authority's approval:
- 1.2.3.1 an Annual Education Delivery Plan, which outlines the plan for delivery of the Education Services for each year ahead (as informed by the needs analysis of the population) and sets out the planned Prison curriculum in accordance with the requirements of **paragraph 2 (Core Education Services)**. Annual Education Delivery Plans shall form part of the Annual Custodial Service Delivery Plan pursuant to **clause 24 (Annual Custodial Service Delivery Plan)**; and
  - 1.2.3.2 and thereafter maintain, an overarching strategy setting out the intent, implementation and impact of the Education Services in accordance with Ofsted's standards, which shall take into account the requirements of **paragraph 5 (Cleaning) of Schedule 11 (Property and Facilities Management Services)**, **paragraph 18 (Sustainability Training and Skills) of Schedule 12 (Sustainability)** and **paragraph 3 (Prisoner Work) of Part 3 (Prison Industries) of Schedule 1 (Authority's Custodial Requirements)**. The strategy shall be reviewed and updated to ensure compliance with this **Part 2 (Prisoner Education Services) of Schedule 1 (Authority's Custodial Service Requirements)** as part of the Annual Custodial Service Delivery Plan pursuant to **clause 24 (Annual Custodial Service Delivery Plan)** and **Part 1 (Custodial Services) of Schedule 1 (Authority's Custodial Service Requirements)**.
- 1.2.4 The Annual Education Delivery Plan shall include details of:

- 1.2.4.1 the Education Services and courses to be provided including volumes, Teacher Delivery Hours, volume of Purposeful Activity hours provided by the Education Services, Prisoner learning delivery hours and number of Prisoners learning; including Screening and Assessment, accredited and unaccredited courses, Additional Learning Needs;
- 1.2.4.2 where appropriate, details of the qualification towards which Prisoners will be working and the name of the Common Awarding Organisation whose qualification will be used;
- 1.2.4.3 the Prison Library Services to be provided, including opening hours, staff coverage and stock replacement and refresh details; and
- 1.2.4.4 any other information as the Authority may reasonably request or as set out within any guidance that the Authority issues in connection with the preparation of Annual Education Delivery Plan from time to time.

### 1.3 **Data collection and management**

- 1.3.1 The Contractor shall ensure that quality assured data is entered onto Authority Software in accordance with the requirements of **Schedule 2 (Digital)** including all data required to accurately record, monitor and evidence delivery of the Education Services including against the Required Standard, in accordance with **Schedule 15 (Performance Mechanism)**.
- 1.3.2 The Contractor shall collect, manage and provide all data relating to the Education Services in accordance with the outcomes and requirements set out in **paragraph 6 (Data Collection and Management)** of **Appendix 1 (Education Services Specification)**.

### 1.4 **Contractor workforce**

- 1.4.1 The Contractor shall recruit, develop, and retain a workforce that have the experience and expertise to successfully support Prisoners to realise their potential, as well as implement efficient and effective strategies, policies, and procedures.

1.4.2 All Contractor's Staff undertaking induction, review or Pre-Release Sessions in respect of the Careers, Information, Advice and Guidance Services must hold, at least, a Level 3 Qualification in Careers, Information, Advice and Guidance (or equivalent);

1.4.3 The Contractor shall ensure that it complies with the outcomes and requirements set out in **paragraph 8 (Contractor Workforce) of Appendix 1 (Education Services Specification)** in relation to the Contractor's Staff performing the Education Services.

## 1.5 **Learning Environment**

1.5.1 The Contractor acknowledges that an engaging environment is key to ensuring Prisoners feel comfortable and motivated during learning and skills development. The Contractor shall ensure that the learning environment is inspiring, engaging and allows Prisoners to focus on learning.

1.5.2 The Contractor shall ensure learning spaces convey a culture of support towards outcomes and meet Prisoner need where the space allows.

1.5.3 The learning environment should be delivered in accordance with the outcomes and requirements set out in **paragraph 9 (Learning Environment) of Appendix 1 (Education Services Specification)**.

## 2. **Core Education Services**

2.1 The Prison curriculum is key to providing Prisoners with the knowledge, skills, behaviours, values, and attitudes needed to secure meaningful outcomes on release and reduce reoffending. The Prison curriculum design should consider the Education Needs Analysis, Screening and Assessment results and Prisoners' needs, knowledge, skills, values, attitudes, behaviours, and progression opportunities.

2.2 The curriculum is split between the Curriculum for Independence (layer one) as described in **paragraph 2.4 (Curriculum for Independence)** and the Curriculum for Opportunity (layer two) as described in **paragraph 2.5 (Curriculum for Opportunity)**.

2.3 The Contractor shall provide a Prison curriculum as part of the Education Services that complies with the requirements of **paragraph 2.4 (Curriculum for Independence)** and **paragraph 2.5 (Curriculum for Opportunity)**.

## 2.4 Curriculum for Independence

- 2.4.1 The Curriculum for Independence (layer one) is key to ensuring Prisoners gain the necessary skills to live independently on release. This means they can perform activities required as part of daily living, including but not limited to understanding their rights and responsibilities within society, budgeting, communication, and time management.
- 2.4.2 The Curriculum for Independence shall include the provision of accredited English and Mathematics from entry level to level 2. English provision should also aim to improve the reading ability of Prisoners. The remaining parts of the Curriculum for Independence offer shall aim to meet Prisoner needs as agreed in the Annual Education Delivery Plan, such remaining parts may include Digital Skills, English for Speakers of Other Languages (ESOL) and Life Skills.
- 2.4.3 Life Skills provision must support Prisoners to build the foundations necessary to develop sense-of-self, motivation, and the confidence to engage and progress in education and work activities. The Contractor's proposed curriculum shall fall within one or more of the three categories outlined below:
- 2.4.3.1 interests and talents: including art, music, drama, visiting speakers and workshops, reading for pleasure activity, sporting fixtures, cultural events;
- 2.4.3.2 development of character: including critical thinking, budgeting, health and wellbeing, parenting, tenancy management skills, emotional resilience, healthy relationships, mentoring; and/or
- 2.4.3.3 life in modern Britain: including fundamental British values of democracy, individual liberty, the rule of law, mutual respect and tolerance, equality.
- 2.4.4 The Curriculum for Independence should be delivered in accordance with the outcomes and requirements set out in **paragraph 2 (Curriculum for Independence) of Appendix 1 (Education Services Specification)**. The Contractor shall ensure that the Curriculum for Independence is adapted (whilst remaining compliant with the Annual Education Delivery Plan) throughout the year to best meet the evolving educational needs of the Prisoners.

## 2.5 Curriculum for Opportunity

- 2.5.1 The Curriculum for Opportunity (layer two) is key to ensuring Prisoners progress onto a learning, development or employment pathway that will enable them to secure positive outcomes on release, such as entering further education or gaining meaningful employment. The Curriculum for Opportunity shall include key vocational and technical subject areas as well as self-employment, distance learning and Higher Education support. Vocational provision must be based on labour market information so that provision is directly relevant to positive employment outcomes (including self-employment) that will increase Prisoner success on release.
- 2.5.2 The Contractor shall provide Prisoners with assistance and support to access Further and Higher Education study, including support for applications, loans and scholarships, and referrals to other agencies for specific expert advice, such as financial assistance.
- 2.5.3 The Curriculum for Opportunity offer will be agreed in the Annual Education Delivery Plan.
- 2.5.4 The Curriculum for Opportunity should be delivered in accordance with the outcomes and requirements set out in **paragraph 3 (Curriculum for Opportunity) of Appendix 1 (Education Services Specification)**. The Contractor shall ensure that the Curriculum for Opportunity is adapted (whilst remaining compliant with the Annual Education Delivery Plan) throughout the year to best meet the evolving educational needs of the Prisoners.

## 2.6 Accredited provision and awarding bodies

- 2.6.1 Prisoners must be able to access qualifications to support them in securing further education, training, or employment on release, where appropriate. The Contractor shall deliver industry-recognised certification and qualifications that are accredited and OFQUAL regulated in accordance with the outcomes and requirements set out in **paragraph 4 (Accredited Provision and Awarding Bodies) of Appendix 1 (Education Services Specification)**.
- 2.6.2 The Contractor shall utilise Authority-mandated Common Awarding Organisations (CAO) qualifications for subjects that are identified by the Authority to support

consistency across the whole prison estate. The five subjects requiring mandated CAO's are Mathematics, English, Engineering, Textiles, and Hospitality and Catering.

- 2.6.3 The Authority will provide a mandated contract purchase route (i.e. CAO provider) for the qualifications requiring a mandated CAO qualification. The CAOs will be set out in Authority Policy.

## 2.7 **Digital eLearning content**

- 2.7.1 The Contractor shall provide digital eLearning content to supplement teaching and learning and accommodate Prisoner learning styles and needs in accordance with the outcomes and requirements set out in **paragraph 5 (Digital eLearning content) of Appendix 1 (Education Services Specification)**.

## 2.8 **Quality Assurance and Improvement**

- 2.8.1 The Contractor shall, on an ongoing basis, identify new or potential improvements to the provision of the Education Services in accordance with **clause 26 (Quality Assurance and Continuous Improvement)** and shall engage with and contribute to any quality assurance and improvement processes of the Authority and any guidance and mandatory requirements of relevant agencies and inspectorates including HMIP and Ofsted.

- 2.8.2 The Contractor shall provide the following information to the Authority for the Authority's approval in accordance with the Authority's "Quality Assurance and Improvement Framework" (which forms part of the Disclosed Data provided by the Authority before the Commencement Date and as may be updated by notification of the Authority from time to time):

2.8.2.1 the Education Needs Analysis;

2.8.2.2 a SAR in line with Good Industry Practice and Ofsted guidance and reviews of progress against plans identified within the SAR; and

2.8.2.3 provide and adhere to the annual quality calendar that includes a selection of observations, learning walks and other quality assurance processes as set out in the "Quality Assurance and Improvement Framework" which forms part of the Disclosed Data provided by the Authority before the Commencement

Date (and as may be updated by notification of the Authority from time to time).

2.8.3 The Contractor shall develop and maintain a quality improvement group for the Prison and shall attend regional or national quality or collaboration meetings as required by the Authority.

2.8.4 The Contractor shall perform the quality assurance and quality improvement activity set out in this **paragraph 2.8 (Quality Assurance and Improvement)** in accordance with the outcomes and requirements set out in **paragraph 7 (Quality assurance and improvement)** of **Appendix 1 (Education Services Specification)**.

## 2.9 Screening and Assessment

2.9.1 Screening and Assessment processes should accurately establish each Prisoner's baseline ability level across several education disciplines upon entry to the Prison, as well as indicating any areas of Additional Learning Needs for which each Prisoner may require support. Screening and Assessment results shall inform the next steps of a Prisoner's Education, Skills, and Work Pathway, including activity allocations, learning plans, referrals, and Education Support Plans.

2.9.2 The Contractor shall perform:

2.9.2.1 Functional Skills assessments in:

- (a) English;
- (b) Mathematics;
- (c) Digital Skills;

2.9.2.2 English to Speakers of Other Languages (ESOL) assessment;

2.9.2.3 Reading assessment; and

2.9.2.4 Additional Learning Needs indicator assessment.

2.9.3 The Contractor shall review all Screening and Assessment results to signpost and refer Prisoners to the most appropriate ALN support.

- 2.9.4 Screening and Assessment shall be delivered in accordance with the outcomes and requirements set out in **paragraph 10 (Screening and Assessment Delivery)** of **Appendix 1 (Education Services Specification)**.

## 2.10 **Supporting Additional Learning Needs**

- 2.10.1 The Contractor shall implement a whole Prison approach to supporting those with Additional Learning Needs by working collaboratively and flexibly across different areas of the Prison. This will include collaborative delivery planning processes and sharing of information around recommended support and adjustments between the Contractor's Staff delivering Education, Skills and Work, and those receiving Prisoners in other Prisons or the community following transfer or release.
- 2.10.2 The Contractor shall provide Prisoners requiring additional support with effective and evidence-based Education Support Plans, which outline what adjustments and support (including inclusive quality first teaching, reasonable adjustments and the provision of additional support practitioners to provide direct assistance to prisoners, in each case as set out in **paragraph 11 (Supporting Additional Learning Needs)** of **Appendix 1 (Education Services Specification)**), they require to enable them to effectively engage in their learning.
- 2.10.3 The Contractor shall ensure that the quality of the Additional Learning Needs provision is overseen by a named person who is a suitably qualified and experienced professional such as a SENCO or experienced inclusion manager, with a good understanding of supporting Additional Learning Needs for advice and support.
- 2.10.4 The Contractor shall deliver Additional Learning Needs support in accordance with the outcomes and requirements set out in **paragraph 11 (Supporting Additional Learning Needs)** of **Appendix 1 (Education Services Specification)**.

## 3. **Prison Library Service**

- 3.1 The provision of a Prison Library is a statutory duty. As part of the Custodial Services, the Contractor will be responsible for delivering Prison Library Services which are both appropriate and suitable for the Prison. The Prison must have at least one appropriate space which is designated to library services.

- 3.2 The purpose of the Prison Library is to provide an accessible service for the whole Prison which has a focus on providing a range of resources, supporting reading, learning, and improving literacy and reducing other barriers to effective resettlement.
- 3.3 In providing the Prison Library Services, the Contractor shall:
- 3.3.1 ensure that the Prison Library Services provided engage and support the progression of each Prisoner's needs in accordance with the requirements of the Equality Act 2010; and
  - 3.3.2 offer a range of enrichment activities that expand Prisoners' skill sets, provide an opportunity to widen cultural understanding and/or focus on their wellbeing.
- 3.4 The Contractor shall deliver Prison Library Services in accordance with the outcomes and requirements set out in **paragraph 12 (Prison Library Services) of Appendix 1 (Education Services Specification)**.
4. **Careers Information Advice and Guidance Service**
- 4.1 CIAG Services are key to delivering the Authority's vision for ESW, as they are an essential prerequisite in determining how prepared Prison leavers will be for employment, or further education and training. The CIAG Services underpins ESW allocations to improve employment outcomes on release.
- 4.2 The Contractor shall deliver the following CIAG Services:
- 4.2.1 "Career conversations" with Prisoners during their induction period to identify their ESW history and attainment and to map individual pathways against the ESW offer. The Contractor will follow this up with review conversations to support Prisoner development and progress and ensure that each Prisoner takes part in a pre-release careers conversation to support release planning;
  - 4.2.2 "Personal Learning Plans" that record Prisoner career conversations (digitally) to reflect Prisoners' progress, and review these at establishment level. The Contractor shall review PLPs with Prisoners at set frequencies according to the Prisoner's time left to serve in accordance with **paragraph 13.4.4 (Careers Information, Advice and Guidance – Review Session - Requirements) of Appendix 1 (Education Services Specification)**.

4.2.3 "CV, disclosure letters and referrals" done in collaboration with Prison Employment Leads and other key stakeholders in the Prison employability space to support Prisoners to develop CVs as local need determines.

4.3 The Contractor will deliver the CIAG Services to Prisoners through the following:

4.3.1 Induction Session;

4.3.2 Review Session;

4.3.3 Pre-Release Session;

4.3.4 Employer Events,

in each case, in accordance with **paragraph 13 (Careers Information, Advice and Guidance) of Appendix 1 (Education Services Specification)**;

4.4 The Contractor shall deliver Careers Information, Advice and Guidance Services in accordance with the outcomes and requirements set out in **paragraph 13 (Careers Information, Advice and Guidance) of Appendix 1 (Education Services Specification)**.

## 5. **Subcontracting of Education Services Provision**

5.1 The Contractor shall deliver Education Services itself or may procure an Education Provider to deliver the Education Services on the Contractor's behalf, in each case to meet its obligations under this **Part 2 (Prisoner Education Services) of Schedule 1 (Authority's Custodial Service Requirements)**. If the Contractor appoints an Education Provider to deliver Education Services, it shall ensure that the Education Provider meets the requirements as set out in this **Part 2 (Prisoner Education Services) of Schedule 1 (Authority's Custodial Service Requirements)**.

## 6. **Performance and Reporting**

### 6.1 **Contract Delivery Indicators (CDIs)**

6.1.1 The Contractor shall comply with the requirements of **Schedule 15 (Performance Mechanism)** and in accordance with Good Industry Practice in providing and monitoring performance in respect of the Education Services. The Contractor shall provide the Education Services in accordance with the PPT Measures.

6.1.2 The Contractor shall deliver the Core Education Services in accordance with the Contract Delivery Indicators set out in **Appendix 2 (Contract Delivery Indicators)** of **Schedule 15 (Performance Mechanism)** including:

6.1.2.1 All Accredited Educational Learning Outcomes, to which the following definitions shall apply:

- (a) "In scope Prisoners" are those Prisoners enrolled onto an Ofqual regulated qualification (as listed in the Learning Aims Reference Service (LARS) website) in English, Mathematics or any other programme of study that have not previously already achieved a Successful Learning Outcome on that course and who complete their learning within the Performance Quarter;
- (b) "Guided Learning Hours" means the hours recommended by the awarding body, at the appropriate time that an enrolee should spend on being taught, instructed, or otherwise participating in the Commissioned Accredited English or Mathematics Programme of study, under the immediate guidance or supervision of the Contractor's Staff; and
- (c) "Successful Learning Outcome" are those whereby the "learner completion status" recorded on the Authority's ICT System (Curious) on the date of extract is "The learner has completed the learning activities leading to the learning aim" and the Outcome recorded on the date of extract is "Achieved", indicating that the enrolee has successfully passed the awarding body's assessment criteria for all the units in the relevant programme of study. There must be evidence of achievement available on request in order to certify that the accredited assessment criteria have been achieved (for example, a certificate supplied by the awarding body, or proof on the awarding body's website – not an exhaustive list);

6.1.2.2 Additional Learning Needs, to which the following definition shall apply:

- (a) "In scope Prisoners" are those Prisoners identified as requiring for additional learning support, either through Screening and Assessment, staff, the Authority or through self-declaration.

6.1.3 The Contractor shall deliver the CIAG Services in accordance with the Contract Delivery Indicators set out in **Appendix 2 (Contract Delivery Indicators)** of **Schedule 15 (Performance Mechanism)** including the Completed Review Sessions, to which the following definition shall apply:

6.1.3.1 "In Scope Prisoners" are all the Prisoners eligible for a Review Session (including Pre-Release Sessions) in the Performance Quarter, ensuring that all prisoners receive regular reviews in accordance the with timescales set out at Table 1 of **paragraph 13.4.4 (Careers Information, Advice and Guidance – Review Session - Requirements)** of **Appendix 1 (Education Services Specification)**.

## 6.2 **Management Information**

6.2.1 The Contractor shall enter all Education Services related information into the Authority ICT System, namely Curious (or any other system directed, or as replaced from time to time) in accordance with **paragraph 1.3 (Data collection and management)** to enable the Authority to monitor the Education Services and extract management information in as required.

6.2.2 The Contactor shall provide the Education Services in accordance with the PPT Measures explained in **Schedule 15 (Performance Mechanism)**.

6.2.3 The Contractor shall provide to the Authority such other management information relating to the Education Services that the Authority deems necessary from time to time. All reporting shall be in the level of detail as deemed necessary by the Authority and in such format as specified in this Contract, or if not specified in this Contract, as agreed between the Parties from time to time.

## 6.3 **Ofsted Inspections and Post-Inspection Improvement Plans**

6.3.1 Where Ofsted have inspected a Prison's education provision and either raised a formal concern or made a recommendation in its report about the Education Services or wider

ESW provision, the Contractor shall prepare a Post-Inspection Improvement Plan in accordance with **paragraph 6.3.3 (Ofsted Inspections and Post-Inspection Improvement Plans)** in respect of such concern or recommendation.

6.3.2 The Contractor shall ensure that the Post-Inspection Improvement Plan addresses all formal concerns or recommendations made by Ofsted which relate to the Education Services or wider Education, Skills and Work provision.

6.3.3 The Contractor shall provide the Post-Inspection Improvement Plan within twenty (20) Business Days of the notification of a requirement for provision of a Post-Inspection Improvement Plan by the Authority. The Post-Inspection Improvement Plan shall:

6.3.3.1 provide an explanation of the causes of the reduced performance;

6.3.3.2 identify the actions (the "**Improvement Actions**") needed to remedy the reduced performance identified in Ofsted's inspection and prevent its re-occurrence;

6.3.3.3 set out:

- (a) the Contractor's proposals for carrying out the Improvement Actions;
- (b) a programme for undertaking such actions; and
- (c) the date by which such actions will be completed;

6.3.3.4 identify any actions or consents required from the Authority to facilitate the Contractor's remedial actions (where these activities do not form part of the Contractor's obligations under this Contract);

6.3.3.5 not increase cost or risk to the Authority; and

6.3.3.6 propose criteria for the purpose of auditing completion of the remedial actions and resolution of the poor performance (to include an appropriate period to monitor the stability of the resolution).

- 6.3.4 Following receipt of the Post-Inspection Improvement Plan, the Authority may (acting reasonably):
- 6.3.4.1 agree it; or
  - 6.3.4.2 reject it and require the Contractor to submit a revised Post-Inspection Improvement Plan within five (5) Business Days of such rejection (or such other time as may be agreed by the Parties in writing).
- 6.3.5 The Contractor shall implement all the Improvement Actions by the date specified in the Post-Inspection Improvement Plan at no cost to the Authority.
- 6.3.6 The Post-Inspection Improvement Plan shall remain open until the Improvement Actions identified in it have been completed in accordance with the agreed Post-Inspection Improvement Plan to the Authority's satisfaction, whereupon it shall be closed.
- 6.3.7 The Authority may request a meeting with the Contractor to discuss progress against any open Post-Inspection Improvement Plan by giving not less than two (2) Business Days' notice to the Contractor.

**APPENDIX 1: Education Services Specification**

The Authority's Education Services Specification Framework is set out overleaf.

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