Request For Information

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## Introduction

* 1. This Request For Information (“RFI”) has been issued by College of Policing (“the College”) in connection with a competitive procurement for the provision of a hotel and events booking platform. The procurement will be conducted in accordance under the Public Contract Regulations 2015 (“the Regulations”).
  2. The College is seeking a supplier to provide a hotel, events, and resource management booking solution for our onsite accommodation and onsite/online/offsite event types.

## Introduction to the College of Policing

* 1. The College of Policing (the “College”) is the professional body for policing in England and Wales. Working together with everyone in policing, we share the skills and knowledge officers, and staff need to prevent crime and keep people safe.
  2. We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.
  3. We have a mandate to set standards in professional development, including codes of practice and regulations, to ensure consistency across the 43 Home Office forces in England and Wales.
  4. We also have a remit to set standards for the police service on training, development, skills and qualifications, and we will provide maximum support to help the service implement these standards.
  5. Further information is available on the College website: [Working together | College of Policing](https://www.college.police.uk/)
  6. The College has four locations:
  + Spring Gardens, London
  + Ryton-on-Dunsmore near Coventry
  + Harperley Hall, Crook, Co. Durham
  + Harrogate, North Yorkshire

## Background to the requirement

* 1. The College has two sites where we host delegates and we generate revenue by hosting events, training courses and offer onsite hotel accommodation. All onsite events and hotel stays have the option for delegates to access our onsite catering services.
  2. Our onsite hotel accommodation room capacity is a total of 464 rooms, and we offer 195 training, conference, and meeting rooms.
  3. In total we have on average;
* 47K occupancy for delegates, trainers, associates, and visitors staying in our hotel accommodation per year
* 2K training activities, professional events, and meetings per year
* 43K delegate days per year
* 16K delegate numbers per year
* 3K internal and external visitor bookings per year
  1. The College is seeking to replace the current hotel and events management system due to the reasons below:
     + The system has a limited number of licenses so our end users are not able to self-book
     + The product is only compatible with Internet Explorer, which is no longer supported
     + The system does not allow us to streamline operations as it lacks auto notifications (email or text confirmation) when bookings are made and does not handle bulk booking functionality well
     + End users are unable to search our catalogue of events or courses and must contact the College directly
     + The data in the system is not easily queryable, and reports must be created by the supplier
  2. Operationally we have at each site, the following teams: reception, housekeeping, security, catering and facilities site managers. Our catering team handle the ordering and preparation for food requests for hotel stays and all event types.

## Outline of requirements

* 1. The College has identified a series of preferred features and functionality
  2. We will consider one single integrated solution or separate solutions which may or may not be integrated, to fulfil our requirements
  3. The new solution would be accessed globally by internal College staff and external people (wider public) from the College Website [Working together | College of Policing](https://www.college.police.uk/)

## Account registration

Users need to be able to register an account with password reset facility. Once they have created a user and customer profile, our publicly available services should be able to be viewed/ searched and bookings made.

* 1. College admin teams, internal College staff and external users will also create bookings on behalf of other users
  2. For internal College users, login would ideally sync from our active directory and allow single sign-on functionality
  3. User account verification must be implemented to prevent unauthorised access and protect sensitive information

## User profile

A user record containing personal details for any user that wants to access

the solution to search, view and book our events and includes the following:

* 1. We would need to restrict which users can create/update their own profile
  2. Create/update/archive own profile
  3. Can navigate to other screens from here
  4. View own full booking history
  5. Search and make bookings on behalf of other registered users and a way to validate the correct person is returned in the search
  6. Create/update/archive another user’s profile
  7. View another user’s booking and transaction history

## Customer profile

A customer profile containing details for any individual or organisation that will be invoiced and charged for College services. To include the following:

* 1. Create/update/archive own customer profile
  2. Can navigate to other screens from here
  3. All expenditure shown with transaction history and status
  4. Create/ update/ archive someone else’s customer profile
  5. View someone else’s expenditure

## Booking journey for users

Once a user and customer profile exist, a booking journey for users should include:

* 1. Search facility with ability to find all accommodation, event types and services with availability status
  2. Calendar view displaying any own/other user’s booked events or hotel with ability to search
  3. Can book for self and/or others from calendar view or search results
  4. Can book accommodation/event/catering options including dietary requirements
  5. Can define multiple internal admin team/ finance approvals prior to bookings being confirmed, depending on event type/hotel site
  6. Modify/ cancel reservations/ substitute/ transfer people on bookings
  7. Apply cancellation fees
  8. View availability and capacity on all event types and accommodation at corresponding sites
  9. Access waiting list functionality
  10. View eligibility and pre-course requirements of site or events
  11. General FAQ section
  12. Track purchase orders, with ability to print
  13. Process payments depending on event type
  14. Receive automated notifications for booking status changes, with ability to print

## Onsite operations tasks

Our security team are responsible for performing ID / warrant card checks, then direct them to reception for check-in during 8am-10pm. ‘Out of hours’ 10pm-8am the security team would act as the reception team in addition to security checks.

### Reception and security team tasks

* 1. Manage hotel and/or event delegate accommodation and events arrivals and departures including accessibility requirements
  2. Manage arrivals/departures lists with ability to print
  3. Manage room servicing status

### Facilities team tasks

* 1. Track all people on-site with arrivals/departure status for security and fire register management
  2. View arrivals/departures lists with ability to print

### Housekeeping team tasks

* 1. Manage hotel/events arrivals and departures lists including accessibility requirements
  2. View all room resources/ event space room setups with images, diagrams and booking information
  3. View additional setup details created by admin teams
  4. View room servicing status
  5. View room servicing lists with booking information and ability to filter/print
  6. Be warned ahead of time when large capacity events are booked
  7. Flag lost property
  8. Raise issues to the maintenance team

### Catering and hospitality tasks

* 1. Track invoicing/manage delegates with prepaid catering
  2. Manage catering/hospitality orders and filter/print
  3. Be alerted when orders contain dietary requirements
  4. Take payment if catering is not pre-paid

## Admin team tasks: events creation, scheduling, and resource management

##### Training courses, exams, and assessment as an event type

Our training courses, exams and assessments delegates are not expected to complete or ‘sit’ the course/ exam or assessment within the solution, this is done outside of the solution. We include all our events types for the purpose of payment, scheduling and resource management.

Event types to include:

* 1. Training courses (onsite / offsite / online)
  2. Exams (online)
  3. Assessments (onsite)
  4. Meetings (onsite / online / hybrid)
  5. Conferences (onsite / online / hybrid)
  6. Large corporate and professional events (onsite / online)
  7. Offsite events – externally hosted at external venues not on College sites

Our Admin Teams are responsible for the planning and administration of our service. Their needs include:

* 1. Creation of hotel/events bookings for another person and/or multiple people
  2. Manage user, customer, and trainer/associate profiles
  3. Define and manage the sites, hotel rooms and training rooms
  4. Have a flexible method to define and manage different rates, tariffs, and block pricing packages for hotel and/or events
  5. Control of event details and when they are live on the system to be searched and/or booked
  6. Define which events are searchable or self-bookable
  7. Create and schedule large numbers of hotel/events bookings
  8. Individually and bulk assign events against rooms
  9. Individually and bulk assign trainers/associates and/or delegates into accommodation and/or events
  10. Ensure min/max capacity of events against delegate numbers are validated
  11. Be warned of booking clashes when rooms are already in use
  12. Be warned of booking clashes delegates already booked
  13. Flexible calendar views where bookings can be made/searched
  14. Access user, customer, and trainer/associate profiles from the calendar view
  15. View what trainers/associates and/or delegates are booked onto an event

## Trainer/ associate profiles and management

Our admin teams are responsible for managing our internal trainers and external associates on the system. Currently we have 1,600 trainers who are external to the College.

Associates are independent of the College and are organised according to multiple subject areas.

To manage our trainers and associates we require:

* 1. Admin teams and users to create and manage trainers and associate profiles e.g., vetting expiry dates, rates, allocated days, subject area, time logging
  2. Admin teams to schedule trainers and associates onto events as people who are delivering the course
  3. Associates can be organised against more than one subject area of expertise
  4. Admin teams can manage the subject areas with multiple subgroups
  5. Different associate and trainer types can be created
  6. Calculate price charges for trainer and associate delivery

## Training history for delegates

A training history record for delegates that have attended training courses and includes:

* 1. History of events and event status
  2. Admin team can set pass/fail result
  3. Ability to attach certificates and ability to print

## Payment gateway

We require a secure payment gateway within the solution for customers to make payments that includes:

* 1. Wide range of payment methods including recognised payment gateway service providers
  2. Robust security measures and complies with relevant industry standards and regulations
  3. Payment can be made depending on event type and user role

## Integration with finance system

We currently integrate with a Home Office finance solution ‘METIS’ (an Oracle Fusion Application) so that the College finance team can process invoices and payments for hotel and event services.

There are four categories of master data exported from METIS and imported to our existing solution: event information, items and price to be charged, delegate details and organisation to be charged.

This means when new internal staff and organisations are created on METIS, they will then exist in our current system. When our current system creates booking and invoice information for hotel and some event types, these are exported to METIS. The finance team then complete the payment process on METIS.

The solution will be required to handle:

* 1. Import and export of XML files
  2. Data validation specific fields
  3. Minimum mandatory fields
  4. Configurable import and export frequency

## P11D - benefits in kind

For some associates that utilised accommodation and internal staff attending their own site, we must account for benefits in kind. The solution should be able to:

* 1. Identify the individuals that are impacted by benefits in kind and can be run as a report
  2. Allow us to identify/calculate associates accommodation in days
  3. Allow us to identify/calculate internal staff that have utilised catering or accommodation at their own site

## General system functionality

For all functionality we require:

* 1. Ability to customise existing fields
  2. Can create new fields and descriptions with different formats e.g., text / numeric/ dates / prices / drop down lists
  3. Mandatory fields can be set
  4. Ability to query and create reports on the metadata.
  5. Audit logs generated for any updates made

## Services marketing

A ‘What’s On’ page that allows all users to view upcoming events, with detailed information that includes:

* 1. Management of event listings content
  2. Management of event categorisation for easy searching
  3. Bookings can be made from this screen
  4. Users can view event availability

## Automated notifications and processes

Automated notifications and processes to reduce manual processes for operations and admin teams, such as:

* 1. Real-time notifications and reminders to users/teams for tasks
  2. Real-time updates for status changes of hotel/events bookings, activity e.g., arrival/departures
  3. Ability to have delegate feedback requests
  4. Notification types e.g., email, SMS/text, push, in-app
  5. Ability to ensure that any personal or sensitive information included in notifications is transmitted/stored securely to protect user privacy and comply with relevant data protection regulations

## Document management

* 1. File upload such as purchase orders, booking forms, certificates against bookings
  2. File types to include - PDF, Excel and Word
  3. Schedulable automation for file deletion
  4. Mail merge to bulk send information to users
  5. Includes automatic antivirus scanning for file upload/download

## Reporting analytics

For all activity we require:

* 1. Visual and adaptable Management Information (MI) dashboard
  2. All metadata to be available, queryable and exportable in reporting analytics
  3. Some standard reports to support operational needs e.g. arrivals list
  4. College customisation of reports for analysis and management information (MI) reporting
  5. Ability to implement data controls and measures. e.g., ability to delete some user profile data after specified time

## Role Based Access Control (RBAC)

All solution functionality should include RBAC and the following:

* 1. Ability to ensure that authorised users are granted access to appropriate information and functionality based on their role
  2. Customisable roles to be defined and associated with specific functionalities and data access for different users
  3. Assignment of roles to individuals or groups of users
  4. Control of roles at system or feature level
  5. Role hierarchies that are easy to manage/apply

## Usability, compatibility, and accessibility

* 1. Solution compatible with modern standards-based browser technologies and be fully accessible across mobile, tablet and desktop devices running vendor-supported operating systems
  2. Customisable to reflect College branding
  3. Good customer/ delegate experience – system should be clear and easy to use for users
  4. Platform should work with the following combinations of assistive technologies listed here [Testing with assistive technologies - Service Manual - GOV.UK (www.gov.uk)](https://www.gov.uk/service-manual/technology/testing-with-assistive-technologies)
  5. Solution customisable to support our compliance with the Equality Act 2021, specifically:
     1. ‘Text to Speech’ and ‘Speech to Text’ functionality
     2. Modify text size
     3. Colour overlay/screen colour
     4. Content that gives consideration to the language used, i.e. gender neutral
  6. Solution will be fully compliant with [Web Content Accessibility Guidelines (WCAG) 2.1 (w3.org)](https://www.w3.org/TR/WCAG21/) AA standard and supplier to provide documentary evidence in support of this. Where there are areas of non-compliance a detailed roadmap and timescales for remediation work to be complete will be provided
  7. Solution to make available an accessibility statement to all users within the system, usually within the footer, detailing compliance status. The accessibility statement will follow the guidelines as outlined at [Sample accessibility statement (for a fictional public sector website) - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website)

## Technology, security and hosting

* 1. Uses two-factor authentication for administration users if it is implemented outside the College network.
  2. Able to meet XML integration requirements
  3. Meets following security assurance standards:
     1. Cyber Essential plus
     2. ISO27001
     3. OWASP Application Security Verification Standard
  4. Meets all requirements under UK data protection legislation (GDPR, DPA 2018) and the standards required by the College including wider information law compliance such as freedom of information and transparency
  5. Data stored/platform hosted in UK or European Economic Area
  6. CHECK Green Light ITHC completed annually on platform, or permission for the College to do this (may include testing the hosting environment). All findings must be made available to the College with a summary of what hasn’t been fixed
  7. OWASP testing is in place to mitigate against injection type attacks through open response options
  8. There is an audit of data access, amendment, deletion and export
  9. System is stable and there are fall back and recovery processes in place
  10. System protects authentication information against misuse or compromise
  11. Data is securely held and managed in line with protocols
  12. All staff who have access to the system must be vetted at NPPV2 for non-privileged users and NPPV3 for privileged users
  13. Vendors of Cloud-based solutions must describe how their system complies with the NCSC 14 Cloud Security Principles
  14. Our requirement is for a system that can be used securely by both internal and external users. We do not prejudge how this might be achieved. If the system runs outside our infrastructure it must be established how internal account information is passed to it without risk, if it runs inside our infrastructure it must be established how external users access the interface. The College infrastructure is a physical network with secure links to M365 and Azure resources in a private tenant
  15. If hosting is provided by the supplier, management, maintenance and support of the hosting environment would be the responsibility of the supplier

## Service management

* 1. Audit logs should be maintained by the system to keep track of all data access, amendments, deletions and exports. Audit logs should not be amendable and should be retained in line with an agreed Data Retention period
  2. Agree to a Service Level Agreement (SLA) documenting incident problem and change management processes, response time, core business hours, and business continuity / disaster recovery processes
  3. Suppliers should follow ITIL 4 guiding principles, Agile delivery methodology, and work to adhere to the [Service Standard - Service Manual - GOV.UK (www.gov.uk)](https://www.gov.uk/service-manual/service-standard)

## Minimum viable product (MVP) requirements

|  |
| --- |
| Please note, the feature areas that we would require for a minimum viable product (MVP) are as follows: |
| 1. Account registration |
| 1. User profile |
| 1. Customer profile |
| 1. Booking journey for users |
| 1. Onsite Operations tasks – reception/security |
| 1. Onsite Operations tasks – facilities |
| 1. Onsite Operations tasks – housekeeping |
| 1. Onsite Operations tasks – catering/hospitality |
| 1. Admin team tasks: events creation, scheduling and resource management including different event types |
| 1. Trainer/ associate profiles and management |
| 1. Training history for delegates |
| 1. Integration with finance system |
| 1. P11D and benefits in kind |
| 1. General system functionality |
| 1. Automated notifications and processes |
| 1. Document management |
| 1. Reporting analytics |
| 1. Role Based Access Control (RBAC) |
| 1. Usability, compatibility, and accessibility |
| 1. Technology, security, and hosting |
| 1. Service Management |

## Questions to the supplier

Please provide answers to the following questions and return your response to the following email address by the response deadline on the front cover of this document

[CPU.Tenders@college.police.uk](mailto:CPU.Tenders@college.police.uk)

|  |  |  |
| --- | --- | --- |
| 1 | Please provide a brief introduction to your company: | |
|  | [Please insert response in white boxes] | |
| 2 | Please provide the name of the solution you offer: | |
|  |  | |
| 3 | Is this your solution or do you provide a third-party solution? | |
|  |  | |
| 4 | If proposing a COTS product, is this your product or do you provide a third-party product? | |
|  |  | |
| 5 | If proposing a third-party solution, are they based in the UK? If not, where are they based? | |
|  |  | |
| 6 | We will consider one single integrated solution or separate solutions which may or may not be integrated, to fulfil our requirements – do you have any existing partnerships if your solution fulfils only part of our requirements? | |
|  |  | |
| 7 | What would a typical timeframe be for the implementation of your solution and what would the project phases look like? | |
|  |  | |
| 8 | What would be the cost of implementing your solution? (Please include whether one off/annual licensing/per user costs) | |
|  |  | |
| 9 | Please list any integration methods e.g. API that your solution is compatible with. | |
|  |  | |
| 10 | Would you be willing to work with other potential suppliers and our organisation to develop integrations including API? | |
|  |  | |
| 11 | Can your solution support importing/exporting in journal format? | |
|  |  | |
| 12 | Is your solution able to integrate securely with College M365 Exchange Calendars? What is your approach to handle this? | |
|  |  | |
| 13 | Can you provide any references or case studies evidencing the use of your solution? (Please provide links or documents if possible). If proposing a bespoke solution, case studies can be provided from project of a similar nature. | |
|  |  | |
| 14 | What number of customers are currently using your solution? What scale? | |
|  |  | |
| 15 | What is your solution load capacity/ concurrent users? | |
|  |  | |
| 16 | How does your solution handle load capacity/ concurrent users? | |
|  |  | |
| 17 | If hosting at data centres, where are they hosted? And by who? | |
|  |  | |
| 18 | Please provide information on the downtime experienced by customers of your solution during their operational BAU phase in last 2 years? Please include details on the duration and frequency of downtime. | |
|  |  | |
| 19 | Please provide information on your upgrade and release path schedule for the next 5 years. | |
|  |  | |
| 20 | How would you handle data migration from our current system? Please provide case studies and examples if possible. | |
|  |  | |
| 21 | We would be keen to analyse end to end (E2E) customer activity from initial enquiry to booking invoicing/ payment for management reporting and wider market research purposes.  Does your solution have the capability to do this? If so, how does it handle this? | |
|  |  | |
| 22 | Any delegates on-site at our premises must have a particular vetting level e.g. security clearance level.  Can your solution validate this if the information is contained in the user profile when a user books a hotel/event? | |
|  |  | |
| 23 | Can your solution validate hotel/event details against user profile information such as accessibility requirements when users book? | |
|  |  | |
| 24 | Does your solution provide or integrate with automated check-in screens for hotel/events arrivals and departures? If it does integrate with another supplier, do you have existing partnerships with a supplier? | |
|  |  | |
| 25 | Currently delegates with pre-paid meals are given physical meal cards when they arrive at reception, which are shown when they enter the restaurant. Does your solution have a method to replace this process e.g. QR code scanning? | |
|  |  | |
| 26 | If dietary requirements are set in the user profile, can it auto pull through to the catering orders screens? | |
|  |  | |
| 27 | When the catering team are reviewing orders, is there a visual or system prompt to indicate it contains dietary requirements? | |
|  |  | |
| 28 | When booking delegates with dietary/accessibility requirements, is there a visual or system prompt to indicate they have dietary/accessibility requirements? | |
|  |  | |
| **Using the table below, please identify if the system you offer provides the required functionality as set out in sections 5.1 – 24.3.**  **Please also provide further information about how your proposed solution meets this requirement.** | | |
| **Requirement** | | **Does your solution provide this functionality? (Delete as applicable)** |
| 29 | Account registration | (Y/N) |
|  | [Further information as appropriate] | |
| 30 | User profile | (Y/N) |
|  | [Further information as appropriate] | |
| 31 | Customer profile | (Y/N) |
|  | [Further information as appropriate] | |
| 32 | Booking journey for users | (Y/N) |
|  | [Further information as appropriate] | |
| 33 | Onsite Operations tasks – reception/security | (Y/N) |
|  | [Further information as appropriate] | |
| 34 | Onsite Operations tasks – facilities | (Y/N) |
|  | [Further information as appropriate] | |
| 35 | Onsite Operations tasks – housekeeping | (Y/N) |
|  | [Further information as appropriate] | |
| 36 | Onsite Operations tasks – catering/hospitality | (Y/N) |
|  | [Further information as appropriate] | |
| 37 | Admin team management tasks: events creation, and scheduling and resource management including different event types | (Y/N) |
|  | [Further information as appropriate] | |
| 38 | Trainer/ associate profiles and management | (Y/N) |
|  | [Further information as appropriate] | |
| 39 | Training history for delegates | (Y/N) |
|  | [Further information as appropriate] | |
| 40 | Payment gateway | (Y/N) |
|  | [Further information as appropriate] | |
| 41 | Integration with finance system | (Y/N) |
|  | [Further information as appropriate] | |
| 42 | P11D - benefits in kind | (Y/N) |
|  | [Further information as appropriate] | |
| 43 | General system functionality | (Y/N) |
|  | [Further information as appropriate] | |
| 44 | Services marketing | (Y/N) |
|  | [Further information as appropriate] | |
| 45 | Automated notifications and processes | (Y/N) |
|  | [Further information as appropriate] | |
| 46 | Document management | (Y/N) |
|  | [Further information as appropriate] | |
| 47 | Reporting analytics | (Y/N) |
|  | [Further information as appropriate] | |
| 48 | Role Based Access Control (RBAC) | (Y/N) |
|  | [Further information as appropriate] | |
| 49 | Usability, compatibility, and accessibility | (Y/N) |
|  | [Further information as appropriate] | |
| 50 | Technology, security, and hosting | (Y/N) |
|  | [Further information as appropriate] | |
| 51 | Service Management | (Y/N) |
|  | [Further information as appropriate] | |
| 52 | Further to the functionality requirements detailed in this document, are there any other features or functionality that we have not listed that you believe may be of value to the College?  Please provide an overview of why these features or functionality should be built into our final specification. | |
|  |  | |
| 53 | Please provide any feedback on the specification we have provided. For example, is there sufficient information for you to understand our needs? If not, what data would you require? Can clarity be provided in any sections where you feel the information is ambiguous? | |
|  |  | |
| 54 | Does your organisation sit on any Public Sector Frameworks that would be accessible to the College and would be suitable for Procuring this type of requirement? If so, please can you provide the detail of the Framework below. | |
|  |  | |

## Glossary of terms

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Associate | Associates independent staff of the College and bring specialist skills to complement those of our staff. They include: Trainer Specialist Assessor QAer - quality auditor assessor Tutor Coaches Mentors Peer Reviewers Subject Matter Experts |
| Event | Anything attended by one or more delegate and or ASSOCIATE including: Selection Process, Training Courses, Conferences. |
| Pool | Grouping of ASSOCIATEs performing the same FUNCTION |
| Function | Service at an EVENT provided by an ASSESSOR |
| Delegate | Person attending an event |
| Customer | Individual or organisation that will be invoiced and pay for College services |
| COTS | Commercial off-the-shelf |
| Journal Format | Journal Format Data refers to data recorded in a chronological sequence, similar to a journal or log. It is structured with each entry representing a single event or transaction, accompanied by timestamps and relevant details. Journal format data is commonly used for auditing, tracking changes, and data synchronization between systems. |
| XML (Extensible Markup Language) | XML stands for Extensible Markup Language. It is a versatile and widely used markup language that defines rules for encoding documents in a human-readable format. XML is often used for data representation, configuration files, and data exchange between systems due to its flexibility and self-descriptive structure. |
| API (Application Programming Interface) | API stands for Application Programming Interface. It is a set of rules and protocols that allows different software applications to communicate and interact with each other. APIs enable the exchange of data and functionality between systems, facilitating seamless integration and interoperability. |
| PD11 - Benefits in Kind | Accommodation or other non-financial benefit claimed by an associate or staff member |
| RBAC | Role Based Access Control. - function to provide specific privileges to user groups/types |
| 2FA | 2 Factor Authentication - a security feature you possess via app or text message, as opposed to one you know like a password |
| METIS | Home Office finance solution (Oracle Fusion Application) that our solutions must integrate with |

**About the College**

We’re the professional body for the police service in England and Wales.

Working together with everyone in policing, we share the skills and knowledge officers and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

**college.police.uk**