IM&IT Training Framework SLA’S

LOT 1 – Accredited Courses

1. The supplier will achieve the objective of marking exam papers and providing results/feedback within 8 working weeks of course completion.
2. Any course failures will be brought to the attention of the Authority within 8 working weeks of course completion
3. Joining instructions to be sent 2 working weeks prior to the course commencement date. The instructions should include location, dates/times of course, any material that should be brought with the student for the duration of the course, and relevant information about how to reach the location, including parking provisions and public transport links.
4. Any course cancellations should be advised to the supplier by the student at least 5 working days prior to the commencement date.
5. Non-attendance of the course should be notified to the Authority the same working day by the supplier.
6. Quantitative surveys shall be created by the supplier for the students to evaluate each course after completion. Feedback from students shall meet 70% positive rating.
7. Should there be a change from the accredited bodies that affects the course, the supplier will roll out the new course within 12 working weeks. This shall include new course material and assessments and ensuring that supplier staff are appropriately trained.
8. Any course materials will be provided to the students and received at least 1 working week before the course commences. This can be soft or hard material, sent to the students’ official email or work address.
9. Student queries regarding joining instructions, course material, accessing course material sent from the supplier, site access, travel and course cancellation shall be answered within 2 working daysof receiving the query.

LOT 2 – Professional Courses

1. The supplier will achieve the objective of marking exam papers and providing results/feedback within 8 working weeks of course completion.
2. Any course failures will be brought to the attention of the Authority within 8 working weeks of course completion.
3. Joining instructions to be sent 2 working weeks prior to the course commencement date. The instructions should include location, dates/times of course, any material that should be brought with the student for the duration of the course, and relevant information about how to reach the location, including parking provisions and public transport links.
4. Any course cancellations should be advised to the supplier by the student at least 5 working days before the commencement date.
5. Non-attendance of the course should be notified to the Authority the same working day by the supplier.
6. Quantitative surveys shall be created by the supplier for the students to evaluate each course after completion. Feedback from students shall meet 70% positive rating.
7. Any course materials will be provided to the students and received at least 1 working week before the course commences. This can be soft or hard material, sent to the students’ official email or work address.
8. Student queries regarding joining instructions, course material, accessing course material sent from the supplier, site access, travel and course cancellation shall be answered within 2 working days of receiving the query.