

PERFORMANCE REPORTING

1. The Service Provider shall measure and record the performance of all its Instructors for the duration of the Contract, including, but not limited to, measuring and recording performance in respect of:
 - a. Pass rates;
 - b. Failure rates;
 - c. Assessment Point Withdrawals; and
 - d. 1st / 2nd / 3rd time pass rates
2. The SP shall maintain the performance records for the duration of the Contract, and, for each Order To Train (OTT) maintain a record of the completion date of the LAT course and the date the SP invoice is paid by the Authority.
3. The SP shall provide the Authority with a copy of any or all performance records and OTT records upon request.

MANAGEMENT INFORMATION (MI)

4. The SP shall submit monthly MI reports, in Excel format, to the Authority, an example of the reports contents can be found at para 9.
5. The SP shall establish and maintain a process to produce and submit the monthly MI reports, and shall ensure the data within each report is accurate.
6. The SP shall submit an MI report specific to each training location and an MI report that consolidates data for all locations.
7. Each monthly MI report shall include data for both the previous month and the year to date.
8. The SP shall make any changes to the format or content of the monthly MI report that are reasonably requested by the Authority.
9. A typical monthly MI report shall include, but shall not be limited to, the following data fields:
 - a. Total number of Trainees that received LAT;
 - b. Number of Trainees that passed;
 - c. Number of Trainees that that failed;
 - d. Passes recorded by 1st, 2nd, and 3rd attempt;
 - e. Number of Trainees at hourly rate,
 - f. Number Trainees presented on a 1:1 basis;
 - g. Average number of hours to pass;
 - h. Average number of hours to fail;
 - i. Average number of hours to Withdrawal;
 - j. Quantity of Administrative Withdrawals (AW) by the Authority;
 - k. Quantity of Assessment Point Withdrawals (APW) by the Authority;
 - l. Average number of tests per Trainee;
 - m. Overall pass rate;
 - n. Number of instances that an Instructor failed to attend and Trainees were available but not collected;

- o. Number of instances that an OTT was rejected due to no Instructor being available;
- p. Number of instances that an OTT was rejected due to no training vehicle being available;
- q. Number of instances where the practical test was delayed / cancelled by the Authority due to no DDE being available;
- r. Number of instances where the practical test was cancelled late by the Authority;
- s. Number of instances where the test was delayed/cancelled by the Authority due to no DDE being available;
- t. Number of instances where the OTT was rejected due to insufficient notice;
- u. Number of complaints (Service Provision Reports) raised;
- v. Total payments received for passed LAT courses;
- w. Total payments received for failed LAT courses;
- x. Total payments received for Administrative Withdrawals;
- y. Total payments received for Assessment Point Withdrawals;
- z. Total payments received for additional costs;
- aa. Total payments received for cancellations;
- bb. Total payments received excluding VAT;
- cc. Total payments received including VAT; and
- dd. Total payments outstanding by OTT number.