

DATED 30th September 2020 **2020**

**THE INSTITUTE FOR
APPRENTICESHIPS AND TECHNICAL
EDUCATION**

and

**CITY AND GUILDS OF LONDON
INSTITUTE**

**CONTRACT FOR THE PROVISION
OF SERVICES IN RELATION TO
THE BUSINESS AND
ADMINISTRATION: MANAGEMENT
AND ADMINISTRATION T LEVEL
TECHNICAL QUALIFICATION**

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THIS CONTRACT is made on

2020

BETWEEN:

- (1) **THE INSTITUTE FOR APPRENTICESHIPS AND TECHNICAL EDUCATION** of Level 1, 151 Buckingham Palace Road, London SW1W 9SZ (**"Authority"**); and
 - (2) **CITY AND GUILDS OF LONDON INSTITUTE**, a Royal Charter corporation with registration number RC000117 and a registered charity with registration number 312832, of Giltspur House, 5-6 Giltspur Street, London, EC1A 9DE; (**"Supplier"**),
- each a **"Party"** and together the **"Parties"**.

BACKGROUND TO THIS CONTRACT:

- (A) On 3rd February 2020 the Authority advertised in the Official Journal of the European Union (OJ/S S23 03/02/2020 52509-2020-EN) inviting prospective suppliers to submit proposals for the design, development and delivery of the technical education qualification element for the Business and Administration: Management and Administration T Level.
- (B) On the basis of the Supplier's response to the advertisement and a subsequent tender process, the Authority selected the Supplier as its preferred supplier of the TQ.
- (C) The Parties have agreed to contract with each other in accordance with the terms and conditions set out below.

OPERATIVE TERMS:

1 Contract start, formation and interpretation

- 1.1 This Contract is legally binding from the Effective Date until it ends in accordance with clause 14 (*Ending or extending this Contract*).
- 1.2 This Contract is formed by the Core Terms and the Schedules and the Supplier must comply with all of its obligations set out in both the Core Terms and the Schedules, provided always that in the event of any conflict between the provisions of the Core Terms and the Schedules and/or the Annexes, or between any of the Schedules

and/or the Annexes, the conflict shall be resolved according to the following descending order of priority:

- 1.2.1 the Core Terms, Schedule 1 (*Definitions and Interpretation*), and Schedule 6 (*Pricing Schedule*);
 - 1.2.2 Schedule 2 (*Service Requirements*), Schedule 4 (*Co-operation*) and their respective Annexes; and
 - 1.2.3 the remaining Schedules and their respective Annexes.
- 1.3 The Parties shall interpret this Contract using Schedule 1 (*Definitions and Interpretation*).

2 Appointment and exclusivity

- 2.1 The Authority hereby appoints the Supplier as the provider of the Services in relation to the TQ during the Term.
- 2.2 As part of such appointment, the Supplier has the exclusive right to offer the TQ in England to Students for TQ courses for the Cohort for the Academic Years commencing at each of 1 August 2022, 1 August 2023, 1 August 2024, 1 August 2025 and, where the Authority gives written notice to the Supplier to extend this Contract pursuant to clause 14.2 (*Ending or extending this Contract*), 1 August 2026 inclusive (each an “**Exclusive Cohort**”).
- 2.3 Subject to the Supplier’s compliance with the provisions of this Contract, the Authority shall not, during the Term, authorise any third party to provide goods and/or services equivalent to the Services in relation to the whole or any part of an Exclusive Cohort.
- 2.4 The Supplier acknowledges and agrees that during the Term the Authority may, subject to clause 2.3, authorise a third party to provide goods and/or services equivalent to the Services in relation to the TQ in England to students in cohorts outside the Exclusive Cohort, notwithstanding the continuation of the Services under this Contract in respect of any Exclusive Cohort.
- 2.5 The Supplier shall, subject to clause 14 (*Ending or extending this Contract*), be responsible for providing the Services to Students who are within an Exclusive Cohort until the later of the end of their TQ and 2 years following the end of the final Academic Year of the TQ for the Exclusive Cohort of which such Student was part.

- 2.6 Unless otherwise agreed with the Authority in writing, the TQ shall be offered by the Supplier on the basis that teaching of the TQ by Providers for each Exclusive Cohort will commence in September of the relevant Academic Year (accepting that Students may, subject to applicable Supplier and Provider rules, commence their study of the relevant TQ later than the teaching commencement date).

3 How the Services must be supplied

3.1 The Supplier must provide the Services:

3.1.1 in full compliance with the Service Requirements and the Supplier's Response, provided always that:

- (i) the fact that the Supplier has complied with the Supplier's Response shall not limit the Supplier's obligation to satisfy the Service Requirements; and
- (ii) the fact that the Supplier has satisfied the Service Requirements shall not limit the Supplier's obligation to comply with the Supplier's Response;

3.1.2 to a professional standard;

3.1.3 with reasonable skill and care;

3.1.4 using Good Industry Practice;

3.1.5 in accordance with its own policies, processes and quality control measures to the extent that these do not conflict with this Contract;

3.1.6 in accordance with any agreed timings set out in this Contract;

3.1.7 in accordance with Law;

3.1.8 subject to clause 5.14.3 (*Developing the TQ and achieving IfATE Approval and Accreditation*), in accordance with the Conditions of Recognition;

3.1.9 in a manner that ensures that neither it, nor any of the Supplier Staff:

- (i) brings the Authority, the Department or the ESFA into disrepute by engaging in any act or omission which is reasonably likely to

diminish the trust that the public places in any or all of them;
and/or

- (ii) engages in any act or omission which is reasonably likely to bring the T Levels Programme into disrepute,

in either case, regardless of whether or not such act or omission is related to the Supplier's obligations under this Contract; and

- 3.1.10 in accordance with (and in a manner consistent with enabling the Supplier and the T Level Awarding Organisations to achieve the aims set out in) Schedule 4 (*Co-operation*).

3.2 The Supplier must:

- 3.2.1 co-operate and, where appropriate, consult with the Stakeholders and the Authority's third party suppliers on all aspects connected with the delivery of the Services; and
- 3.2.2 ensure that Supplier Staff comply with any reasonable instructions of the Authority in relation to the Services.

Ofqual Recognition

- 3.3 The Supplier must have in place from the Effective Date and maintain throughout the Term, Ofqual Recognition, unless the Authority requests the Supplier to withdraw its Ofqual Recognition under clause 5.14.3 (*Developing the TQ and achieving IfATE Approval and Accreditation*).
- 3.4 The Supplier must, subject to clause 5.14.3 (*Developing the TQ and achieving IfATE Approval and Accreditation*), comply with each Condition of Recognition throughout the Term.

Impact of approval by the Authority

- 3.5 The Supplier agrees and accepts that except for confirmation of a Variation pursuant to clause 27 (*Changing this Contract*), which expressly changes the Supplier's obligations or liabilities or the Authority's rights under this Contract, no review, comment, authorisation to proceed (as contemplated by clause 5.12.1) or approval by the Authority (including any IfATE Approval) in connection with any Product and/or

Service (including in respect of the Supplier's Response, the Implementation Plan, the Resource Plan and any documents or information submitted by the Supplier in order to obtain IfATE Approval) shall operate to exclude or limit the Supplier's obligations or liabilities or the Authority's rights under this Contract, and:

- 3.5.1 the Supplier retains sole responsibility for ensuring that the TQ (including the Products and Services) meets and continues to meet all relevant Service Requirements (as they may be amended from time to time in accordance with this Contract) throughout the Term; and
- 3.5.2 the Supplier acknowledges and accepts that any review, comment, authorisation to proceed or approval (including any IfATE Approval) do not constitute or imply any warranty from the Authority or Ofqual in respect of the TQ.

4 Pricing and payments

- 4.1 In exchange for the provision of the Services (including the supply of the Products), the Supplier must invoice:

- 4.1.1 the Authority for the relevant Charges, which, in the case of:
 - (i) the Development Charge, shall be invoiced by the Supplier at the time and in the manner set out in clauses 5.12.1(ii), 5.14.1(ii) or 5.14.3(ii) (*Developing the TQ and achieving IfATE Approval and Accreditation*) (as applicable));
 - (ii) that part of the Charges referred to in limb (b) of the definition of Charges, shall, unless otherwise agreed by the Authority, be invoiced by the Supplier on IfATE Approval of the relevant TQ Change; and
 - (iii) that part of the Charges referred to in limb (c) of the definition of Charges, shall be invoiced by the Supplier as set out in the relevant Variation; and
- 4.1.2 the Approved Providers for the Fees pursuant to the applicable Provider Contract.

- 4.2 The Supplier acknowledges and agrees that:

- 4.2.1 in no circumstances shall the Authority, the Department or ESFA have any liability to the Supplier in respect of the Fees. The Authority is not liable if any Provider (or other third party) fails to pay any fees or other costs (including the Fees) due from them to the Supplier; and
 - 4.2.2 save as permitted by the relevant Provider Contract, the Supplier shall not be entitled to levy any costs and/or charges and/or require any further and/or additional payment in respect of the provision of the Services (including the supply of any Products) to any Approved Provider (and/or any Student) other than the Fees.
- 4.3 All Fees and Charges:
 - 4.3.1 exclude VAT, which is payable on provision of a valid VAT invoice to the applicable payor; and
 - 4.3.2 include all costs payable by the Authority and/or any Provider (as the case may be) in connection with the Services (including the supply of the Products).
- 4.4 The Authority must pay the Supplier:
 - 4.4.1 in respect of the Development Charge, the relevant Interim Milestone Payment or the Final Milestone Payment (as the case may be); or
 - 4.4.2 in respect of any other Charges arising under clause 8 (*TQ Changes*) or clause 27 (*Changing this Contract*), the amount of any such Charges due under such clause 8 (*TQ Changes*) or clause 27 (*Changing this Contract*),

in each case, within 30 days of receipt by the Authority of a valid, undisputed invoice, in cleared funds to the account as notified by the Supplier to the Authority.
- 4.5 A Supplier invoice is only valid if it includes this Contract reference and purchase order number (if any) and other details reasonably requested by the Authority.
- 4.6 If there is a Dispute between the Parties as to the amount invoiced by the Supplier to the Authority, the Authority must pay the undisputed amount. The Supplier cannot suspend the provision of the Services (including the supply of the Products) unless the Supplier is entitled to terminate this Contract for a failure to pay undisputed sums

in accordance with clause 14.5 (*When the Supplier can end this Contract*). Any disputed amounts shall be resolved through the Dispute Resolution Procedure.

- 4.7 If a payment of an undisputed amount is not made by the Authority by the due date, then the Authority shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- 4.8 The Supplier can issue a written Reminder Notice to the Authority (in accordance with clauses 28.1 and 28.2 (*How to communicate about this Contract*)) if the Authority does not pay an undisputed invoice on time.
- 4.9 The Authority may retain or set-off payment of any amount owed to it by the Supplier if notice and reasons are provided.
- 4.10 The Supplier must ensure that all Subcontractors are paid, in full, within 30 days of receipt of a valid, undisputed invoice. If this does not happen, the Authority can publish the details of the late payment or non-payment. The Supplier must also ensure that any Sub-Contract it enters into contains provisions which have the same effect as clauses 4.4, 4.6, 4.7 and this clause 4.10.
- 4.11 The Supplier has no right of set-off, counterclaim, discount or abatement unless a court orders this.

Indexation of Fees and Rate Card rates

- 4.12 The Supplier shall be entitled to adjust the Fees and the Rate Card rates which apply in respect of any Academic Year following the Academic Year in which the TQ is launched in accordance with the provisions of clause 4.13 to reflect the impact of inflation.
- 4.13 Where the Supplier wishes to adjust the Fees and/or Rate Card rates in accordance with clause 4.12:
 - 4.13.1 the Supplier shall notify the Authority in writing of the proposed percentage adjustment in the existing Fees and/or Rate Card rates and the resulting new Fees and/or Rate Card rates by the end of February in the Academic Year prior to the Academic Year in respect of which the adjustment is to apply ("**Calculation Date**");

- 4.13.2 the proposed percentage adjustment to the relevant then current Fees or Rate Card rates must be no greater than the percentage increase in the preceding 12 months of the UK Consumer Price Index most recently published by the UK Office of National Statistics prior to the Calculation Date; and
- 4.13.3 the proposed adjustment calculated in accordance with this clause 4.13 shall not operate to adjust the Fees or Rate Card rates for the then current Academic Year, but shall operate to adjust the Fees or Rate Card rates as applicable with effect from the immediately following Academic Year.
- 4.14 Except as set out in clause 4.13, neither the Charges, the Fees nor any other costs, expenses, fees or charges shall be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Supplier or Subcontractors of the performance of their obligations under this Contract.

5 Developing the TQ and achieving IfATE Approval and Accreditation

- 5.1 The Supplier shall develop the TQ to meet the Service Requirements and in accordance with the terms of this Contract.

Requirement for IfATE Approval

- 5.2 The Supplier acknowledges and accepts that:
 - 5.2.1 the Supplier shall not make the whole or any part of the Initial TQ Deliverables available to Eligible Providers and/or Approved Providers for delivery to Students until IfATE Approval has been granted; and
 - 5.2.2 the Supplier shall, where possible, (and in each case with the prior written consent of the Authority) share draft versions of the Initial TQ Deliverables with Eligible Providers and/or Approved Providers to support their preparations to deliver the TQ.

General development obligations

5.3 The Supplier must:

- 5.3.1 design and develop the TQ in accordance with paragraphs 2.1 and 2.2 of Part 1 of the Service Requirements and in order to meet the Milestones;
- 5.3.2 consult with:
 - (i) the Authority, the Department, ESFA and the Route Panels; and
 - (ii) a representative sample of Providers and Employers,in the design and development of the TQ (including as contemplated by paragraph 2.1.4 of the Service Requirements);
- 5.3.3 take into account any input received from T Level Panels in the design and development of the TQ, and consult as appropriate with the T Level Panels prior to the first Interim Milestone;
- 5.3.4 co-operate (as required) and work collaboratively with the Authority to achieve IfATE Approval of the TQ;
- 5.3.5 take appropriate steps to meet the requirements of Ofqual and respond to the feedback provided following the Interim Milestones in each case as necessary to achieve Accreditation of the TQ;
- 5.3.6 take into account the Technical Qualifications Explanatory Note together with any guidance as issued by the Authority from time to time in the design and development of the TQ, and provide input when reasonably requested by the Authority to support the development and updating of such Technical Qualifications Explanatory Note; and
- 5.3.7 submit to the Authority an updated Implementation Plan and Resource Plan within 5 Working Days from the Effective Date.

Development support from the Authority

- 5.4 The Supplier Authorised Representative and/or senior representatives of the Supplier's development team as appropriate will meet monthly (or more frequently if deemed necessary by the Authority) with the Authority Authorised Representative

and representatives of the Authority's Technical Education Programme Team, at a time and location to be advised by the Authority, following the Effective Date until IfATE Approval of the TQ (each a **"TQ Development Meeting"**) to review progress on TQ development, address key risks and identify solutions to any barriers to progress. The Authority shall issue an agenda in advance of each TQ Development Meeting. In the event that the development of the TQ is materially delayed against the Milestones and/or the dates given in the Implementation Plan, on a written request by the Authority the Supplier's Chief Executive Officer or an equivalently senior individual shall attend the next TQ Development Meeting.

5.5 The Supplier shall:

5.5.1 not less than 5 Working Days prior to each TQ Development Meeting, submit the Development Phase Report to the Authority in respect of the relevant month, together with, without prejudice to paragraph 2.5 of Part 1 of the Service Requirements:

(i) updated versions (meeting all of the requirements of the relevant Product Description) of the following Products:

- (A) the Implementation Plan;
- (B) the Resource Plan;
- (C) the Risk Register; and
- (D) the Issues Log; and

(ii) as requested by the Authority from time to time, the then current versions of the following:

- (A) the TQ Specification;
- (B) the Assessment Strategy;
- (C) the TQ Specimen Assessment Materials;
- (D) the Guide Standard Exemplification Materials;
- (E) the Provider Approval Criteria;
- (F) the Submission Issues Log; and

- (G) any draft version of the Key Dates Schedule that the Supplier intends shall (if Approved) become the Key Dates Schedule for the purposes of this Contract from time to time,

it being understood that the Supplier will not be in breach of this clause 5.5.1 if the relevant item is still being developed and the Milestone for its completion has not been reached as at the date of the relevant TQ Development Meeting; and

- 5.5.2 provide a verbal summary at each such TQ Development Meeting of the progress of development of the TQ as against the Implementation Plan and Resource Plan and any identified risks to the on time delivery of the TQ and proposed resolutions.

- 5.6 The Authority shall provide minutes setting out an accurate summary of each such TQ Development Meeting within 5 Working Days of each such meeting.

Submission process

- 5.7 The Supplier shall, on or prior to the applicable Submission Date, make all Submissions to the Authority necessary in respect of IfATE Approval and/or Accreditation in accordance with paragraphs 2.1 and 2.2 of Part 1 and Annex 7 to the Service Requirements.
- 5.8 The Supplier shall ensure that all Submissions made in accordance with clause 5.7 meet all of the requirements for each Submission as set out in paragraph 2.1 of Part 1 and Annex 7 to the Service Requirements. Unless notified otherwise by the Authority in writing, the Supplier shall continue its ongoing work in relation to the Initial TQ Deliverables following each Submission whilst such Submission is being considered by the Authority and/or Ofqual. For the avoidance of doubt, this means that the Supplier, following each Submission for each Interim Milestone, shall not await notification from the Authority in accordance with Clause 5.12 below before continuing work on the Initial TQ Deliverables required for any subsequent Milestone.
- 5.9 The Authority shall submit (and where relevant, re-submit) the relevant documentation and/or information required for Accreditation to Ofqual on the Supplier's behalf.

- 5.10 The Supplier shall respond promptly to the Authority to any requests from the Authority for further information to support any Submission and/or the IfATE Approval or Accreditation process.
- 5.11 The Supplier shall not contact Ofqual directly in relation to Accreditation of the TQ unless instructed to do so by the Authority or Ofqual.
- 5.12 In respect of each Interim Milestone, the Authority and, if relevant, Ofqual will consider each Submission made in accordance with clause 5.7 and 5.8 and, within a timeframe which should allow the TQ to be developed in time for delivery in accordance with this Contract:
- 5.12.1 if the Authority considers that the Submission (or Re-Submission (as the case may be)) meets all of the requirements of paragraphs 2.1 and 2.2 of Part 1 and Annex 7 to the Service Requirements for the relevant Interim Milestone, the Authority shall:
- (i) confirm in writing to the Supplier that such requirements have been met; and
 - (ii) where the relevant Interim Milestone attracts an Interim Milestone Payment, pay to the Supplier (in accordance with clause 4 (*Pricing and payments*)) the applicable Interim Milestone Payment; or
- 5.12.2 if (1) the Authority does not consider that the Submission (or Re-Submission (as the case may be)) meets all of the requirements of paragraphs 2.1 and 2.2 of Part 1 and Annex 7 to the Service Requirements for the relevant Interim Milestone, and/or (2) the Supplier has outstanding issues still to be addressed / additional information still to be provided in relation to any previous Interim Milestones (including in relation to any previous Interim Milestones that do not attract an Interim Milestone Payment), the Authority may withhold payment to the Supplier of the applicable Interim Milestone Payment (if any) and shall:
- (i) notify the Supplier of the issues that need to be addressed and/or the additional information that needs to be provided (and, acting reasonably, the date by which such issues need to be addressed and/or such information needs to be provided) and whether the Authority will be withholding payment of the applicable Interim

Milestone Payment if any), and the Supplier shall promptly address such issues and resubmit the relevant documentation and/or provide such additional information (a “**Re-Submission**”) to the Authority on or prior to the date notified by the Authority, following which clause 5.12.1 or this clause 5.12.2 will apply to such Re-Submission; or

- (ii) notify the Supplier:
 - (A) that notwithstanding the failure of the Submission (or Re-Submission (as the case may be)) to meet all of the requirements of paragraphs 2.1 and 2.2 of Part 1 and Annex 7 to the Service Requirements for the relevant Interim Milestone, the Supplier shall continue with the design and development of the TQ without having to make a Re-Submission, provided that the relevant issues are addressed by any timescales specified by the Authority and in any event no later than by the Final Approval Milestone Date; and
 - (B) whether the Authority will be withholding payment of the applicable Interim Milestone Payment (if any), following which the Supplier shall promptly address the issues identified / further information required, as part of its ongoing development of the TQ in accordance with the timescales specified by the Authority. If the Authority is withholding payment of any applicable Interim Milestone Payment, subject to the Supplier having addressed the issues identified in accordance with the required timescales (and in any event no later than by the Final Approval Milestone Date), clause 5.12.1(ii) will apply.

5.13 The Supplier acknowledges and agrees that owing to the meeting dates scheduled for the IfATE Approval and Accreditation processes, any delay in making the Final Submission to the Authority by the Final Approval Milestone Date may cause a delay of several weeks for IfATE Approval. Accordingly, failure by the Supplier to make the Final Submission in accordance with clause 5.7 and/or 5.8 by the Final Approval

Milestone Date, other than due to a breach of this Contract by the Authority, shall be a Critical Service Failure.

5.14 In respect of the Final Approval Milestone, the Authority and Ofqual will consider the Final Submission made by the Supplier in accordance with clause 5.7 and 5.8 and, within a timeframe which should allow the TQ to be developed in time for delivery in accordance with this Contract:

5.14.1 if the Authority considers that the Final Submission (or Final Re-Submission (as the case may be)) meets the requirements for IfATE Approval, then the Authority shall:

- (i) confirm to the Supplier in writing that the TQ has IfATE Approval and that, subject (if applicable) to clause 7.2 (*Interaction with Providers*) and clause 13.3.1 (*What may happen if there are issues with your provision of the Services*), the Supplier is authorised to proceed to make the TQ available to Approved Providers for delivery to Students in accordance with clause 6 (*Operating the TQ*); and
- (ii) pay to the Supplier (in accordance with clause 4 (*Pricing and payments*)) the Final Milestone Payment, together with any outstanding Interim Milestone Payments;

5.14.2 if the Authority considers that the Final Submission (or Final Re-Submission (as the case may be)) does not meet the requirements for IfATE Approval, then the Authority shall notify the Supplier in writing of the issues that need to be addressed and/or the additional information that needs to be provided and the Supplier shall within 10 Working Days (or such longer timeframe as is agreed in writing by the Authority) address such issues and resubmit the relevant documentation and/or provide such additional information, following which this clause 5.14 will apply to such Final Re-Submission; or

5.14.3 in exceptional circumstances (and noting that the shared intent of the Parties is to ensure that the TQ achieves Accreditation and that a TQ will not receive IfATE Approval without first achieving Accreditation), the Authority may, at its sole discretion, determine that the Final Submission (or Final Re-Submission (as the case may be)) meets the requirements

for IfATE Approval notwithstanding the fact that Ofqual does not consider that the Final Submission (or Final Re-Submission (as the case may be)) meets the requirements for Accreditation, and in such event the Authority shall notify the Supplier in writing of such determination, and following such notification:

- (i) the Supplier is, subject to clause 7.2 (*Interaction with Providers*) and clause 13.3.1 (*What may happen if there are issues with your provision of the Services*), authorised to proceed to make the TQ available to Approved Providers for delivery to Students in accordance with clause 6 (*Operating the TQ*);
- (ii) the Authority shall pay to the Supplier (in accordance with clause 4 (*Pricing and payments*)) the Final Milestone Payment, together with any outstanding Interim Milestone Payments;
- (iii) the Supplier shall promptly apply to Ofqual to withdraw its Ofqual Recognition in respect of the TQ and the TQ shall not be regulated by Ofqual;
- (iv) the Supplier's obligation under this Contract to meet and comply with the Conditions of Recognition shall cease to apply;
- (v) the requirements on the Supplier in this Contract:
 - (A) to maintain Ofqual Recognition in respect of the TQ; and/or
 - (B) to meet the relevant requirements of Accreditation which were not met by the Final Submission or Final Re-Submission (as the case may be) pursuant to this clause 5,shall then cease to apply; and
- (vi) the provisions of clause 37.7 (*Resolving disputes*) and paragraph 1.6 of Part 1 of the Service Requirements shall be deemed to be deleted.

5.15 If the Supplier wishes to appeal any decision taken by the Authority in relation to IfATE Approval, the Supplier must comply with the Authority Procedural Review process where it applies.

5.16 The Supplier acknowledges and accepts that the Authority will share, as it deems necessary, with Ofqual, the Department, ESFA, and the Route Panel:

5.16.1 all Submissions (including any Final Submission) and/or Re-Submissions (including any Final Re-Submissions) submitted by the Supplier under clause 5.7 and/or clause 5.14;

5.16.2 any information required by the Authority pursuant to clause 5.10;

5.16.3 any information required by Ofqual for the Regulation of the TQ or to perform the statutory functions of Ofqual; and/or

5.16.4 any other information it holds in relation to the Supplier,

and the provisions of clause 18 (*What must be kept confidential*) will not prevent any disclosure or sharing of documentation and/or information by the Authority under this clause 5.16.

6 Operating the TQ

6.1 Following IfATE Approval and, subject to clause 5.14.3 (*Submission process*), Accreditation of the TQ, the Supplier must (subject to clause 7.2 (*Interaction with Providers*) and clause 13.3.1 (*What may happen if there are issues with your provision of the Services*)) make the TQ (including (as applicable) the Products) available to Approved Providers for delivery to Students and provide the Services (other than the Initial Development Services) in accordance with the Service Requirements.

6.2 The Supplier shall meet all KPIs in the delivery of the Services (other than the Initial Development Services).

6.3 The Supplier must comply with the current version of any Key Dates Schedule in respect of the making available of the TQ and the performance of the Services (other than the Initial Development Services).

- 6.4 The Supplier must provide materials and Student Information to the Authority in accordance with paragraphs 5, 8 and 10 of Part 1 of the Service Requirements to enable the Authority to keep a record in the event such materials and/or information is required for the transfer of Services to a Replacement Supplier.
- 6.5 The Supplier shall promptly provide to the Authority such materials relating to the TQ and Student Information as are requested in writing by the Authority to enable work by or on behalf of the Authority and/or Ofqual to ensure the ongoing maintenance between Cohorts of the grades and standards of the TQ and the wider T Level Programme.
- 6.6 The Supplier shall actively promote the TQ to Eligible Providers.

7 Interaction with Providers

- 7.1 The Supplier shall, in accordance with the requirements set out in paragraph 3 of Part 1 of the Service Requirements, operate a procedure to receive applications for Provider Approval from Eligible Providers that wish to make the TQ available to Students, and where the relevant Provider Approval Criteria are met to grant Provider Approval and notify the Approved Providers accordingly. The Supplier acknowledges and agrees that:

7.1.1 it shall not be entitled or permitted to:

- (i) charge any additional costs, charges and/or fees arising out of or in connection with the implementation and operation of such procedure and/or the granting of Provider Approval; and/or
- (ii) impose any additional requirements (other than a Provider Contract) on any Eligible Provider and/or Approved Provider (as applicable) as a condition to and/or consequence of the grant of Provider Approval;

7.1.2 only an Eligible Provider shall be eligible to be granted Provider Approval by the Supplier in respect of the TQ; and

7.1.3 subject to clause 7.1.2 and without prejudice to paragraph 3.1.1 of Part 1 of the Service Requirements, the Supplier shall promptly grant Provider Approval to Eligible Providers who meet the Provider Approval Criteria following receipt of their application for Provider Approval.

- 7.2 The Supplier shall review and assess Approved Providers on an ongoing basis in accordance with paragraph 3.1.2 of Part 1 of the Service Requirements to ensure that they continue to meet the requirements for Provider Approval to make the TQ available to Students and, subject to the provisions of paragraphs 3.2 to 3.5 (inclusive) of Part 1 of the Service Requirements, where an Approved Provider no longer meets the Provider Approval Criteria, the Supplier shall revoke such Provider Approval.
- 7.3 The Supplier shall ensure that:
- 7.3.1 prior to any Eligible Provider making the TQ available to Students:
- (i) the Eligible Provider is an Approved Provider;
 - (ii) a binding Provider Contract is in place with the relevant Approved Provider; and
- 7.3.2 the Provider Services shall only be provided to an Approved Provider during the term of, and subject to the provisions of, the applicable Provider Contract.
- 7.4 Without prejudice to paragraph 5 of Part 1 of the Service Requirements, the Supplier shall promptly register a Student for the TQ following receipt by the Supplier of an application for registration of that Student from an Approved Provider.
- 7.5 The Supplier shall, on written request by the Authority, promptly provide a copy of each Provider Contract to the Authority and to the ESFA.
- 7.6 The Supplier shall retain copies of all documentation and information in relation to arrangements with Eligible Providers and Approved Providers, including all such documentation and/or information arising out of or in connection with:
- 7.6.1 the application for and/or the grant of Provider Approval referred to in clause 7.1; and
- 7.6.2 the ongoing monitoring of Approved Providers by the Supplier referred to in clause 7.2,

and without prejudice to the generality of the definition of IfATE Data, such documentation and information shall form part of the IfATE Data to which the provisions of clause 17 (*Data protection and information*) shall apply.

- 7.7 The Supplier shall make available the Additional Services and provide the Additional Services on request by Approved Providers in accordance with paragraphs 5, 6, and 9 of Part 1 of the Service Requirements.
- 7.8 The Supplier shall be permitted to offer and provide additional products and/or services in each case related to the TQ to Approved Providers (and Students), provided always that:
- 7.8.1 such additional products and services are not identical to, or performing an equivalent function in relation to the TQ to, the whole or any part of the Products and/or the Services (including the Additional Services) and offered and/or provided on alternative terms and/or conditions (including as to timing or quality) to those terms and conditions which would apply pursuant to this Contract to the applicable Products and/or Services;
- 7.8.2 without prejudice to clause 7.1.1(ii) and the requirements of Schedule 17 (*Provider Contract Requirements*), the Supplier shall not, other than the Provider Contract, impose any condition on any Eligible Provider (including any Approved Provider) and/or Student to purchase such additional products and/or services as a condition to and/or consequence of:
- (i) the grant of any Provider Approval; and/or
- (ii) the proper performance of any of the Services (and/or the supply of any Products); and
- 7.8.3 the Supplier shall not (in making available such products and/or services available and/or in respect of the terms on which such products and/or services are made available) favour one Provider and/or group of Providers or one Student and/or group of Students over another.
- 7.9 The Supplier shall comply with Schedule 17 (*Provider Contract Requirements*) in respect of its contracts with Approved Providers in relation to the TQ.

8 TQ Changes

- 8.1 The Supplier acknowledges and agrees that the Authority may publish revised Outline Content from time to time.
- 8.2 The Supplier must ensure that the Approved Initial TQ Deliverables reflect the version of the Outline Content as at the Effective Date ("**Initial Content Date**").
- 8.3 The Supplier must make any TQ Change reasonably requested by the Authority to reflect any changes to the Outline Content following the Initial Content Date subject to the terms of this clause 8.
- 8.4 The Authority may carry out annual reviews in each Academic Year where a new Cohort is commencing the TQ in the following Academic Year to identify any potential TQ Changes required by the Authority, including any TQ Changes arising as a result of updates to the Outline Content. The Authority may prepare and submit to the Supplier by the relevant dates prescribed by the TQ Content Updating Schedule in each such Academic Year up to two annual guidance notes setting out the output of the Authority's reviews in relation to Inclusive TQ Changes and Exclusive TQ Changes respectively. Where the Authority identifies any potential TQ Change (in an annual guidance note or otherwise), the Authority shall promptly notify the Supplier in writing of details of the potential TQ Change.
- 8.5 Without prejudice to paragraphs 2.5 and 2.6 of Part 1 of the Service Requirements which shall apply in addition to any annual review, the Supplier shall carry out an annual review of the TQ once in each Academic Year, taking into account the output of any Authority annual guidance note(s) pursuant to clause 8.4 and any additional updates the Supplier has proposed to the TQ (to the extent that such updates have not otherwise been Approved pursuant to paragraph 2.5 or 2.6 of Part 1 of the Service Requirements), to identify any potential TQ Changes required to ensure ongoing compliance of the TQ with the Service Requirements. Where the Supplier identifies any potential TQ Change, the Supplier shall promptly notify the Authority in writing of details of the potential TQ Change.
- 8.6 Where a TQ Change is an Exclusive TQ Change, the Parties shall follow the Variation procedure set out in clause 27 (*Changing this Contract*) in respect of the relevant Exclusive TQ Change. The Charges relating to such Exclusive TQ Change shall be agreed between the Parties as part of the Impact Assessment for the

relevant Variation, each Party acting reasonably and promptly, prior to the Supplier commencing work on the Exclusive TQ Change. The relevant Charges shall:

- 8.6.1 be a reasonable cost for implementing the Exclusive TQ Change in the circumstances;
- 8.6.2 take into account and be calculated using:
 - (i) for personnel related costs and other relevant charges which are set out in the Rate Card, the applicable Rate Card rates; and
 - (ii) reasonable charges for any non-personnel related costs which are not included in the Rate Card and which will be incurred by the Supplier to implement the Exclusive TQ Change; and
- 8.6.3 be consistent with the costs applicable to any relevant costed change scenario set out in Schedule 6 (*Pricing Schedule*) or, where no costed change scenario for the applicable TQ Change is set out in Schedule 6 (*Pricing Schedule*), be calculated on the same basis and using the same logic and inputs as those which applied to determine the costs for the costed change scenarios, as such logic and inputs may be amended only to the extent as is necessary to reflect the TQ Change in question.
- 8.7 Where the TQ Change is an Inclusive TQ Change, the Supplier shall implement such Inclusive TQ Change at the cost of the Supplier and there shall be no additional Charges or Fees as a result of such Inclusive TQ Change.
- 8.8 The Supplier shall obtain the Authority's prior written agreement before implementing any TQ Change which, in the case of an Exclusive TQ Change, shall be in the form of an executed Variation to this Contract. Following such agreement the Supplier shall, unless otherwise agreed with the Authority, implement:
 - 8.8.1 Inclusive TQ Changes such that the updated TQ is ready for teaching to new Students in the next Academic Year following the date of such agreement; and
 - 8.8.2 Exclusive TQ Changes such that the updated TQ is ready for teaching to new Students in the second Academic Year following the date of such agreement,

provided that in each case that the Supplier shall continue to make available the version of the TQ prior to such TQ Change as is necessary to support continuing Students who commenced their studies on such version of the TQ prior to the implementation of such TQ Change.

- 8.9 The Supplier shall consult with a representative sample of relevant Employers and take into account the output of consultation with such Employers as appropriate in relation to any TQ Change in accordance with the Service Requirements, and shall on request provide the Authority with evidence of such consultation.
- 8.10 If the Supplier makes any Inclusive TQ Changes, the Supplier must resubmit the TQ documentation including any Products (as amended to reflect the TQ Change in question) to the Authority for agreement by the relevant date prescribed by the TQ Content Updating Schedule before (where applicable) making the relevant revised version of the TQ available to Approved Providers for delivery to Students.
- 8.11 If the Supplier makes any Exclusive TQ Changes, the Supplier must resubmit the TQ documentation including any Products (as amended to reflect the TQ Change in question) to the Authority for IfATE Approval by the relevant date prescribed by the TQ Content Updating Schedule before (where applicable) making the relevant revised version of the TQ available to Approved Providers for delivery to Students and the provisions of clause 5.14 shall apply to such amended TQ documentation as if references to the “Final Submission” (or “Final Re-Submission” (as the case may be)) in that clause 5.14 are references to the “TQ documentation including any Products (as amended to reflect the TQ Change in question)”; reference to the “Final Approval Milestone” is a reference to the “TQ Change in question”; and references to payment refer to payment of any charges agreed in the applicable Variation.
- 8.12 Unless otherwise agreed with the Authority in writing, any agreed or approved (as the case may be) updates to the TQ must (where applicable) be made available to Approved Providers by the Supplier by the relevant date prescribed by the TQ Content Updating Schedule.

9 Record keeping, monitoring and reporting

- 9.1 Without prejudice to clause 5.5 (*Developing the TQ and achieving IfATE Approval and Accreditation*) and clause 7.6 (*Interaction with Providers*), the Supplier shall:

- 9.1.1 monitor and report (in an Operational Delivery Report) its performance of the Services (other than the Initial Development Services) in accordance with Schedule 15 (*Monitoring of Performance*) and the Parties agree that the provisions of such Schedule 15 (*Monitoring of Performance*) shall apply to determine (amongst other things) the process following (and the outcome of) such monitoring and reporting (including in relation to the carrying out of the Performance Review Meeting and the requirement for and consequences of any KPI Improvement Plan); and
 - 9.1.2 comply with the record keeping and reporting obligations set out in paragraphs 5, 8 and 10 of Part 1 of the Service Requirements.
- 9.2 The Supplier must allow, and must ensure that any Key Subcontractor allows, any Auditor access to the Supplier's or Key Subcontractor's premises and/or systems (including IT systems), as relevant, to Audit everything to do with this Contract and/or to obtain any information required in relation to any investigation by Ofqual.
- 9.3 The Supplier must provide, and must ensure that any Key Subcontractor provides, information to the Auditor and reasonable co-operation at the Auditor's request to enable any Audit to be undertaken.
- 9.4 The Supplier must create and maintain throughout the Term a full and accurate version control log recording all TQ Changes made during the Term.
- 9.5 The Supplier shall maintain and shall promptly, following a written request by the Authority, provide to the Authority, the following:
 - 9.5.1 the Supplier's detailed and up to date cost model for the provision of the Services under this Contract including a future projection for the remaining Term;
 - 9.5.2 details of the income received by the Supplier through the provision of the Services during the Term to date, including a breakdown by service and customer and a future projection for the remaining Term; and
 - 9.5.3 the Supplier's calculation of the overall level of profit it has achieved during the Term to date through the Services provided under this Contract.

10 Supplier Staff and Subcontracting

Supplier Staff

- 10.1 The Parties agree that, at the Effective Date, TUPE and the Cabinet Office Statement shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier and the provisions of Schedule 7 (*Staff (including Key Personnel)*) shall apply.
- 10.2 The Supplier Staff involved in the performance of this Contract must:
- 10.2.1 be appropriately trained and qualified; and
 - 10.2.2 be vetted using Good Industry Practice and, in the case of Supplier Staff referred to in paragraph 4.2 of Schedule 7 (*Staff (including Key Personnel)*), in accordance with paragraph 4 of Schedule 7 (*Staff (including Key Personnel)*).
- 10.3 If any default, acts, omissions, negligence and/or statements of any of the Supplier Staff involved in the performance of this Contract result in a Default, the Supplier is liable to the Authority for that Default.
- 10.4 Where the Authority decides (on reasonable grounds) that one of the Supplier's Staff is not suitable to work on this Contract, the Supplier must, subject to clause 10.2, promptly replace them with a suitably qualified alternative.
- 10.5 If requested by the Authority, the Supplier must replace any person whose acts or omissions have caused the Supplier to breach clause 30 (*Preventing fraud, bribery and corruption*).

Subcontracting

- 10.6 The Supplier shall comply with the provisions of Schedule 8 (*Supply Chain (including approved Subcontractors)*) in respect of the appointment (including any proposed appointment) and/or management of any Subcontractor (including any Key Subcontractor).
- 10.7 Sub-contracting any part of this Contract shall not relieve the Supplier of any obligation or duty attributable to the Supplier under this Contract.

11 Rights and protection

- 11.1 The Supplier warrants and represents that:
- 11.1.1 it has full capacity and authority to enter into and to perform this Contract;
 - 11.1.2 this Contract is executed by its authorised representative;
 - 11.1.3 it is a legally valid and existing organisation incorporated in the place it was formed;
 - 11.1.4 there are no known legal or regulatory actions or investigations before any court, administrative body or arbitration tribunal pending or threatened against it or its Affiliates that might affect its ability to perform this Contract;
 - 11.1.5 it maintains all necessary rights, authorisations, licences and consents to perform its obligations under this Contract;
 - 11.1.6 it does not have any contractual obligations which are likely to have a material adverse effect on its ability to perform this Contract;
 - 11.1.7 it is not subject to an Insolvency Event; and
 - 11.1.8 all statements made, and documents submitted, as part of the procurement of the Services (including in the Supplier's Response) are true and accurate.
- 11.2 The warranties and representations in clause 11.1 are repeated each time the Supplier provides the Services and/or supplies any Products under this Contract.
- 11.3 The Supplier indemnifies the Authority in full against all Losses suffered or incurred by the Authority arising out of or in connection with third party claims that result from the provision of the Services including the supply of the Products.
- 11.4 All claims indemnified under this Contract (including for the avoidance of doubt any indemnified IPR Claim) must use the process set out in clause 29 (*Dealing with claims*).
- 11.5 The Authority can, even if it has made a claim in respect of the breach, still terminate this Contract for breach of any warranty or indemnity where it is entitled to do so.

- 11.6 If the Supplier becomes aware of a representation or warranty that becomes untrue or misleading, it must immediately notify the Authority.

12 Intellectual Property Rights

Vesting, ownership and licences of rights in TQ materials

- 12.1 The Supplier agrees to deliver such materials, and to assign or licence all IPR in such materials, as it creates, identifies for use, or uses as part of or for the Operation of the TQ to which the Authority and/or a Replacement Supplier with Relevant Competence would reasonably require access:
- 12.1.1 for the Authority to carry out its activities in relation to the T Level and TQ, including the approval, oversight and maintaining the integrity of the T Level and TQ;
 - 12.1.2 for the transfer of the Operation of the TQ to a Replacement Supplier; and
 - 12.1.3 for the Replacement Supplier to Operate (including maintaining the integrity of, modifying and developing) the TQ,
- in a seamless, Transparent manner; and
- 12.1.4 to compete openly and effectively any future competition or tender for the Operation of the TQ or a Replacement TQ.
- 12.2 Without limiting the generality of clause 12.1:
- 12.2.1 the Supplier agrees to assign to the Authority all IPR in the Key Materials (including in Products) in accordance with the TQ Assignment and Licence;
 - 12.2.2 the Supplier agrees to licence the Authority, with the right to sublicense, all IPR in the Ancillary Materials, in accordance with the TQ Assignment and Licence; and
 - 12.2.3 in respect of any IPR in Key Materials, to the extent that the same are not at the relevant time vested absolutely in the Authority, the Supplier agrees to license the Authority, with the right to sublicense, such IPR in Key Materials, in accordance with the TQ Assignment and Licence.

- 12.3 Except as set out above or otherwise expressly provided in this Contract:
- 12.3.1 the Authority shall not by virtue of this Contract acquire title to or rights in any Background IPR owned by the Supplier or any third party; and
 - 12.3.2 the Supplier shall not by virtue of this Contract acquire title to or rights in any Background IPR owned by the Authority or licensed by any third party to the Authority.
- 12.4 Without prejudice to the other provisions of this Contract, the assignments and licences referred to in clause 12.2 shall be subject to the terms of the TQ Assignment and Licence (during and after the Term), including the warranties and representations set out in the TQ Assignment and Licence. The Authority and the Supplier will enter into the TQ Assignment and Licence in the form set out in Schedule 14 (*Form of Assignment and Licence*) on the Effective Date.

Rights granted to the Supplier

- 12.5 The Authority hereby grants to the Supplier a non-exclusive worldwide, royalty free licence with the right to sublicense, subject to, and in accordance with, the terms of this Contract, to use:
- 12.5.1 the Outline Content;
 - 12.5.2 the IfATE Data; and
 - 12.5.3 any Authority Background IPR in other materials specifically identified for use in the provision of the Services in accordance with this sub-clause,
- during the Term, solely in relation to the provision of the Services.
- 12.6 The Authority hereby grants to the Supplier, in so far as any relevant Intellectual Property Rights have been assigned to the Authority or are otherwise at the time vested in the Authority in accordance with clause 12.2, a worldwide, royalty free licence, with the right to sublicense, to use and exploit the IPR in the Key Materials during the Term in relation to the TQ subject to, and in accordance with, the relevant terms of this Contract.

- 12.7 Subject to clause 12.8, the licence to the Supplier under clause 12.6 shall be exclusive during the Term solely in respect of use of the Key Materials for the provision of the Services in respect of the Exclusive Cohorts.

Rights retained by the Authority for its activities related to the provision of the Services

- 12.8 The Authority will retain:

12.8.1 (for the avoidance of doubt) the non-exclusive right to use the Key Materials in its administration, approval and oversight of the TQ and other T Level technical education qualifications and to make the same available to others (such as Ofqual) to do the same; and

12.8.2 the right to use the Key Materials, and for any Future Supplier or potential Future Supplier to use the Key Materials:

- (i) for competing or tendering for the delivery and Operation of the TQ and/or any Replacement TQ, where such competition or tender is for such delivery and Operation during any Transition Period and/or following expiry or termination of this Contract (ie the End Date); and
- (ii) to deliver and Operate the TQ and/or any Replacement TQ, during any Transition Period; and

12.8.3 the right to sub-license others to exercise the rights set out in this clause 12.8.

Confirmation of rights, marking and branding of Materials

- 12.9 The Supplier shall, on any copy of any materials in which copyright belongs to the Authority, prominently mark such material with a notice saying: "Copyright in this [DOCUMENT/section of DOCUMENT] belongs to, and is used under licence from, the Institute for Apprenticeships and Technical Education [DATE]" or such other notice as the Authority may reasonably require by notice to the Supplier from time to time. Without prejudice to any rights granted to the Authority under this Contract, in the case of each Deliverable the Supplier shall deliver a certificate in the form annexed to the TQ Assignment and Licence confirming that ownership in the IPR in that Deliverable is vested in the Authority, or where it asserts that IPR in the

Deliverable or certain parts of it do not vest in the Authority, identifying specifically those parts and the scope of rights it asserts the Supplier has in respect of the same.

- 12.10 The Supplier may use its name, logos, trade marks and/or other signs which refer to the Supplier on Key Materials and Ancillary Materials and other materials used in the Operation of the TQ or to promote the TQ which are of the type set out in the T Level Branding Guidelines, provided that any such use shall be strictly as set out in T Level Branding Guidelines. Without prejudice to the last sentence, the Supplier shall, on notice from the Authority, provide representative samples of all such use, and, if the notice so requests, provide such samples a reasonable period in advance of any proposed such use together with a period (not being less than 7 Working Days) for comment. The Authority may notify the Supplier within such period of any comments, including any requirements it has in respect of such use, and, the Supplier shall take reasonable account of any such comments and comply with any reasonable requirements of the Authority so notified.
- 12.11 The Supplier shall not use its name, logos, trade marks and/or other signs which refer to the Supplier, in a trade mark manner or as any designation of origin, on any material referred to in clause 12.10 or otherwise in connection with its Operation of T Levels or T Level technical education qualifications (including the TQ), except as provided in clause 12.10 or otherwise with the specific Approval of the Authority; and in any event any use of its name, logos, trade marks and/or other signs which refer to the Supplier in connection with the T Level or T Level technical education qualifications (including the TQ) shall not be such as to make, suggest or imply any connection between the Authority or any T Levels or any T Level technical education qualifications and the Supplier, or endorsement by the Authority or the Department, other than as arises under this Contract or any other contract for the supply of T Level technical education qualifications.
- 12.12 The Supplier shall:
- 12.12.1 apply to all Key Materials and Ancillary Materials provided to any third party, the Authority's name and logo in such manner as is reasonably prescribed from time to time in writing by the Authority; and
 - 12.12.2 use in respect of the TQ, including, unless otherwise agreed with the Authority, on all Key Materials and Ancillary Materials, such descriptive name (for example in the form: "[technical qualification] in Construction")

as is determined by the Authority or proposed by the Supplier and agreed by the Authority,

provided that such use shall at all times be in strict accordance with the other provisions of this Contract, the T Level Trade Mark Licence, and any style guides or other instructions issued from time to time by the Authority.

Supplier's operation of other qualifications

12.13 The Supplier shall not, within or outside England, offer or promote any qualification other than the TQ as:

12.13.1 being the TQ (or any other technical qualification forming part of a T Level) or T Level (or part of a T Level);

12.13.2 being identical in terms of content and assessment requirements to the TQ (or any other technical qualification forming part of a T Level) or T Level and/or including identical components to the TQ (or any other technical qualification forming part of a T Level) or T Level; or

12.13.3 demonstrating the same level of occupational competence as the TQ (or any other technical qualification forming part of a T Level) or T Level,

provided always that nothing in this Contract shall prevent the Supplier from offering or promoting the technical qualification element of a T Level under a separate contract with the Authority in connection with the making available of that technical qualification.

12.14 The Supplier may only re-use the whole of the TQ in an un-amended or materially un-amended form, other than as part of the Services during the Term, as follows:

12.14.1 in the Operation of qualifications for any of the Devolved Administrations, with the specific Approval of the Authority;

12.14.2 in the Operation of qualifications in England intended for and only marketed to students who are not in the category known as "16 to 19 year old", with the specific Approval of the Authority; and

12.14.3 in the Operation of qualifications outside the UK, save in any jurisdictions the Authority excludes by notice to the Supplier,

provided in each case that the name “T Level” is not used in the qualification or any marketing or promotion of the qualification, and that it is at all times clear and made clear to students and other third parties that the qualification does not form and cannot be used as any part of a T Level.

- 12.15 Subject to clauses 12.13 and 12.14, nothing in this Contract or the TQ Assignment and Licence shall restrict or prevent the Supplier from continuing to offer and update its existing qualifications (including technical qualifications), from offering new technical qualifications, or from using elements of the Key Materials in the operation of qualifications other than the TQ.

Dealing with intellectual property claims

- 12.16 If there is an IPR Claim, the Supplier indemnifies the Authority against all Losses suffered or incurred by the Authority as a result.
- 12.17 Where a Party acquires ownership of IPR incorrectly under this Contract it must do everything reasonably necessary to complete a transfer in writing assigning the IPR to the other Party on request and at its own cost.
- 12.18 Clause 12.16 shall not apply to the extent that the IPR Claim is caused by the Authority's use of the relevant IPR in breach of the terms of this Contract.
- 12.19 In the event that any Third Party IPR is included in the Key Materials, Ancillary Materials, or other Deliverables under this Contract, the Supplier shall ensure that it has or acquires sufficient rights to any such Third Party IPR to enable it to enter into any applicable assignments and to grant any applicable licences under this Contract.

Portability of the TQ

- 12.20 The Supplier shall, where possible, ensure that its design and development of the TQ enables the transfer of the materials described in clause 12.1 to a Future Supplier without requiring use by such Future Supplier of any underlying proprietary system or platform which does not form part of the Key Materials or Ancillary Materials.

13 What may happen if there are issues with your provision of the Services

- 13.1 The Supplier must notify the Authority promptly in writing if:

- 13.1.1 it becomes aware of any problem or complaint from any individual or organisation in relation to the making available and/or operation of the TQ;
- 13.1.2 it makes any changes to its management, governance, organisational and/or operational structure or capacity from that which is set out in the Supplier's Tender which shall or may be material to the provision of the Services;
- 13.1.3 it undergoes or proposes to undergo (or, without prejudice to clause 14.7 (*When Sub-Contracts can be ended*) becomes aware that a Subcontractor has undergone or proposes to undergo) a change of Control;
- 13.1.4 there is a material adverse change in the financial circumstances of the Supplier, the Supplier becomes aware of a material adverse change in the financial circumstances of any of the Key Subcontractors, or the Supplier has (or anticipates that it may have) insufficient funding to adequately resource its obligations under this Contract;
- 13.1.5 it becomes aware of any circumstances relating to the Supplier or any Subcontractor which shall or may bring into disrepute and/or diminish the trust that the public places in the Authority, the Department or the ESFA and/or the T Levels Programme (including any Conflict of Interest (as contemplated by clause 35 (*Conflict of interest*)) and/or any child protection and/or data handling issues and/or incidents);
- 13.1.6 it becomes aware of any issue which shall or may have an adverse impact on Students studying for the TQ;
- 13.1.7 it is required, pursuant to the Conditions of Recognition, to notify Ofqual of any event that has occurred (or is likely to occur) which it has cause to believe could have an "Adverse Effect" (as defined in the Conditions of Recognition);
- 13.1.8 any of the circumstances in clause 14.7 (*Ending or extending this Contract*) occur; or
- 13.1.9 a Critical Service Failure occurs.

13.2 If:

- 13.2.1 the Supplier has failed to make the Submission for the relevant Interim Milestone on or prior to the Submission Date for that relevant Interim Milestone;
- 13.2.2 the Authority reasonably believes that:
- (i) the Supplier is not likely to achieve IfATE Approval by the Final Approval Milestone Date;
 - (ii) the Authority is likely to need to withdraw IfATE Approval;
 - (iii) Ofqual is likely to need to withdraw Ofqual Recognition;
- 13.2.3 the Authority has obtained information giving rise to reasonable concerns about the ability of the Supplier to deliver the Services and the Authority has provided such information to the Supplier and given the Supplier a reasonable opportunity (in the circumstances) to respond to such information and any such response fails to address such concerns to the satisfaction of the Authority;
- 13.2.4 the Supplier fails, in the opinion of Ofqual, to comply with any Condition of Recognition;
- 13.2.5 the Supplier is under investigation and/or subject to regulatory enforcement by Ofqual or has had any direction issued by Ofqual in respect of it;
- 13.2.6 the Supplier fails to comply with and/or implement (as the case may be) the whole or any part of the Implementation Plan in any material respect;
- 13.2.7 the Supplier fails to deliver the Services in accordance with the Resource Plan in any material respect;
- 13.2.8 the circumstances referred to in paragraph 2.3.2 of Schedule 15 (*Monitoring of Performance*) occur;
- 13.2.9 a Supplier Termination Event has occurred; and/or
- 13.2.10 any act or omission of the Supplier in relation to the TQ in breach of this Contract occurs which shall or may have a material adverse impact on Students and/or the TQ including any such act or omission which:

- (i) gives rise to prejudice to Students or potential Students; or
- (ii) adversely affects:
 - (A) the ability of the Supplier to undertake the development, delivery or award of the TQ in accordance with its Conditions of Recognition;
 - (B) the standards of the TQ which the Supplier makes available or proposes to make available; or
 - (C) public confidence in the TQ,

the Authority may issue written notification of Designated Action to the Supplier, following which the Supplier shall comply with the Designated Action in accordance with any timeframe stated in such notification. In the event that, for any reason, the Supplier is unable to comply with the Designated Action notification, the Supplier shall promptly notify the Authority and shall explain the reason why it is unable to so comply.

13.3 In the event of a Critical Service Failure, in addition to the rights of the Authority under clause 13.2 (*What may happen if there are issues with your provision of the Services*) and 14.3 (*Ending or extending this Contract*), the Authority may by serving written notice on the Supplier:

13.3.1 suspend and/or restrict any elements (in full or part) of the Services for the remainder of the Term, including a permanent prohibition or restriction on the Supplier from providing the Services (including making the TQ and/or any Products available to Approved Providers):

- (i) to Cohorts (including any Exclusive Cohort) in respect of which Students are already registered for the TQ; and/or
- (ii) in respect of any further Cohorts (including any Exclusive Cohort);

13.3.2 reduce the Term by one or more periods of 12 months as specified in such notice and accordingly remove one or more Cohorts from the Exclusive Cohorts; and/or

- 13.3.3 require the Supplier to comply with specified performance improvement conditions in relation to the Services, failing which the Term will reduce by one or more periods of 12 months as specified in such notice and the final Cohort will then be removed from the Exclusive Cohorts.
- 13.4 Nothing in this Contract (and no action by the Authority) shall be construed so as to limit or restrict the ability of Ofqual to take action under its statutory powers and in the event of any Dispute arising out of or in connection with Ofqual Recognition and/or any Condition of Recognition the provisions of clause 37.7 (*Resolving disputes*) will apply.
- 13.5 The Supplier shall provide (and shall procure that its Subcontractors provide) all information and cooperation as is required by the Authority to enable the Authority to investigate any alleged breach by the Supplier of its obligations under this Contract.
- 13.6 The Authority may withdraw IfATE Approval by notice in writing to the Supplier in circumstances where the requirements for IfATE Approval are no longer met by the Supplier. The Authority shall notify the Supplier in advance in writing of its proposal to withdraw IfATE Approval and shall provide a reasonable opportunity for the Supplier to make representations in relation to such proposal, and the Authority shall take such representations into account in determining whether to proceed to withdraw IfATE Approval.

14 Ending or extending this Contract

- 14.1 This Contract ends on the End Date.

Extending this Contract

- 14.2 The Authority can extend this Contract for the Extension Period by giving the Supplier written notice prior to the start of the Academic Year in which the final Exclusive Cohort commences the TQ.

When the Authority can end this Contract

- 14.3 If a Supplier Termination Event occurs, the Authority has the right to immediately terminate this Contract by issuing a Termination Notice to the Supplier, unless the Supplier Termination Event occurs as a result of a breach of this Contract by the Authority, but only insofar as the Authority's breach is not itself caused by a breach by the Supplier of the Supplier's obligations under this Contract.

What happens if this Contract ends

- 14.4 Where the Authority terminates this Contract, all of the following apply:
- 14.4.1 the Supplier shall apply to Ofqual, in accordance with the instructions of the Authority, for its Ofqual Recognition in respect of the TQ to be withdrawn;
 - 14.4.2 the accumulated rights of the Authority are not affected;
 - 14.4.3 the Authority grants to the Supplier a non-exclusive worldwide, royalty free irrevocable licence to use the IfATE Data solely to the extent that such IfATE Data consists of: (i) information relating to the identities of Providers and persons engaged by them, which it shall be entitled to use for any purpose; and (ii) Student Related Data provided that no individual Student can be identified from such Student Related Data, which it shall be entitled to use for research purposes in order to develop or improve upon any Supplier qualification (including material prepared, and training provided, in support of such qualification);
 - 14.4.4 the Supplier must promptly return (or, where required by the Authority, delete) the IfATE Data except where required to retain copies by Law, the Conditions of Recognition, or for the purposes of exercising its rights under the licence granted under clause 14.4.3;
 - 14.4.5 the Supplier must promptly return any of the Authority's property provided to it under this Contract;
 - 14.4.6 the Supplier must at no cost to the Authority reasonably co-operate in the re-procurement and/or handover of the Services (including to a Replacement Supplier);
 - 14.4.7 the Supplier must comply with the relevant provisions of Schedule 12 (*Exit Management*); and

- 14.4.8 this clause 14.4 and the following clauses survive the termination of this Contract: clauses 9, 11.3, 12, 15, 17, 18, 19, 21, 37 and 38 and any clauses and/or Schedules which are expressly or by implication intended to continue.

When the Supplier can end this Contract

- 14.5 The Supplier can terminate this Contract by issuing a Termination Notice if the Authority fails to pay any Charges which have fallen due under this Contract and which are directly payable by the Authority within 30 days of the date of a Reminder Notice issued by the Supplier in respect of such sum.
- 14.6 If the Supplier terminates this Contract under clause 14.5:
- 14.6.1 the Authority must promptly pay all outstanding Charges referred to in clause 14.5 to the Supplier; and
- 14.6.2 clauses 14.4.1 to 14.4.8 shall apply.

When Sub-Contracts can be ended

- 14.7 At the Authority's request, the Supplier must terminate (or procure the termination of (as the case may be)) any Sub-Contracts in any of the following events:
- 14.7.1 there is a change of Control of the relevant Subcontractor which is not pre-approved in writing by the Authority and which the Authority believes shall or may have an adverse impact on the Services;
- 14.7.2 the acts or omissions of the relevant Subcontractor have caused or materially contributed to a right of the Authority to terminate this Contract;
- 14.7.3 a Supplier Termination Event is caused or contributed to by the relevant Subcontractor or where any analogous events referred to in limbs (b), (d), (e), (f), (g), (h), (j) or (l) of the definition of Supplier Termination Event occurs in respect of the Subcontractor; or
- 14.7.4 the relevant Subcontractor sub-contracts any of its obligations in relation to the Services in breach of the requirements of this Contract.

15 How much each Party can be held responsible for

15.1 Subject to the following provisions of this clause 15, each Party's total aggregate liability under this Contract (whether in tort, contract or otherwise) for each claim or series of connected claims is no more than £1,000,000.

15.2 No Party is liable to the other for:

15.2.1 any indirect, special or consequential Loss; or

15.2.2 loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect), provided always that, subject to clause 15.1, the Supplier acknowledges that the Authority may, amongst other things, recover from the Supplier the following Losses incurred by the Authority, the Department and/or the ESFA, to the extent that they arise as a result of a Default by the Supplier:

- (i) any additional operational and/or administrative costs and expenses, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
- (ii) any wasted expenditure or charges;
- (iii) the additional cost of procuring Replacement Services for the remainder of the Contract Period, which shall include any incremental costs associated with such Replacement Services above those which would have been payable under this Contract;
- (iv) any compensation or interest paid to a third party by the Authority;
and
- (v) any fine or penalty pursuant to Law and any costs in defending any proceedings which result in such fine or penalty.

15.3 The Authority does not give any warranty or undertaking as to the relevance, completeness, accuracy or fitness for purpose of any data information and/or documentation disclosed by or on behalf of the Authority prior to or after the Effective Date and neither the Authority nor any of its employees or agents shall be liable (howsoever arising) for any inaccuracy, omission, unfitness for purpose or

inadequacy of any kind whatsoever in any such data information and/or documentation.

15.4 Nothing in this Contract shall operate to exclude or limit the liability of either Party in relation to the following:

15.4.1 its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;

15.4.2 bribery or fraud or fraudulent misrepresentation by it or its employees; or

15.4.3 any liability that cannot be excluded or limited by Law.

15.5 Each Party must use its reasonable endeavours to mitigate any Losses which it suffers under or in connection with this Contract, including where any such Losses are covered by an indemnity.

15.6 When calculating the Supplier's liability under clause 15.1, Losses covered by Required Insurances will not be taken into consideration.

16 Insurance

16.1 Without prejudice to its obligations to the Authority under this Contract, including its indemnity obligations, the Supplier shall take out and maintain at its own cost, or procure the taking out and maintenance of, the Required Insurances. The Supplier shall ensure that each of the Required Insurances is effective no later than the date on which the relevant risk commences.

16.2 The Required Insurances shall be maintained in accordance with Good Industry Practice and (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time.

16.3 The Required Insurances shall be taken out and maintained with insurers who are: (a) of good financial standing; (b) appropriately regulated; and (c) of good repute in the international insurance market.

16.4 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Required Insurances.

- 16.5 Where the Supplier has failed to purchase any of the Required Insurances or maintain any of the Required Insurances in full force and effect, the Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Required Insurances, and the Authority shall be entitled to recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.
- 16.6 The Supplier shall upon the Effective Date and within 15 Working Days after the renewal or replacement of each of the Required Insurances, provide evidence, in a form satisfactory to the Authority, that the Required Insurances are in full force and effect and meet in full the requirements of this clause 16. Receipt of such evidence by the Authority shall not in itself constitute acceptance by the Authority or relieve the Supplier of any of its liabilities and obligations under this Contract.
- 16.7 The Supplier shall ensure that the public and products liability policy forming part of the Required Insurances shall contain an indemnity to principals clause under which the Authority shall be indemnified in respect of claims made against the Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Services and for which the Supplier is legally liable.

17 Data protection and information

- 17.1 Each Party shall comply with the Data Protection Legislation.
- 17.2 The Supplier must ensure that Personal Data is Processed in accordance with Schedule 9 (*Data Handling and Security Management*).
- 17.3 The Supplier must not remove any ownership or security notices in or relating to the IfATE Data.
- 17.4 The Supplier must make accessible back-ups of all IfATE Data, stored in an agreed off-site location. The Supplier must send the Authority copies every six Months of the Ancillary Materials and the Key Materials (in each case to the extent that these have not already been provided to the Authority), and any further information falling within the definition of IfATE Data as may be requested by the Authority in writing from time to time.

- 17.5 The Supplier must ensure that any Supplier system holding any IfATE Data, including back-up data, is a secure system that complies with the Security Policy and the relevant provisions of Schedule 9 (*Data Handling and Security Management*).
- 17.6 If at any time the Supplier suspects or has reason to believe that the IfATE Data provided or generated under this Contract is corrupted, lost or sufficiently degraded, then the Supplier must notify the Authority and immediately suggest remedial action.
- 17.7 If the IfATE Data is corrupted, lost or sufficiently degraded so as to be unusable the Authority may either or both:
- 17.7.1 tell the Supplier to restore or get restored IfATE Data as soon as practical but no later than 5 Working Days from the date that the Authority receives notice, or the Supplier finds out about the issue, whichever is earlier; and/or
 - 17.7.2 restore the IfATE Data itself or using a third party.
- 17.8 The Supplier must pay each Party's reasonable costs of complying with clause 17.7 unless the Authority is at fault.
- 17.9 The Supplier:
- 17.9.1 must provide the Authority with all IfATE Data in an agreed open format within 10 Working Days of a written request;
 - 17.9.2 must have documented processes to guarantee prompt availability of IfATE Data if the Supplier stops trading;
 - 17.9.3 must securely destroy all Storage Media that has held IfATE Data at the end of life of that media using Good Industry Practice;
 - 17.9.4 must securely erase all IfATE Data and any copies it holds when asked to do so by the Authority unless required by Law to retain it; and
 - 17.9.5 indemnifies the Authority against any and all Losses suffered or incurred by the Authority if the Supplier breaches this clause 17 and/or any Data Protection Legislation.

18 What must be kept confidential

Confidential Information

- 18.1 Each Party must, subject to the following provisions of this clause 18;
 - 18.1.1 keep all Confidential Information it receives confidential and secure;
 - 18.1.2 not disclose, use or exploit the Confidential Information disclosed by the Disclosing Party without the Disclosing Party's prior written consent, except for the purposes anticipated under this Contract; and
 - 18.1.3 immediately notify the Disclosing Party if it suspects unauthorised access, copying, use or disclosure of the Confidential Information.
- 18.2 Notwithstanding clause 18.1, a Party may disclose Confidential Information which it receives from the Disclosing Party in any of the following instances:
 - 18.2.1 where disclosure is required by applicable Law or by a court with the required jurisdiction, if the Recipient Party (to the extent that it is permitted to do so by such applicable Law or by such court) notifies the Disclosing Party in advance of disclosure of the full circumstances, the affected Confidential Information and extent of the disclosure;
 - 18.2.2 if the Recipient Party already had the information without obligation of confidentiality before it was disclosed to it by the Disclosing Party;
 - 18.2.3 if the information was given to it by a third party without obligation of confidentiality;
 - 18.2.4 if the information was in the public domain at the time of the disclosure;
 - 18.2.5 if the information was independently developed without access to the Confidential Information of the Disclosing Party;
 - 18.2.6 to its auditors or for the purposes of regulatory requirements;
 - 18.2.7 on a confidential basis, to its professional advisers on a need-to-know basis;

- 18.2.8 to the Serious Fraud Office where the Recipient Party has reasonable grounds to believe that the Disclosing Party is involved in activity that may be a criminal offence under the Bribery Act 2010; and/or
- 18.2.9 where disclosure is permitted in accordance with Schedule 4 (*Co-operation*).
- 18.3 The Supplier may disclose Confidential Information on a confidential basis to Supplier Staff on a need-to-know basis to allow the Supplier to meet its obligations under this Contract. The Supplier must ensure that the Supplier Staff enter into a direct confidentiality agreement with the Authority at the Authority's request.
- 18.4 The Authority may disclose Confidential Information in any of the following cases:
 - 18.4.1 on a confidential basis to the employees, agents, consultants and contractors of the Authority;
 - 18.4.2 on a confidential basis to any Crown Body, any successor body to a Crown Body or any company that the Authority transfers or proposes to transfer all or any part of its business to;
 - 18.4.3 where permitted by the Technical and Further Education Act 2017, (including to the ESFA or Ofqual and as contemplated by clause 5.16 (*Developing the TQ and achieving IfATE Approval and Accreditation*));
 - 18.4.4 if the Authority (acting reasonably) considers disclosure necessary or appropriate to carry out its public functions;
 - 18.4.5 where requested by Parliament;
 - 18.4.6 under clauses 4.10 (*Pricing and payments*) and 19 (*When information can be shared*); or
 - 18.4.7 save for Exit Information, where the information was generated as part of the provision of the Services.
- 18.5 For the purposes of clauses 18.2 to 18.4 references to disclosure on a confidential basis means disclosure under a confidentiality agreement or arrangement including terms as strict as those required in this clause 18.

Student Related Data

18.6 The Supplier must:

18.6.1 keep all Student Related Data confidential and secure;

18.6.2 immediately notify the Authority if it suspects unauthorised access, copying, use or disclosure of the Student Related Data.

18.7 The Supplier shall not store, copy, disclose, or use the Student Related Data except as necessary for the performance by the Supplier of its obligations under this Contract or as otherwise expressly authorised in writing by the Authority.

Transparency Information and other disclosures

18.8 Transparency Information and any information which is exempt from disclosure by clause 19 (*When information can be shared*) is not Confidential Information.

18.9 The Supplier must not make any press announcement or publicise this Contract or the output of the Services (including the Student Related Data) without the prior written consent of the Authority and must take all reasonable steps to ensure that Supplier Staff do not either.

19 When information can be shared

19.1 The Supplier acknowledges that:

19.1.1 the Transparency Reports; and

19.1.2 the content of this Contract, including any changes to this Contract agreed during the Term, except for (i) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Authority; and (ii) Commercially Sensitive Information,

(together the “**Transparency Information**”) is not Confidential Information.

19.2 The Supplier must tell the Authority within 48 hours if it receives a Request For Information.

19.3 Within the timescales required by the Authority, the Supplier must give the Authority full co-operation and information needed so the Authority can:

19.3.1 publish the Transparency Information; and

19.3.2 comply with any Request for Information.

19.4 The Supplier acknowledges that the Authority may be required under the FOIA and EIRs to disclose information (including Confidential Information and Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. However, to the extent that it is permitted to do so (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA), the Authority shall, in relation to any Request for Information relating to Confidential Information or Commercially Sensitive Information of the Supplier:

19.4.1 notify the Supplier of such Request for Information as soon as is reasonably practicable; and

19.4.2 allow the Supplier to make representations in relation to any exemptions the Supplier considers may apply to the disclosure of its information under the Request for Information and take such representations into account when making its decision of what it will disclose.

19.5 Notwithstanding any other provision in this Contract, the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and/or the EIRs.

20 Invalid parts of this Contract

If any part of this Contract is held to be void or otherwise unenforceable by any court of competent jurisdiction, such part shall to the extent necessary to ensure that the remaining provisions of this Contract are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Contract shall not be affected.

21 No other terms apply

The provisions incorporated into this Contract are the entire agreement between the Parties. This Contract replaces all previous statements and agreements whether written or oral. No other provisions apply.

22 Other people's rights in this Contract

- 22.1 The Department may enforce any of the Authority's rights under this Contract in relation to which the Department is to benefit. The Department's consent is not required to amend this Contract.
- 22.2 Save as provided in clause 22.1 or expressly stated in this Contract, no third parties shall be entitled to enforce any term of this Contract.

23 Circumstances beyond either Party's control

- 23.1 Any Party affected by a Force Majeure Event is excused from performing its obligations under this Contract while the inability to perform continues, if it both:
 - 23.1.1 provides a Force Majeure Notice to the other Party; and
 - 23.1.2 uses all reasonable measures to reduce the impact of the Force Majeure Event.
- 23.2 The Authority can terminate this Contract if the provision of the Services is materially affected by a Force Majeure Event which lasts for 90 days continuously.
- 23.3 Where the Authority terminates under clause 23.2:
 - 23.3.1 each Party must cover its own Losses; and
 - 23.3.2 subject to clause 23.3.1, clause 14.4 applies.
- 23.4 Neither Party can rely on clause 23.1 where the inability to perform its obligations arises, directly or indirectly, due to the exit from the European Union by the United Kingdom.
- 23.5 The Supplier may not rely on clause 23.1 to the extent that the inability to perform its obligations arises directly or indirectly out of a failure by the Supplier to comply with its Business Continuity Plan.

24 Relationships created by this Contract

- 24.1 This Contract does not create a partnership, joint venture or employment relationship. The Supplier must represent itself accordingly and ensure the Supplier Staff do so.

25 Giving up contract rights

- 25.1 A partial or full waiver or relaxation of the terms of this Contract by one Party is only valid if it is stated to be a waiver in writing to the other Party.

26 Transferring responsibilities

- 26.1 The Supplier must not assign, transfer or otherwise dispose of its rights, obligations and/or liabilities under the whole or any part of this Contract without Approval.
- 26.2 The Authority can assign, novate or transfer this Contract or any part of it to any Crown Body, public sector body or private sector body which performs the functions of the Authority.
- 26.3 The Supplier must enter into a novation agreement in the form that the Authority specifies where the Authority wishes to exercise its rights under clause 26.2.
- 26.4 The Supplier can terminate this Contract novated under clause 26.2 to a private sector body where an Insolvency Event occurs in respect of that private sector body.
- 26.5 The Supplier remains responsible for all acts and omissions of the Supplier Staff as if they were its own.

27 Changing this Contract

- 27.1 If any change is required which is an Inclusive TQ Change, clause 8 (*TQ Changes*) shall apply in relation to such change, and this clause 27 shall not apply to any Inclusive TQ Change.
- 27.2 Either Party can request a Variation to this Contract, including the addition or removal of one or more Occupational Specialist Components.
- 27.3 The Supplier cannot unreasonably withhold or delay their consent to a Variation to this Contract.
- 27.4 The Supplier must provide an Impact Assessment either:
- 27.4.1 with the Variation Form, where the Supplier requests the Variation; or
 - 27.4.2 within the time limits included in a Variation Form where the Authority requests the Variation.

- 27.5 If the Variation cannot be agreed or resolved by the Parties, the Authority can either:
- 27.5.1 agree that this Contract continues without the Variation; or
 - 27.5.2 treat such failure as a Dispute which shall be addressed through the Dispute Resolution Procedure.
- 27.6 A Variation of this Contract is only effective if agreed in writing and signed by both Parties.
- 27.7 If there is a General Change in Law, the Supplier must bear the risk of the change and is not entitled to ask for an increase to the Charges and/or the Fees in respect of that change.
- 27.8 If there is a Specific Change in Law or one is likely to happen during the Contract Period, the Supplier must give the Authority notice of the likely effects of the Specific Change in Law as soon as reasonably practical. The Supplier must also say if it thinks any Variation is needed either to the Services, the Products and/or this Contract and provide evidence:
- 27.8.1 that the Supplier has kept costs as low as possible and/or maximised any cost savings (as the case may be) including any Subcontractor costs; and
 - 27.8.2 of how it has affected or will affect the Supplier's costs and/or those of any Subcontractor.
- 27.9 Any Variation because of a Specific Change in Law must be implemented using clauses 27.1 to 27.6.
- 27.10 If another awarding organisation has a contract with the Authority for the provision of services similar to the Services to deliver a different technical qualification as part of the T Levels Programme and that other awarding organisation suffers a Supplier Termination Event following which its contract with the Authority is terminated or the relevant contract is otherwise lawfully terminated, the Supplier agrees that the Authority shall have the option to request that the Supplier takes over the delivery of that different technical qualification and any related services as a Variation, which will be implemented using clauses 27.1 to 27.6. The Charges and Fees relating to such a Variation shall be agreed between the Parties as part of the Impact Assessment for the relevant Variation, each Party acting reasonably and promptly, prior to the Supplier commencing work on the Variation. The relevant Charges and Fees shall:

- 27.10.1 be a reasonable cost for implementing the Variation in the circumstances;
- 27.10.2 take into account the charges and fees that the other awarding organisation was charging in relation to that different technical qualification prior to suffering the Supplier Termination Event; and
- 27.10.3 take into account and be calculated using:
- (i) for personnel related costs and other relevant charges which are set out in the Rate Card, the applicable Rate Card rates; and
 - (ii) reasonable charges for any non-personnel related costs which are not included in the Rate Card and which will be incurred by the Supplier to implement the Variation; and
 - (iii) the same basis and the same logic used by the Supplier to determine the relevant costs, Charges and Fees for the Services.

28 How to communicate about this Contract

- 28.1 All notices under this Contract must be in writing and are considered effective on the Working Day of delivery as long as delivered before 5:00 pm on a Working Day. Otherwise the notice is effective on the next Working Day. Unless expressly stated in this Contract or otherwise communicated in writing by the Authority, an email is not effective notice unless also sent by post or delivered by hand on the same day. For the avoidance of doubt, this clause 28.1 does not apply to a Variation, which must be implemented in accordance with clauses 27.2 to 27.6.
- 28.2 Subject to clause 28.1, notices to the Authority must be sent to the Authority Authorised Representative's address and email address, and all notices must be copied to the Head of Contracts [Redacted] and the Head of Legal [Redacted] at the Authority.
- 28.3 Subject to clause 28.1, notices to the Supplier must be sent to the Supplier Authorised Representative's address and email address.
- 28.4 This clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

29 Dealing with claims

- 29.1 If a Beneficiary is notified of or otherwise becomes aware of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days after such notification or date of first awareness.
- 29.2 At the Indemnifier's cost the Beneficiary must both:
- 29.2.1 allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and
 - 29.2.2 give the Indemnifier reasonable assistance with the Claim if requested.
- 29.3 The Beneficiary must not make admissions about the Claim or enter into any agreement or compromise in relation to the Claim without the prior written consent of the Indemnifier which cannot be unreasonably withheld or delayed.
- 29.4 The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that does not damage the Beneficiary's reputation (or, in the case of the Authority as a Beneficiary, the reputation of the Authority, the Department and/or the ESFA or the wider T Levels Programme).
- 29.5 The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.
- 29.6 Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.
- 29.7 If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the relevant Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:
- 29.7.1 the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or
 - 29.7.2 the amount the Indemnifier paid the Beneficiary for the Claim.

30 Preventing fraud, bribery and corruption

30.1 The Supplier must not during the Term:

- 30.1.1 commit a Prohibited Act or any other criminal offence in regulations 38(8), 38(9) and/or 38(10) of the Regulations; and/or
- 30.1.2 do or allow anything which would cause the Authority, including any of its employees, consultants, contractors, subcontractors or agents to breach any of the Relevant Requirements or incur any liability under them.

30.2 The Supplier must during the Term:

- 30.2.1 create, maintain and enforce adequate policies and procedures to ensure it complies with the Relevant Requirements to prevent a Prohibited Act and require its Subcontractors to do the same;
- 30.2.2 keep full records to show it has complied with its obligations under this clause 30 and give copies to the Authority on request; and
- 30.2.3 if required by the Authority, within 20 Working Days of the Effective Date, and then annually, certify in writing to the Authority, that it has complied with this clause 30, including compliance of Supplier Staff, and provide reasonable supporting evidence of this on request, including its policies and procedures.

30.3 The Supplier must immediately notify the Authority if it becomes aware of any breach of clauses 30.1 or 30.2, or has any reason to think that it, or any of the Supplier Staff, has either:

- 30.3.1 been investigated or prosecuted for an alleged Prohibited Act;
- 30.3.2 been debarred, suspended, proposed for suspension or debarment, or is otherwise ineligible to take part in procurement programmes or contracts because of a Prohibited Act by any Crown Body;
- 30.3.3 received a request or demand for any undue financial or other advantage of any kind related to this Contract; or
- 30.3.4 suspected that any person or Party directly or indirectly related to this Contract has committed or attempted to commit a Prohibited Act.

- 30.4 If the Supplier notifies the Authority as required by clause 30.3, the Supplier must respond promptly to the Authority's further enquiries, co-operate with any investigation and allow the Audit of any relevant books, records and documentation.
- 30.5 In any notice the Supplier gives under clause 30.4 it must specify the:
- 30.5.1 Prohibited Act;
 - 30.5.2 identity of the party who it thinks has committed the Prohibited Act; and
 - 30.5.3 action it has decided to take.

31 Equality, diversity, human rights and anti-slavery

- 31.1 The Supplier must follow all applicable equality Law when it performs its obligations under this Contract, including:
- 31.1.1 protection against discrimination on the grounds of race, sex, gender reassignment, religion or belief, disability, sexual orientation, pregnancy, maternity, age or otherwise; and
 - 31.1.2 any other requirements and instructions which the Authority reasonably imposes related to equality Law.
- 31.2 The Supplier must take all necessary steps, and inform the Authority of the steps taken, to prevent anything that is considered to be unlawful discrimination by any court or tribunal, or the Equality and Human Rights Commission (or any successor organisation) when working on this Contract.
- 31.3 The Supplier must use Good Industry Practice to ensure that there is no slavery or human trafficking in its supply chains and must notify the Authority immediately if it becomes aware of any actual or suspected incidents of slavery or human trafficking in its supply chains.
- 31.4 The Supplier must at all times conduct its business in a manner that is consistent with any anti-slavery policy of the Authority and shall provide to the Authority any reports or other information that the Authority may request as evidence of the Supplier's compliance with this clause 31.4 and/or as may be requested or otherwise required by the Authority in accordance with any Authority anti-slavery policy.

32 Health and safety

32.1 The Supplier must perform its obligations meeting the requirements of:

32.1.1 all applicable Law regarding health and safety;

32.1.2 the Authority's current health and safety policy, as provided to the Supplier, to the extent that Supplier Staff are located at any Authority premises in the course of performing the Services under this Contract.

33 Environment

33.1 The Supplier must ensure that Supplier Staff are aware of and comply with the Environmental Policy.

34 Tax

34.1 The Supplier must not breach any tax or social security obligations and must enter into a binding agreement to pay any late contributions due, including where applicable, any interest or any fines.

34.2 Where the Supplier or any Supplier Staff are liable to be taxed or to pay National Insurance contributions in the UK relating to payment received under this Contract, the Supplier must both:

34.2.1 comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, the Social Security Contributions and Benefits Act 1992 (including IR35) and National Insurance contributions; and

34.2.2 indemnify the Authority against any Income Tax, National Insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made during or after the Term in connection with the provision of the Services by the Supplier or any Supplier Staff.

35 Conflict of interest

35.1 The Supplier must take action to ensure that neither the Supplier nor the Supplier Staff are placed in the position of an actual or potential Conflict of Interest.

- 35.2 The Supplier must promptly notify and provide details to the Authority if a Conflict of Interest happens or is expected to happen.
- 35.3 The Authority can terminate this Contract immediately by giving notice in writing to the Supplier or take any steps it thinks are necessary where there is or may be an actual or potential Conflict of Interest.

36 Reporting a breach of this Contract

- 36.1 As soon as it is aware of it, the Supplier and Supplier Staff must report to the Authority any actual or suspected breach of:
- 36.1.1 Law; or
- 36.1.2 clauses 30 to 35 (inclusive).
- 36.2 The Supplier must not retaliate against any of the Supplier Staff who in good faith report a breach listed in clause 36.1 to the Authority or a Prescribed Person.

37 Resolving disputes

- 37.1 If there is a Dispute, it shall be promptly escalated in accordance with any escalation process set out in the Supplier's Response. If the Dispute remains unresolved by such process, nominated senior representatives of each Party who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.
- 37.2 If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution ("**CEDR**") Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using clauses 37.3 to 37.5.
- 37.3 Unless the Authority refers the Dispute to arbitration using clause 37.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:
- 37.3.1 determine the Dispute; and/or
- 37.3.2 grant interim remedies, or any other provisional or protective relief.

- 37.4 The Supplier agrees that the Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.
- 37.5 The Authority has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 37.3, unless the Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under clause 37.4.
- 37.6 The Supplier cannot suspend the performance of this Contract during any Dispute.
- 37.7 Subject to clause 5.14.3(vi) (*Developing the TQ and achieving IfATE Approval and Accreditation*), to the extent that a Dispute relates to whether or not the Supplier has complied with a Condition of Recognition and/or requirement of Ofqual Recognition, the Parties agree that they shall request that Ofqual shall make the final decision as to whether the requirements of that Condition of Recognition and/or Ofqual Recognition have been met and any such decision by Ofqual shall be binding on both Parties.

38 Which law applies

This Contract and any issues arising out of, or connected to it, are governed by English law.

Signed by

Redacted



Signed by

Redacted



Schedule 1

Definitions and Interpretation

1 Interpretation

- 1.1 In this Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Schedule 1 (*Definitions and Interpretation*) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In this Contract, unless the context otherwise requires:
- 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 references to a legal entity (other than the Supplier) shall include unless otherwise expressly stated any statutory successor to such entity and/or the relevant functions of such entity, and references to the Department shall include, where relevant, the ESFA;
 - 1.3.5 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.3.6 any reference to this Contract or to any other document shall include any variation, amendment or supplement to such document;
 - 1.3.7 the words “**including**”, “**other**”, “**in particular**”, “**for example**” and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words “**without limitation**”;

- 1.3.8 references to “**writing**” include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
- 1.3.9 references to “**clauses**” and “**Schedules**” are, unless otherwise provided, references to the clauses of and schedules to the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
- 1.3.10 references to “**paragraphs**” are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided; and
- 1.3.11 the headings in this Contract are for ease of reference only and shall not affect the interpretation or construction of this Contract.

2 Definitions

- 2.1 In this Contract, unless the context otherwise requires, the following words shall have the following meanings:

“**Academic Year**” means 1 August to 31 July in the following calendar year;

“**Accredited**” means accredited under section 139 of the Apprenticeships, Skills, Children and Learning Act 2009 through the Ofqual accreditation process applicable to a qualification in order for that qualification to become Regulated and “**Accreditation**” shall be construed accordingly;

“**Additional Service**” means each additional service listed in Schedule 6 (*Pricing Schedule*) and detailed in Annex 10 to the Service Requirements;

“**Affected Party**” means the party seeking to claim relief in respect of a Force Majeure Event;

“**Affiliates**” means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;

“Ancillary Materials” means all information and materials (other than Key Materials) to which the Authority and/or a Future Supplier would require access for use for the Portability Purposes, and any other materials which would be required on or to facilitate succession to a Future Supplier in a seamless manner in relation to the TQ offered or Operated by the Supplier.

Ancillary Materials shall include, without limitation:

- (a) Student results including grades;
- (b) statistical analysis for grading (excludes the systems supporting the analysis);
- (c) lists of Providers;
- (d) marked Student evidence (with moderation outcomes);
- (e) data on Student credits;
- (f) data on Student appeals;
- (g) data on special considerations for Students;
- (h) the Assessment Strategy;
- (i) Student registrations;
- (j) draft materials in preparation for forthcoming assessments;
- (k) the Key Dates Schedule (in respect of forthcoming assessments);
- (l) lists, with contact details, of people contracted by the Supplier to perform or oversee activities which are necessary for the conduct and quality assurance of assessments for the TQ; and
- (m) materials from completed assessments, such as completed Students’ examination answer booklets;

“Approval” means the prior written consent of the Authority and **“Approve”** and **“Approved”** shall be construed accordingly;

“Approved Assessment Strategy” shall have the meaning given in Schedule 2 (*Service Requirements*);

“Approved Initial TQ Deliverables” means the Initial TQ Deliverables approved by the Authority in accordance with clause 5.14 (*Developing the TQ and achieving IfATE Approval and Accreditation*) or clause 8.10 or 8.11 (*TQ Changes*) (as the case may be) as such deliverables are reviewed and updated in accordance with this Contract;

“Approved Provider” means an Eligible Provider that has been granted Provider Approval in accordance with clause 7.1 (*Interaction with Providers*) and in respect of which such Provider Approval has not been revoked pursuant to clause 7.2 (*Interaction with Providers*);

“Approved Provider’s Quality Assurance Process” means the quality assurance process referred to in, and meeting the requirements of, the relevant part of the Product Description for the TQ Specification;

“Approved TQ Specification” means the TQ Specification approved by the Authority in accordance with clause 5.14 (*Developing the TQ and achieving IfATE Approval and Accreditation*) or clause 8.10 or 8.11 (*TQ Changes*) (as the case may be);

“Assessment Strategy” means the assessment strategy referred to in, and meeting the requirements of, the Product Description for the Assessment Strategy, which unless otherwise agreed in writing with the Authority must be consistent with the relevant details forming part of the Supplier’s Response;

“Assessors” means any assessor appointed by the Supplier to assess performance by Students in respect of the TQ Live Assessment Materials;

“Audit” means the Authority’s right to:

- (a) verify the accuracy of the Charges and any other amounts payable by the Authority (including proposed or actual variations to them in accordance with this Contract);
- (b) verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services (including the supply of the Products);
- (c) verify the Supplier’s and each Subcontractor’s compliance with the applicable Law;

- (d) identify or investigate actual or suspected breach of clauses 30 to 34, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
- (e) verify the Supplier's compliance with Schedule 9 (*Data Handling and Security Management*);
- (f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, sand/or any Subcontractors and/or its or their ability to provide the Services including to supply the Products;
- (g) obtain such information as is necessary to fulfil the Authority's obligations to supply information for Parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
- (h) review any books of account and the internal contract management accounts kept by the Supplier in connection with this Contract;
- (i) carry out the Authority's internal and statutory audits and to prepare, examine and/or certify the Authority's annual and interim reports and accounts;
- (j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
- (k) verify the accuracy and completeness of any Management Information delivered or required by this Contract; and/or
- (l) obtain such information as is necessary to undertake a review and/or assessment of the performance of the whole or any part of the T Levels Programme;

“Auditor” means any, or any combination, of:

- (a) the Authority's internal and external auditors;
- (b) the Authority's statutory or regulatory auditors;

- (c) the Comptroller and Auditor General, its staff and/or any appointed representatives of the National Audit Office;
- (d) HM Treasury or the Cabinet Office;
- (e) any party formally appointed by the Authority to carry out audit or similar review functions; and
- (f) successors or assigns of any of the above;

“Authority Authorised Representative” means the person referred to in Schedule 20 as such or the representative appointed by the Authority from time to time in relation to this Contract as notified in writing (which may, in the case of this specific notification, be by email only) to the Supplier;

“Authority Procedural Review” means the Authority’s procedural review process as published on the Authority’s web site from time to time;

“Awarding Organisation” means a body recognised by Ofqual as a provider of certain qualifications;

“Background IPR” means any IPR owned by a party prior to the Effective Date or created or developed by a party independently of this Contract, but does not include IPR in Key Materials;

“Beneficiary” means a Party having (or claiming to have) the benefit of an indemnity under this Contract;

“Breach of Security” means the occurrence of:

- (a) any unauthorised access to or use of the Services and/or the Products, the sites from which the Services are delivered (and/or where the Products are developed and/or stored) and/or any information and communication technology, information or data (including the Confidential Information and the IfATE Data) used by the Authority and/or the Supplier in connection with this Contract; and/or
- (b) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the IfATE Data), including any copies of such

information or data, used by the Authority and/or the Supplier in connection with this Contract,

in either case as may be more particularly set out in the Security Policy;

“Business Continuity Plan” means the business continuity and disaster recovery plan relating to this Contract, as set out in Schedule 10 (*Business Continuity*);

“Cabinet Office Statement” means the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;

“Change in Law” means any change in Law which impacts on the provision of the Services (including the supply of the Products) and/or the performance of this Contract which comes into force after the Effective Date;

“Charges” means:

- (a) the Development Charge payable to the Supplier by the Authority in accordance with clause 4.1.1 (*Pricing and payments*);
- (b) in respect of any Exclusive TQ Change, the amount (exclusive of any applicable VAT) agreed or determined in respect of such Exclusive TQ Change in accordance with clause 8.6 (*TQ Changes*); and
- (c) in respect of any other Variation, the amount agreed pursuant to clause 27 (*Changing this Contract*) in respect of such Variation.

“Claim” means any claim for which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract;

“Cohort” means a group of Students who are registered by an Approved Provider with the Supplier to commence the TQ in the relevant Academic Year;

“Commercially Sensitive Information” means the Confidential Information listed in Schedule 18 (*Commercially Sensitive Information*) comprising of commercially sensitive information relating to the Supplier, its IPR or its business which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss;

“Comparable Supply” means the supply of services to the Authority or another customer or client of the Supplier that are the same as or similar to the Services (including the supply of products that are the same as or similar to the Products) including services relating to qualifications in England outside the T Levels Programme;

“Conditions of Recognition” means the conditions of Ofqual Recognition imposed on the Supplier by Ofqual including any general level conditions, qualification level conditions, subject level conditions and special conditions;

“Confidential Information” means, subject to clause 18.8 (*What must be kept confidential*), any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel and suppliers of the Authority or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as **“confidential”**) or which ought reasonably to be considered to be confidential. Confidential Information shall not include Student Related Data;

“Conflict of Interest” means a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to the Authority under this Contract, in the reasonable opinion of the Authority. This includes where:

- (a) the Supplier’s interests in any activity undertaken by the Supplier, on its behalf, or by an Affiliate of the Supplier have the potential to lead the Supplier to act contrary to the Supplier’s interests in the development, delivery and award of the TQ in accordance with the Conditions of Recognition;
- (b) a person who is connected to the development, delivery or award of the TQ by the Supplier has interests in any other activity which have the potential to lead that person to act contrary to his or her interests in that development, delivery or award in accordance with the Conditions of Recognition, or
- (c) an informed and reasonable observer would conclude that either of these situations was the case;

“Continuing Activities” means activities of the Supplier under this Contract in relation to the TQ which continue following the end of the second Academic Year for the final Exclusive Cohort, such as resits, appeals, and ongoing records management;

“Contract” means this contract;

“Contract Month” means each calendar month, provided that:

- (a) the first Contract Month shall commence on and from the Effective Date and shall end on the last day of the calendar month in which the Effective Date occurs; and
- (b) the last Contract Month shall commence on and from the first day of the calendar month in which the End Date occurs and shall end on the End Date;

“Contract Period” means the period for which this Contract would remain in force (taking into account any current Extension Period) if not terminated earlier;

“Control” means the possession by a person, directly or indirectly, of the power to direct or cause the direction of the management and/or policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and **“Controlled”** shall be construed accordingly;

“Controller” has the same meaning as in the GDPR;

“Core Terms” means the terms set out in the main body of this Contract;

“Critical Service Failure” means:

- (a) the Ofqual Recognition of the Supplier to make the TQ available to Approved Providers for delivery to Students is withdrawn (other than pursuant to an application under clause 5.14.3(iii));
- (b) a failure by the Supplier to make the Final Submission by the Final Approval Milestone Date or the failure of any Final Submission (or Final Re-Submission) to meet the requirements necessary to achieve IfATE Approval (in each case other than where such failure results from a breach of this Contract by the Authority);
- (c) a failure by the Supplier to make a Final Re-Submission within the time period required by clause 5.14.2 (*Developing the TQ and achieving IfATE Approval and Accreditation*) (other than where such failure results from a breach of this Contract by the Authority);

- (d) the Supplier fails to comply with clause 5.14.3(iii) (applying to withdraw its application for Ofqual Recognition in respect of the TQ where the TQ has not obtained Accreditation);
- (e) the Authority withdraws IfATE Approval (having previously awarded IfATE Approval) in accordance with this Contract;
- (f) any failure by the Supplier to perform a Designated Action within the specified timeframe for that Designated Action (other than where such failure results from a breach of this Contract by the Authority);
- (g) any Supplier Termination Event which has occurred in respect of the Supplier in its role as an Awarding Organisation for any part of the T Levels Programme outside this Contract;
- (h) any Breach of Security which either (i) results in material personal data being lost or compromised or shared without authorisation; or (ii) is not notified to the Authority promptly (and in any event within one Working Day);
- (i) the Supplier breaches its obligations relating to the confidentiality of assessment papers (prior to the relevant assessment date) and/or Student results (prior to the relevant publication date); and
- (j) any other event, matter or circumstance which is expressed to be (or deemed to be) a Critical Service Failure in this Contract;

“Crown Body” means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including government ministers and government departments and bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;

“Data Protection Legislation” means:

- (a) the GDPR;
- (b) the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; and
- (c) all applicable Law about the processing of personal data and privacy;

“Default” means any breach of the obligations of the Supplier (including abandonment of this Contract in breach of its terms) or any other default (including material default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of this Contract and in respect of which the Supplier is liable to the Authority;

“Deliverable” means all information and data the Supplier creates, identifies for use, or uses as part of or for the Operation of the TQ, including Products and Management Information;

“Department” means the Secretary of State for Education;

“Designated Action” means an action which the Authority requires the Supplier to take within a specified timeframe to obtain and/or maintain IfATE Approval and/or to ensure ongoing compliance of the Supplier with the terms of this Contract and such action may include:

- (a) working in a prescribed way with Authority personnel and/or a third party appointed by the Authority to achieve certain specified performance and/or progress improvements;
- (b) taking appropriate remedial actions in the event that any Initial Development Services and/or interim Products provided during the development stage are not in line with the trajectory set out in the Implementation Plan;
- (c) temporarily suspending and/or restricting any elements (in full or part) of the Services (including the supply of any Products);
- (d) complying with increased performance monitoring, provision of information and/or increased audit;
- (e) complying with any reasonable instructions of the Authority to help to mitigate actual and/or potential risks associated with delivery of the T Levels Programme; and/or
- (f) providing reasonable cooperation to other Awarding Organisations and third party suppliers of the Authority appointed in connection with the T Levels Programme;

“Development Charge” means the amount (exclusive of any applicable VAT) referred to as the “Qualification development charge” in Schedule 6 (*Pricing Schedule*);

“Development Phase Report” means the report referred to in the second row of the first column in the Table in Annex 9 to the Service Requirements and containing the information set out in the second row of the second column of that Table;

“Devolved Administration” means the government of Scotland, Northern Ireland and/or Wales;

“Disclosing Party” means the Party directly or indirectly providing Confidential Information to the other Party in accordance with clause 18 (*What must be kept confidential*);

“Dispute” means any claim, dispute or difference which arises out of or in connection with this Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of this Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;

“Dispute Resolution Procedure” means the dispute resolution procedure set out in clause 37 (*Resolving disputes*);

“Documentation” means descriptions of the Services (including the Products) and KPIs, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) that is required to be supplied by the Supplier to the Authority under this Contract as:

- (a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Authority to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that are utilised to supply the Services or Products;
- (b) is required by the Supplier in order to supply the Services or Products; and/or
- (c) has been or shall be generated for the purpose of supplying the Services or Products;

“Early Exit” means any termination of this Contract that occurs prior to the Supplier achieving IfATE Approval;

“Effective Date” means the date on which the last Party to sign has signed this Contract;

“Effective Date of Variation” means the date on which the Variation Form comes into effect;

“EIRs” means the Environmental Information Regulations 2004;

“Eligible Provider” means any Provider referred to in the list referenced in Part 1 of Annex 8 to the Service Requirements in respect of the relevant Cohort, as such list may be updated from time to time by the Authority, or notified in writing to the Supplier in accordance with Part 2 of Annex 8 to the Service Requirements;

“Emergency Exit” means any termination of this Contract other than an Early Exit that is a:

- (a) termination of the whole or part of this Contract prior to the Expiry Date (as extended by any Extension Period); or
- (b) wrongful termination or repudiation of this Contract by either Party;

“Employee Liability” means all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation including in relation to the following:

- (a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;
- (b) unfair, wrongful or constructive dismissal compensation;
- (c) a failure to comply with TUPE;
- (d) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;

- (e) compensation for less favourable treatment of part-time workers or fixed term employees;
- (f) outstanding debts and unlawful deduction of wages including any PAYE and National Insurance in relation to payments made by the Authority or the Replacement Supplier to a Transferring Supplier Employee which would have been payable by the Supplier or the Subcontractor if such payment should have been made prior to the Service Transfer Date and also including any payments arising in respect of pensions;
- (g) claims whether in tort, contract or statute or otherwise;
- (h) any investigation by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;

“Employer” means any employer who has or is likely to employ Students who have successfully obtained a T Level qualification;

“End Date” means the earlier of:

- (a) the Expiry Date (as extended by any Extension Period implemented by the Authority under clause 14 (*Ending or extending this Contract*) or as reduced by the Authority in accordance with clause 13.3.2 (*What may happen if there are issues with your provision of the Services*)); or
- (b) if this Contract is terminated before the date specified in (a) above, the date of termination of this Contract;

“Environmental Policy” means to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Authority;

“Equality and Human Rights Commission” means the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;

“ESFA” means the Education and Skills Funding Agency;

“Exclusive Cohort” has the meaning given in clause 2.2 (*Appointment and exclusivity*);

“Exclusive TQ Change” means: (i) the addition of one or more new Occupational Specialist Component(s) which are to be added to the TQ following the Initial Content Date; (ii) the removal of one or more Occupational Specialist Component(s); and/or (iii) a TQ Change which is requested by the Authority as a result of revision to a relevant Standard arising out of a statutory review of such Standard by the Authority under section A2E – A2F of the Apprenticeships, Skills, Children and Learning Act 2009;

“Exemplification Materials” means the Guide Standard Exemplification Materials and the Grade Standard Exemplification Materials;

“Exit Information” has the meaning given to it in paragraph 3.2 of Schedule 12 (*Exit Management*);

“Exit Plan” means the plan produced and updated by the Supplier during the Term in accordance with paragraphs 1 and 2 of Schedule 12 (*Exit Management*);

“Expiry Date” means 2 years following expiry of the final Academic Year for the final Exclusive Cohort;

“Extension Period” means a period equal to that required to provide the Services (including the supply of any Products) in respect of one further Cohort, such period to commence at the start of the Academic Year immediately following the end of the Academic Year in which the fourth Exclusive Cohort commences the TQ;

“Fair Deal for Staff Pensions” means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);

“Fees” means:

- (a) in respect of the provision of the Provider Services (other than the Additional Services), the amount (exclusive of any applicable VAT) referred to as “Entry fee” in Schedule 6 (*Pricing Schedule*) payable per registered Student to the Supplier by the Approved Providers in accordance with clause 4.1.2 (*Pricing and payments*); and

- (b) the Additional Services, the amount (exclusive of any applicable VAT) applicable to the relevant Additional Service as set against that Additional Service in Schedule 6 (*Pricing Schedule*) payable to the Supplier by the Approved Providers in accordance with clause 4.1.2 (*Pricing and payments*);

in each case, as such fees are adjusted in accordance with clauses 4.12 and 4.13 (*Pricing and payments*);

“Final Approval Milestone” means the Milestone set out in fourth row of the Table in Annex 7 to the Service Requirements;

“Final Approval Milestone Date” means the date set out against the Final Approval Milestone in the second column of the Table at Annex 7 to the Service Requirements;

“Final Milestone Payment” means an amount equal to 30% of the Development Charge;

“Final Re-Submission” means the relevant documentation and/or additional information that the Supplier is required to re-submit in accordance with clause 5.14.2 (*Developing the TQ and achieving IfATE Approval and Accreditation*);

“Final Submission” means the Submission applicable to the Final Approval Milestone;

“FOIA” means the Freedom of Information Act 2000 as amended from time to time and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;

“Force Majeure Event” means, subject to clause 23.4 (*Circumstances beyond either Party’s control*), any event outside the reasonable control of either Party affecting its performance of its obligations under this Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including acts of God, riots, war or armed conflict, acts of terrorism, acts of government, local government or regulatory bodies, fire, flood, storm or earthquake, or disaster but excluding any industrial dispute relating to the

Supplier or the Supplier Staff or any other failure in the Supplier's or a Subcontractor's supply chain;

"Force Majeure Notice" means a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;

"Future Supplier" means any Awarding Organisation appointed, at any point in the future and including any Replacement Supplier, to operate one or more T Level technical education qualifications by or at the direction of the Authority from time to time, and where the Authority is operating a T Level technical education qualification, shall also include the Authority;

"GDPR" means the General Data Protection Regulation (Regulation (EU) 2016/679);

"General Change in Law" means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which also affects and/or relates to a Comparable Supply;

"Good Industry Practice" means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;

"Grade Standard Exemplification Materials" means the exemplification materials referred to in, and meeting the requirements of, the relevant part of the Product Description for the Exemplification Materials;

"Guide Standard Exemplification Materials" means the exemplification materials referred to in, and meeting the requirements of, the relevant part of the Product Description for the Exemplification Materials;

"IfATE Approval" means approval by the Authority pursuant to section A2DA of the Apprenticeships, Skills, Children and Learning Act 2009 for the TQ to be made available to Approved Providers and/or Students based on the TQ meeting the requirements of paragraph 2.1 or 2.3 of Part 1 of the Services Requirements as applicable to the satisfaction of the Authority;

"IfATE Data" means:

- (a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority's Confidential Information, and which:
 - (i) are supplied to the Supplier by or on behalf of the Authority; or
 - (ii) the Supplier is required to generate, process, store or transmit pursuant to this Contract;
- (b) any Personal Data for which the Authority is the Controller; or
- (c) Student Related Data;

"Impact Assessment" means an assessment of the impact of a Variation request completed in good faith, including:

- (a) details of the impact of the proposed Variation on the Services (including the supply of the Products) and the Supplier's ability to meet its other obligations under this Contract;
- (b) details of the cost of implementing the proposed Variation;
- (c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Charges and/or the Fees (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;
- (d) a timetable for the implementation, together with any proposals for the testing of, the Variation; and
- (e) such other information as the Authority may reasonably request in (or in response to) the Variation request;

"Implementation Plan" means the outline Implementation Plan prepared by the Supplier as part of the Supplier's Response for implementation and delivery of the Services and supply of the Products (including to meet the Milestones) and which, as at the Effective Date, is set out in Schedule 3 (*Implementation*), as such plan is,

subject to paragraph 2.5 of Part 1 of the Service Requirements, developed and amended from time to time to fully meet the requirements of the Product Description for the “Implementation Plan”;

“Inclusive TQ Change” means any TQ Change that is not an Exclusive TQ Change;

“Indemnifier” means a Party from whom an indemnity is sought under this Contract;

“Information Commissioner” means the UK's independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;

“Initial Content Date” has the meaning given in clause 8.2 (*TQ Changes*);

“Initial Development Services” shall have the meaning given in paragraph 2.1 of Part 1 of the Service Requirements;

“Initial TQ Deliverables” means each of:

- (a) the TQ Specification;
- (b) the Guide Standard Exemplification Materials;
- (c) TQ Specimen Assessment Materials;
- (d) the Provider Approval Criteria; and
- (e) the Assessment Strategy;

“Insolvency Event” means:

- (a) in respect of a company:
 - (i) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or
 - (ii) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or

- (iii) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
 - (iv) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
 - (v) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
 - (vi) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
 - (vii) being a "**small company**" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- (b) in respect of an individual or partnership, any event analogous to those listed in limbs (a) (i) to (vii) (inclusive) occurs in relation to that individual or partnership; or
 - (c) any event analogous to those listed in limbs (a) (i) to (vii) (inclusive) occurs under the law of any other jurisdiction;

"Intellectual Property Rights" or "IPR" means:

- (a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;
- (b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and
- (c) all other rights having equivalent or similar effect in any country or jurisdiction;

“Interim Milestone” means each of the interim Milestones specified in the Table in Annex 7 to the Service Requirements;

“Interim Milestone Payment” means:

- (a) in respect of Interim Milestone 1, an amount equal to 30% of the Development Charge;
- (b) in respect of the Interim Milestone 4, an amount equal to 40% of the Development Charge;

“IPR Claim” means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Services and/or supply the Products or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority in the fulfilment of its obligations under this Contract;

“Issues Log” means the issues log referred to in, and meeting the requirements of, the Product Description for the Issues Log;

“Key Dates Schedule” means a schedule of key dates in relation to the roll-out and operation of the TQ and other technical education qualifications across the T Levels Programme including registration dates and deadlines, assessment dates, and dates for publication of results, which is based on the indicative key dates schedule in Annex 5 to the Service Requirements and is agreed in relation to the T Levels Programme between Awarding Organisations pursuant to Schedule 4 (*Co-operation*) and Approved by the Authority;

“Key Materials” means materials the IPR in which the Authority reasonably requires ownership of for the Portability Purposes. Examples of where the Authority may reasonably require ownership of the IPR include because the Authority or a Future Supplier (or, where relevant, a potential Future Supplier) may need to copy or otherwise reproduce such materials (in whole or in part), to supply or communicate the same, or to be able control the use (in whole or in part) of such materials by third parties, or to authorise others to do so.

Key Materials shall include:

- (i) specifications of content for each TQ including core and all specialist components;

- (ii) assessment guidelines (for Providers);
- (iii) quality assurance requirements (for Providers);
- (iv) specimen assessment materials;
- (v) standards exemplification materials;
- (vi) updates or redevelopments of specifications of content;
- (vii) updates and redevelopments of any Key Materials; and
- (viii) any materials equivalent to the above to which a Skilled Future Supplier would reasonably require access for the Portability Purposes.

Key Materials shall not include:

- (1) Support Materials, insofar as they are not part of any of the expressly included items listed above;
- (2) question banks, insofar as they are not part of any of the expressly included items listed above and are not developed for the TQ; and
- (3) any systems and platforms used to support the delivery of the TQ, provided that the relevant TQ content or data held in or processed by such systems and/or platforms can be extracted without requiring further processing post-extraction (and the Supplier can demonstrate that they can be so extracted) to enable use of the relevant content and/or data by a Skilled Future Supplier in conjunction with a non-proprietary or generally commercially available system or platform;

“Key Personnel” means the individuals identified as such in the Annex to Schedule 7 (*Staff (including Key Personnel)*) as at the Effective Date or as amended from time to time in accordance with paragraph 3.2 of Schedule 7 (*Staff (including Key Personnel)*);

“Key Roles” means the roles stated in the Annex to Schedule 7 (*Staff (including Key Personnel)*) as at the Effective Date or as amended from time to time in accordance with paragraph 3.2 of Schedule 7 (*Staff (including Key Personnel)*);

“Key Sub-Contract” means each Sub-Contract with a Key Subcontractor;

“Key Subcontractor” means any Subcontractor:

- (a) which is relied upon to deliver any material part of the Services (including to supply any Products); and/or
- (b) which, in the opinion of the Authority performs (or would perform if appointed) a critical role in the provision of all or any part of the Services (including the supply of any Products),

and which, as at the Effective Date, are listed in Annex 1 to Schedule 8 (*Supply Chain (including approved Subcontractors)*);

“Know-How” means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services and/or the Products;

“KPI” means a key performance indicator applicable to the provision of the Services (including the supply of the Products), as set out in the first column of the Table attached at Annex 1 to Schedule 15 (*Monitoring of Performance*);

“KPI Improvement Plan” shall have the meaning given in paragraph 2.2 of Schedule 15 (*Monitoring of Performance*);

“Law” means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;

“Losses” means all losses, liabilities, damages, costs, expenses (including reasonable legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and **“Loss”** shall be interpreted accordingly;

“Management Information” means the management information to be delivered to the Authority by the Supplier, as set out or referred to in Annex 9 to the Service Requirements;

“Milestone” means an event or task to be performed as part of the provision of the Services (and/or the supply of the Products) by a specific date as described in the first column of the Table in Annex 7 to the Service Requirements;

“Moderation” means the Supplier assessment process designed to ensure that, where Approved Provider marking is undertaken in accordance with the Approved Assessment Strategy, such marking is scrutinised by a Moderator to ensure that it is in line with expected standards and Students’ marks are adjusted where necessary, and **“Moderate”** will be construed accordingly;

“Moderator” means a moderator, external to the Approved Provider, employed or engaged by the Supplier to moderate marking undertaken by assessors employed or engaged by the Approved Provider of Students’ performance in respect of the TQ Live Assessment Materials;

“Month” means a calendar month and **“Monthly”** shall be interpreted accordingly;

“National Insurance” means contributions required by the National Insurance Contributions Regulations 2012 (SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;

“Occupation” means a set of jobs where the main tasks and duties are characterised by a high degree of similarity, where a “job” is a role connected to a specific employment contract in a workplace;

“Occupational Map” means, for each Route, a map which groups Occupations according to where there is a requirement for shared technical knowledge, skills, and behaviours, and identifies the Occupations for which Standards exist;

“Occupational Specialist Component” means each occupational specialist component of the TQ as referred to in the Outline Content;

“Ofqual” means the Office of Qualifications and Examinations Regulation, a statutory body created under the Apprenticeships, Skills, Children and Learning Act 2009, as amended by the Education Act 2011, to regulate qualifications, examinations and assessments in England;

“Ofqual Recognition” means recognition of the Supplier by Ofqual in respect of the TQ under section 132 of the Apprenticeships, Skills, Children and Learning Act 2009;

“Ongoing Development Services” shall have the meaning given in paragraph 2.3 of Part 1 of the Service Requirements;

“Operate” in relation to a qualification means to provide the Services or a material part of the Services, or services replacing the Services or a material part of the Services, or of an equivalent character to the Services or a material part of the Services in relation to any other qualification (whether a TQ or not); and **“Operation”** and other cognate terms shall have a corresponding meaning;

“Operational Delivery Report” means the report referred to in the third row of the first column in the Table in Annex 9 to the Service Requirements and containing the information set out in the third row of the second column of that Table;

“Ordinary Exit” means any termination of this Contract (other than an Early Exit) that occurs as a result of the expiry of the Contract on the Expiry Date (as extended by any Extension Period);

“Outline Content” means the outline content for the TQ developed by the T Level Panel at Annex 3 to the Service Requirements, as amended, supplemented and/or replaced from time to time;

“Parliament” takes its natural meaning as interpreted by Law;

“Party” means the Authority or the Supplier and **“Parties”** means both of them where the context permits;

“Pathway” means a sub-set of a Route, which groups common sets of Occupations into a number of occupational clusters together;

“Performance Monitoring Methodology” means the required evidence and measurement methodology that is to be applied by the Supplier to assess its performance of the relevant part of the Services (including the supply of any Products) to which the KPI in question relates, as such evidence and measurement methodology are set out in the fifth and sixth columns (respectively) of the Table attached at Annex 1 to Schedule 15 (*Monitoring of Performance*);

“Performance Monitoring Period” means the period set out against the relevant KPI in the fourth column of the Table attached at Annex 1 to Schedule 15 (*Monitoring of Performance*);

“Performance Review Meeting” shall have the meaning given in paragraph 3.2 of Schedule 15 (*Monitoring of Performance*);

“Personal Data” means “personal data” (as defined in the GDPR) that are processed under this Contract;

“Portability Purposes” means in order:

- (a) to secure a smooth transition to a Skilled Future Supplier;
- (b) to enable the Authority to procure a Skilled Future Supplier (including inviting competition and/or tenders), and for a potential Skilled Future Supplier to compete openly and effectively in any future competition or tender for, delivery and/or Operation of the TQ currently delivered by the Supplier and/or a Replacement TQ;
- (c) to enable a Skilled Future Supplier to deliver and/or Operate the TQ and/or a Replacement TQ;
- (d) to enable the Authority and/or any Skilled Future Supplier to carry out or have carried out any Continuing Activities, and/or
- (e) to enable a Skilled Future Supplier to supply, to Providers, the TQ and/or Replacement TQ and sufficient information and materials (including Support Materials) for Providers to deliver the TQ in a Transparent manner;

“Post-Results Services” means the Services described in and/or provided pursuant to paragraph 9 of Part 1 of the Service Requirements, including the Additional Services;

“Prescribed Person” means a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in 'Whistleblowing: list of prescribed people and bodies', 5 October 2019, available online at: <https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies-2/whistleblowing-list-of-prescribed-people-and-bodies>;

“Processor” has the same meaning as in the GDPR and **“Processing”** and **“Processed”** shall be interpreted accordingly;

“Product” means each product listed in the first column of the Table in Part 3 of the Service Requirements;

“Product Description” means the description of the Authority’s minimum requirement for the relevant Product set out in the second column of the Table in Part 3 of the Service Requirements, together with such further information, data and/or content as should reasonably be expected by the Supplier having regard to the Authority’s requirements under this Contract and the Supplier’s obligations under clause 3.1 (*How the Services must be supplied*);

“Prohibited Acts” means:

- (a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority or any other public body a financial or other advantage to:
 - (i) induce that person to perform improperly a relevant function or activity; or
 - (ii) reward that person for improper performance of a relevant function or activity;
- (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract; or
- (c) committing any offence:
 - (i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or
 - (ii) under legislation or common law concerning fraudulent acts; or
 - (iii) defrauding, attempting to defraud or conspiring to defraud the Authority or other public body; or
- (d) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;

“Provider” means an organisation that has a grant agreement and/or a contract in place with the ESFA to provide qualifications to Students or that provides such services on a privately funded basis;

“Provider Approval” means approval of the Eligible Provider in accordance with clause 7.1 (*Interaction with Providers*);

“Provider Approval Criteria” means the approval criteria referred to in, and meeting the requirements of, the Product Description for the Provider Approval Criteria;

“Provider Contract” means a contract between an Approved Provider and the Supplier in respect of the TQ meeting the requirements set out in Schedule 17 (*Provider Contract requirements*);

“Provider Services” means the Services, other than the Initial Development Services and the Ongoing Development Services;

“Rate Card” means the Supplier's rate card as set out in Schedule 6 (*Pricing Schedule*);

“Reasonable Adjustments” shall have the meaning given in SR 2.4 of Service Requirement 2 (as defined in the Service Requirements);

“Recipient Party” means the Party which receives or obtains directly or indirectly Confidential Information;

“Regulated” means the regulation by Ofqual of a qualification which has been Accredited and **“Regulation”** shall be authorised accordingly;

“Regulations” means the Concession Contracts Regulations 2016;

“Relevant Competence” means being a reasonably skilled and competent Awarding Organisation with access to appropriate tools, systems and platforms to operate technical qualifications;

“Relevant Employees” means those employees whose contracts of employment transfer with effect from the Relevant Transfer Date to the Authority or a Replacement Supplier by virtue of the application of TUPE;

“Relevant Requirements” means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;

“Relevant Transfer” means a transfer of employment to which TUPE applies;

“Relevant Transfer Date” means in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;

“Reminder Notice” means a written notice sent in accordance with clause 4.8 (*Pricing and payments*) given by the Supplier to the Authority providing notification that payment has not been received on time, which must be addressed to the Authority Authorised Representative, must set out the sum due, must reference this Contract and clause 4 (*Pricing and payments*) and attach a copy of the relevant valid invoice;

“Replacement Subcontractor” means a Subcontractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Subcontractor of any such Subcontractor);

“Replacement Services” means any services which are substantially similar to any of the Services (including the supply of any Products) and which the Authority receives in substitution for any of the Services, whether those services are provided by the Authority internally and/or by any third party;

“Replacement Supplier” means any third party provider of Replacement Services appointed by or at the direction of the Authority from time to time, or where the Authority is providing Replacement Services on its own account, shall also include the Authority;

“Replacement TQ” means a technical education qualification forming part of the T Levels Programme to replace either: (i) the TQ which is the subject of this Contract; or (ii) the equivalent technical qualification which is the subject of a contract with a Future Supplier;

“Request for Information” means a request for information or an apparent request for information relating to this Contract or an apparent request for such information under the FOIA or the EIRs;

“Required Insurances” means the insurances that must be held by the Supplier as required by the Authority meeting the requirements set out in Schedule 19 (*Required Insurances*);

“Resource Plan” means the Resource Plan prepared by the Supplier as part of the Supplier’s Response in relation to the Supplier Staff that shall be utilised (and the manner in which such Supplier Staff shall be utilised) by the Supplier in the performance of the Services and which, as at the Effective Date, is set out in Schedule 3 (*Implementation*), as such plan is, subject to paragraph 2.5 of Part 1 of the Service Requirements, developed and amended from time to time to fully meet the requirements of the Product Description for the “Resource Plan”;

“Re-Submission” shall have the meaning given in clause 5.12.2(i) (*Developing the TQ and achieving IfATE Approval and Accreditation*);

“Risk Register” means the risk register referred to in, and meeting the requirements of, the Product Description for the Risk Register;

“Route” means the broadest category of Occupations in an Occupational Map, typically covering an industrial area;

“Route Panel” means the Authority’s panel responsible for managing the development of the Outline Content, details of which can be found at <https://www.gov.uk/government/publications/t-level-panels-membership>;

“Scheme of Assessment” means the scheme of assessment referred to in, and meeting the requirements of, the relevant part of the Product Description for the TQ Specification;

“Security Policy” means the Authority’s security policy, in force as at the Effective Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;

“Serious Fraud Office” means the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;

“Services” means the services as described in the Service Requirements (including the Additional Services);

“Service Failure” shall have the meaning given in paragraph 2.2 of Schedule 15 (*Monitoring of Performance*);

“Service Requirements” means the Authority’s requirements for the Services (including the supply of the Products) as set out in Schedule 2 (*Service Requirements*);

“Service Transfer” means any transfer of the Services (or any part of the Services), for whatever reason, from the Supplier or any Subcontractor to a Replacement Supplier or a Replacement Subcontractor;

“Service Transfer Date” means the date of a Service Transfer;

“Skilled Future Supplier” means a Future Supplier with Relevant Competence;

“Special Consideration” shall have the meaning given in SR 2.5 of Service Requirement 2 (as defined in the Service Requirements);

“Specific Change in Law” means a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Services and/or the Products and/or the performance of this Contract is not reasonably foreseeable at the Effective Date. Any change in any Condition of Recognition shall not be a Specific Change in Law;

“Specification of Content” means the specification of the content referred to in, and meeting the requirements of, the relevant part of the Product Description for the TQ Specification;

“Staffing Information” means in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Authority may reasonably request (subject to all applicable provisions of the Data Protection Legislation), but including in an anonymised format:

- (a) their ages, dates of commencement of employment or engagement, gender and place of work;
- (b) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise;

- (c) the identity of the employer or relevant contracting Party;
- (d) their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
- (e) their wages, salaries, bonuses and profit sharing arrangements as applicable;
- (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;
- (g) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
- (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
- (i) copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
- (j) any other “**employee liability information**” as such term is defined in regulation 11 of TUPE;

“**Stakeholders**” means the Authority, the Department, ESFA, Ofqual, Providers, Employers and members of the Route Panels;

“**Standards**” means the description of the Occupation and the outcomes (knowledge, skills and behaviours) which a Student will be expected to attain to successfully achieve competence in that Occupation, as approved and published by the Authority;

“**Storage Media**” means the part of any device that is capable of storing and retrieving data;

“**Student**” means an individual undertaking (or who wishes to undertake) a formal programme of study with an Approved Provider for the T Level of which the TQ forms part;

“Student Information” means information or data relating to an individual Student whether or not the Student can be identified from that information or data;

“Student Related Data” means any information or data relating to Students (including any Student Information) and/or any Provider which is generated and/or acquired by and/or otherwise comes into the possession of the Supplier and/or any Supplier Staff as a result of the performance of the Supplier’s obligations under this Contract;

“Sub-Contract” means any contract or agreement (or proposed contract or agreement), pursuant to which a third party:

- (a) provides the Services and/or supplies any Products (or any part of them) and/or performs the whole or any part of this Contract;
- (b) provides facilities or services necessary for the provision of the Services and/or the supply of any Products (or any part of them) and/or the performs the whole or any part of this Contract; and/or
- (c) is responsible for the management, direction or control of the provision of the Services and/or supply of any Products (or any part of them) and/or the performance of the whole or any part of this Contract;

“Subcontractor” means any person other than the Supplier (and/or an Assessor who is self-employed or who provides services to the Supplier through that Assessor’s own personal service company), who is a party to a Sub-Contract and the servants or agents of that person;

“Submission” means, in respect of the relevant Milestone, the Products set out against that Milestone in the third column of the Table in Annex 7 to the Service Requirements;

“Submission Date” means, in respect of the relevant Milestone, the date set out against that Milestone in the second column of the Table in Annex 7 to the Service Requirements;

“Submission Issues Log” means the issues log referred to in, and meeting the requirements of, the Product Description for the Submission Issues Log;

“Subsequent Transfer” has the meaning given in paragraph 8.1 of Schedule 12 (*Exit Management*);

“Supplier Authorised Representative” means the person referred to in Schedule 20 as such or the representative appointed by the Supplier from time to time in relation to this Contract as notified in writing (which may, in the case of this specific notification, be by email only) to the Authority;

“Supplier Personnel” means all employees of the Supplier (and any subcontractor) who are wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services including the development of the Products;

“Supplier Staff” means all directors, officers, employees, agents, consultants and contractors of the Supplier (including any Assessor who is self-employed or who provides services to the Supplier through that Assessor's own personal service company), any Subcontractor engaged in the performance of the Supplier's obligations under this Contract and any company or organisation noted in the Supplier's Tender as forming part of the consortium which submitted the Supplier's Tender (**“Consortium Member”**) and all directors, officers, employees, agents, consultants and contractors of any such Subcontractor and/or any such Consortium Member engaged in the performance of the Supplier's obligations under this Contract;

“Supplier's Final Supplier Personnel List” means a list provided by the Supplier of all Supplier Personnel whose will transfer under TUPE on the Service Transfer Date;

“Supplier's Provisional Supplier Personnel List” means a list prepared and updated by the Supplier of all Supplier Personnel who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Supplier;

“Supplier's Response” means that part of the Supplier's Tender (including any method statements) which is at Schedule 5 (*Supplier's Response*);

“Supplier's Tender” means the Supplier's selection questionnaire and tender responses submitted in response to the Authority's advertisement in the Official Journal of the European Union (as referred to in the Recitals to this Contract) for a provider of the Services and supplier of the Products, as clarified in writing by the

Supplier to the Authority prior to the date of this Contract in response to any request for clarification issued by the Authority;

“Supplier Termination Event” means:

- (a) the Supplier (i) commits a material Default which is irremediable; or (ii) commits a material Default which is capable of remedy, but which has not been remedied by the Supplier within 30 days of being notified in writing to do so by the Authority;
- (b) a Conflict of Interest arises in connection with the delivery of the Services (and/or the supply of the Products) to which no mitigation acceptable to the Authority can be promptly identified;
- (c) where a right of termination is expressly reserved in this Contract;
- (d) the Supplier is in material Default in respect of any data handling and/or security requirements set out in clauses 12, 17, 18 or Schedule 9 (*Data Handling and Security Management*) (where applicable);
- (e) an Insolvency Event occurring in respect of the Supplier;
- (f) a change of Control of the Supplier unless:
 - (i) the Authority has given its prior written consent (not to be unreasonably withheld or conditioned) to the particular change of Control, which subsequently takes place as proposed; or
 - (ii) the Authority has not served its notice of objection within 6 months of the later of the date on which the change of Control took place or the date on which the Authority was given notice of the change of Control;
- (g) a material failure by the Supplier to comply with legal obligations in the fields of environmental, social or labour law;
- (h) the departure from the Supplier of any of its senior officers or Key Personnel where the Authority has reasonable grounds to believe that such departure will impact or could potentially impact the delivery of the Services and/or the supply of any Products unless the Authority has not served its notice of

objection within 6 months of the date on which the Authority was informed by the Supplier of such departure;

- (i) the Supplier assigns, transfers or otherwise disposes of its rights, obligations and/or liabilities or seeks to assign, transfer or otherwise dispose of its rights, obligations and/or liabilities under the whole or any part of this Contract to a third party in breach of the terms of this Contract (including in breach of the requirements of paragraph 1 of Schedule 8 (*Supply Chain (including approved Subcontractors)*));
- (j) the Supplier is in Default under clause 30.1 (*Preventing Fraud, Bribery and Corruption*);
- (k) the Supplier provided incorrect or misleading information as part of the Supplier's Tender;
- (l) the Supplier or any Subcontractor or Affiliate through its act or omission brings the Authority, the Department and/or the ESFA and/or the T Levels Programme into disrepute and/or diminishes the trust the public places in the Authority, the Department and/or the ESFA;
- (m) Not Used
- (n) an occurrence of any of the circumstances in regulations 44(1) (a) to (c) of the Regulations;
- (o) this Contract has been substantially modified in breach of regulation 43(10) of the Regulations;
- (p) the Authority discovers that the Supplier was in one of the situations in regulations 38(8) to 38(10) of the Regulations at the time this Contract was awarded;
- (q) the Court of Justice of the European Union uses Article 258 of the Treaty on the Functioning of the European Union ("**TFEU**") to declare that this Contract should not have been awarded to the Supplier because of a serious breach of the TFEU or the Regulations;
- (r) a Critical Service Failure occurs; or

- (s) the Supplier fails to comply with clause 34.2 (*Tax*) or fails to provide details of steps being taken and mitigating factors pursuant to clause 34.2 (*Tax*) which in the reasonable opinion of the Authority are acceptable;

“Support Materials” means teaching support materials intended for a Provider or Student audience, such as textbooks, and any other materials which the Authority agrees in writing to be Support Materials;

“Target Service Level” means the target performance level set out against the relevant KPI in the third column of the Table attached at Annex 1 to Schedule 15 (*Monitoring of Performance*);

“Technical Qualifications Explanatory Note” means an explanation of TQs, their purpose and how they are delivered;

“Term” means the period commencing on the Effective Date and ending on the End Date;

“Termination Notice” means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract on a specified date and setting out the grounds for termination;

“Third Party” means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Effective Date;

“Third Party IPR” means Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Services and/or supplying the Products;

“TQ” means the technical education qualification element of the T Level in respect of the Pathway that is (amongst other things) designed, developed and delivered under this Contract;

“TQ Assignment and Licence” means the assignment and licence in respect of certain Intellectual Property Rights in relation to the TQ in the form set out in Schedule 14 (*Form of Assignment and Licence*);

“TQ Change” means any change or variation to the content of the TQ;

“TQ Content Updating Schedule” means the schedule of dates set out in Annex 6 to the Service Requirements (or such other dates as may be agreed by the Authority from time to time) applicable to the relevant Inclusive TQ Change or Exclusive TQ Change (as the case may be);

“TQ Core Component” means the core component of the TQ referred to in the Outline Content;

“TQ Deliverables” means:

- (a) in the period prior to the Supplier making available the Grade Standard Exemplification Materials referred to in paragraph 6.2.2 of Part 1 of the Service Requirements, the Approved Initial TQ Deliverables; and
- (b) in the period following the Supplier making available the Grade Standard Exemplification Materials referred to in paragraph 6.2.2 of Part 1 of the Service Requirements:
 - (i) the Approved Initial TQ Deliverables (other than the Guide Standard Exemplification Materials); and
 - (ii) the Grade Standard Exemplification Materials,

in each case, as amended in accordance with this Contract;

“TQ Development Meeting” shall have the meaning given in clause 5.4 (*Developing the TQ and achieving IfATE Approval and Accreditation*);

“TQ Live Assessment Materials” shall have the meaning given in Schedule 2 (*Service Requirements*);

“TQ Specification” means the Specification of Content, the Scheme of Assessment and the Approved Provider’s Quality Assurance Process;

“TQ Specimen Assessment Materials” means the specimen assessment materials referred to in, and meeting the requirements of, the Product Description for the TQ Specimen Assessment Materials;

“T Level” means the technical study programme known as a “T Level”;

“T Level Awarding Organisations” shall have the meaning given in paragraph 1.1 of Schedule 4 (*Co-operation*);

“T Level Branding Guidelines” means the Authority’s written guidelines prescribing the permitted form and manner in which the trade marks (the “Mark” as defined within the T Level Trade Mark Licence) may be used and setting out how the Supplier branding may be used in relation to materials used in the operation of the TQ or to promote the TQ, a copy of which is set out in the document entitled S16_T_Level_Branding_Guidelines, including any amendments or additions notified by the Authority to the Supplier from time to time, provided that the Authority shall where possible provide reasonable notice in writing to the Supplier of any proposed amendments or additions to such guidelines;

“T Level Panel” means the group of Employers, professionals and practitioners appointed to advise on the content of the T Level of which the TQ forms part;

“T Level Trade Mark Licence” means the trade mark licence granted pursuant to Schedule 16 (*Logos and Trademarks – T Level Trade Mark Licence*);

“T Levels Programme” means the programme of technical education in England managed by the Authority and known as “T Levels”;

“Transferable Contracts” means Sub-Contracts, or other agreements which are necessary to enable the Authority or any Replacement Supplier to provide the Services and/or develop, maintain or supply the Products or the Replacement Services, including all relevant Documentation;

“Transferring Supplier Employee” means those employees whose contract of employment will be transferred to the Authority or a Replacement Supplier pursuant to TUPE on expiry or termination of this Contract;

“Transition Period” means the period from a Replacement Supplier commencing any aspects of development or delivery of the TQ to the End Date, eg from the point when the Replacement Supplier has been awarded a contract for provision of the TQ, but while this Contract remains in place for existing Students;

“Transparency Information” has the meaning given to it in clause 19 (*When information can be shared*);

“Transparency Reports” means: (i) the Management Information relating to the Services and performance of this Contract which the Supplier is required to provide to the Authority in accordance with the reporting requirements set out in the Service Requirements; and (ii) the output of any survey commissioned by the Authority in connection with the performance of the Supplier under this Contract;

“Transparent” means that Students and Employers will regard the TQ delivered by a Future Supplier as materially the same as the TQ delivered and operated by the (existing) Supplier;

“TUPE” means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law;

“TUPE Information” has the meaning given in paragraph 8.5 of Schedule 12 (*Exit Management*);

“Variation” means any variation or change to this Contract which is not an Inclusive TQ Change;

“Variation Form” means the form set out in Schedule 11 (*Change Management*);

“VAT” means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and

“Working Day” means any day other than a Saturday or Sunday or public holiday in England and Wales.

Schedule 2

Service Requirements

The content for this Schedule is contained in the document entitled S2_Lot7_Service_Requirements..

Schedule 3

Implementation

The content for this Schedule is contained in the documents entitled S3_Lot7_Implementation_Plan and S3_Lot7_Resource_Plan.

Schedule 4

Co-operation

1 Objective of the joint arrangements

1.1 The Supplier shall cooperate, coordinate and seek to agree certain arrangements with all third party Awarding Organisations involved in the delivery of the technical education qualification element of each T Level forming part of the T Levels Programme ("**T Level Awarding Organisations**") from time to time with the aim of:

1.1.1 ensuring the quality, consistency, efficiency and effectiveness of the T Levels Programme as a whole; and

1.1.2 in the interest of Students and Providers, streamlining administration relating to the T Levels Programme.

1.2 The Supplier shall ensure that all activities carried out by it under this Schedule appropriately take into account the views of each T Level Awarding Organisation (including T Level Awarding Organisations appointed subsequent to the appointment of the Supplier) and do not risk or result in:

1.2.1 a disproportionate burden falling on any given T Level Awarding Organisation or on Providers; and/or

1.2.2 a disproportionate burden (whether by any act or omission on the part of the Supplier) on Providers and/or Students.

2 Joint arrangements

2.1 In particular, the Supplier shall (at its own cost):

2.1.1 attend a meeting convened by the Authority (on reasonable prior notice and at least once per calendar quarter) with all other T Level Awarding Organisations to discuss progress on coordination efforts including the activities set out below, and to make decisions relating to any outstanding areas of coordination;

- 2.1.2 in order to minimise the administrative burden on Providers, cooperate with all other T Level Awarding Organisations to coordinate and deliver an efficient method of both regular and ad hoc inspections (on an ongoing basis) of the delivery by Approved Providers of the technical education qualification element of each T Level, to ensure that the relevant Approved Providers continue to meet the requirements of their Provider Approval by the Supplier and equivalent approval by other T Level Awarding Organisations, provided always that where, as a result of such cooperation and/or coordination it is necessary for the Supplier to amend and/or modify that part of the Supplier's Response to which the provisions of paragraph 3.1.2 of Part 1 of the Service Requirements apply, then the Supplier shall obtain Approval to such amendment and/or modification;
- 2.1.3 coordinate and seek to agree with all other T Level Awarding Organisations (at the earliest possible date) common rules and guidance applicable to the teaching and assessment of and provision of Post-Results Services for the technical education qualification element of each T Level with the aim of having aligned rules, guidance and Post-Results Services, where appropriate, across the T Levels Programme, addressing topics such as conducting examinations;
- 2.1.4 share information between T Level Awarding Organisations as necessary (subject to the relevant obligations on confidentiality in this Contract) to:
- (i) facilitate the joint arrangements anticipated by this Schedule;
 - (ii) enable transfer of achievement of the TQ Core Component of a T Level between T Level Awarding Organisations; and
 - (iii) enable results analysis in respect of the Route of which the TQ forms part;
- 2.1.5 where possible, utilise systems in the delivery of the Services which are interoperable with those utilised by other T Level

Awarding Organisations so as to facilitate the portability of the Services to any Future Supplier;

- 2.1.6 coordinate and seek to agree with all other T Level Awarding Organisations pre-assessment access arrangements for T Levels to ensure equivalence of approach between T Level Awarding Organisations;
- 2.1.7 adopt a common process and, where possible, system, to that used by other T Level Awarding Organisations for applications for access arrangements for T Levels to be made and considered for the benefit of Students;
- 2.1.8 coordinate and seek to agree with all other T Level Awarding Organisations a common process and approach and, where possible, system to that used by other T Level Awarding Organisations, to manage and/or facilitate Reasonable Adjustments and/or applications for Special Consideration to ensure equivalence of approach between T Level Awarding Organisations;
- 2.1.9 seek to agree between T Level Awarding Organisations a Key Dates Schedule, such schedule to be developed in consultation with the Department, GCE Awarding Organisations, Providers and UCAS and to be Approved by the Authority;
- 2.1.10 attend regular meetings (at least once per calendar month unless otherwise notified by the Authority) with all other T Level Awarding Organisations to discuss operational issues in relation to the T Level Programme; and
- 2.1.11 where notified by the Authority, work with other T Level Awarding Organisations responsible for TQs in the same Route with the aim to, where appropriate, harmonise the common TQ Core Component across that Route.

3 Disputes relating to joint arrangements

- 3.1 In the event the Supplier contends that it is unable to meet its obligations under this Schedule as a result of the action or inaction of one or more third party T Level Awarding Organisation, the Supplier shall seek to resolve such matter with the relevant T Level Awarding Organisation(s). In the event that the Supplier is unable to resolve such matter, having used its reasonable endeavours to do so, the Supplier shall promptly notify the Authority in writing with the relevant details including the steps taken to attempt to resolve the matter, and the Authority shall use its reasonable endeavours to promptly resolve such matter.
- 3.2 In the event that a third party T Level Awarding Organisation contends that it is unable to meet its joint arrangement obligations as a result of the action or inaction of the Supplier, then the Supplier shall comply with the reasonable instructions of the Authority in relation to such action or inaction.
- 3.3 Nothing in this Schedule (including any failure to agree any matters referred to in paragraph 2 of this Schedule) shall operate to reduce or otherwise diminish the Supplier's obligations and/or the Authority's rights under this Contract.

4 Reporting

- 4.1 The Supplier shall, on request by the Authority, promptly provide a written report to the Authority setting out its progress in achieving the joint arrangements set out in paragraph 2 of this Schedule.

Schedule 5

Supplier's Response

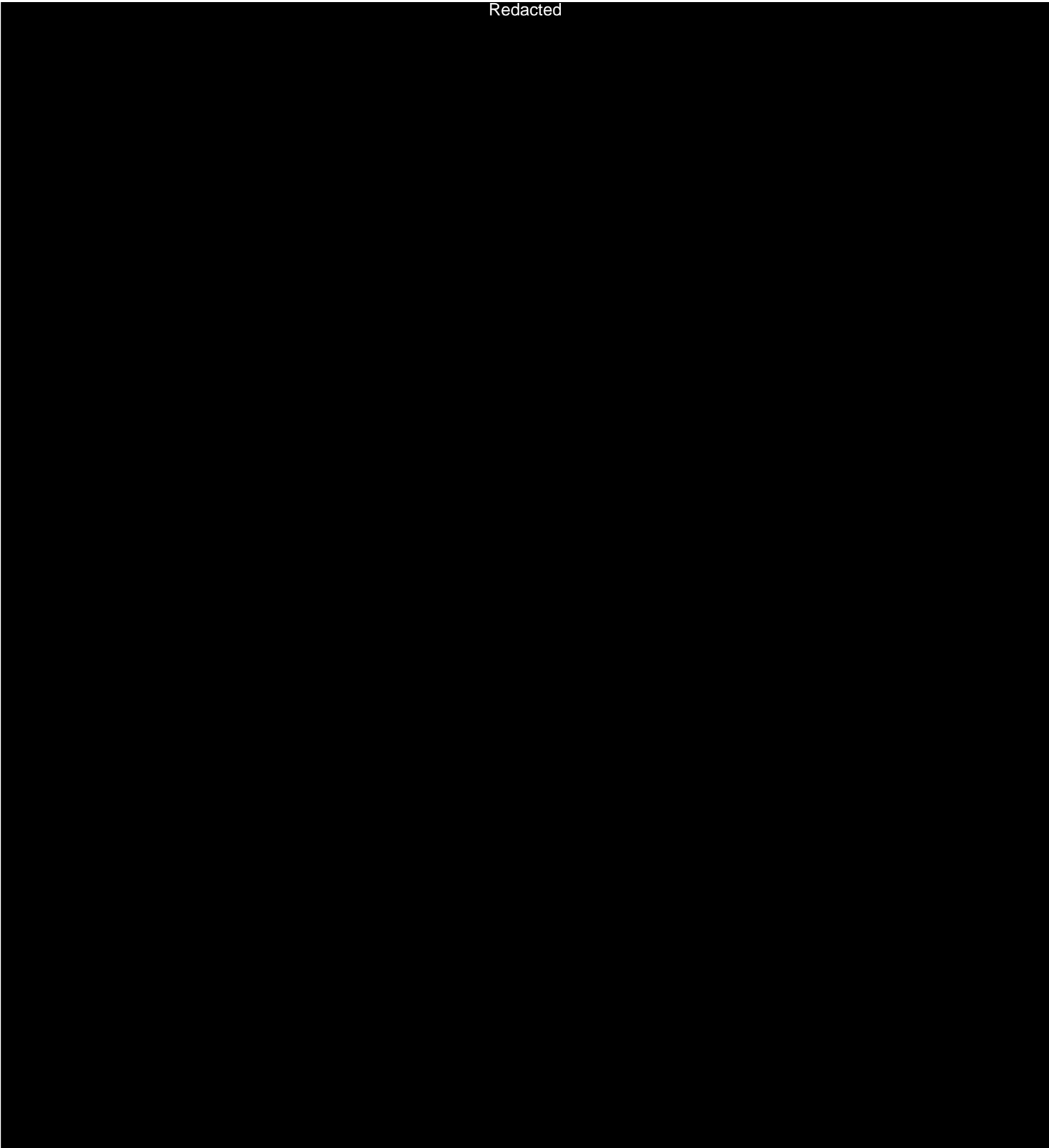
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Schedule 6

Pricing Schedule

Redacted



Schedule 7

Staff (including Key Personnel)

1 Staff – no transfer on Effective Date

- 1.1 The Parties agree that at the Effective Date, TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier.
- 1.2 If any person who is an employee of the Authority or a Third Party claims, or it is determined, that their contract of employment has been transferred from the Authority or Third Party to the Supplier or a Subcontractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned, then:
 - 1.2.1 the Supplier will, within 7 days of becoming aware of the situation, give notice in writing to the Authority;
 - 1.2.2 the Authority or Third Party may offer employment to such person within 28 days of the notification by the Supplier;
 - 1.2.3 if such offer of employment is accepted, the Supplier or a Subcontractor shall immediately release the person from their employment;
 - 1.2.4 if, after that period specified in paragraph 1.2.2 above has elapsed, no offer of employment has been made by the Authority or Third Party, or such offer has been made by the Authority or Third Party but was not accepted within a reasonable time, the Supplier or Subcontractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of that person and will (where relevant) be obliged to apply Fair Deal for Staff Pensions in respect of that person.

2 Staff – in the event of transfer on start Date

- 2.1 The Supplier shall procure that, if relevant, each of its Subcontractors shall comply with the provisions in this paragraph 2 as if references to the Supplier were to the Subcontractor.
- 2.2 Notwithstanding the provisions of paragraph 1 (*Staff – no transfer on Effective Date*), in the event that any employees of the Authority or a Third Party transfer to the Supplier or a Subcontractor pursuant to TUPE and are employed by the Supplier or Subcontractor in accordance with paragraph 1.2.4, the Authority shall (subject to paragraph 2.3) indemnify and keep indemnified the Supplier and any Subcontractor against any losses, except indirect losses, incurred by the Supplier and any Subcontractor in connection with any claim or demand by any such individuals arising out of the employment of any of them prior to the Effective Date.
- 2.3 The Supplier shall be liable for and indemnify and keep indemnified the Authority and any Third Party against any Employee Liability arising from or as a consequence of:
 - 2.3.1 any proposed changes to terms and conditions of employment the Supplier or Subcontractor may consider making on or after the Effective Date; and
 - 2.3.2 any failure by the Supplier to comply with its obligations under paragraph 1.2.4 of this Schedule.

3 Key Personnel

- 3.1 The Supplier shall ensure that the Key Personnel fulfil the Key Roles during the Term. The Annex to this Schedule 7 lists the Key Roles, remit and names of the persons who the Supplier shall appoint to fill those Key Roles at the Effective Date.
- 3.2 The Authority can identify any further roles as being Key Roles and, following agreement on this by the Supplier (such agreement not to be unreasonably withheld or delayed) any relevant person selected to fill those Key Roles (and details of the role itself) shall be included on the list of Key Personnel in the Annex to this Schedule 7.

- 3.3 The Supplier shall not remove or replace any Key Personnel (including when carrying out its obligations under Schedule 12 (*Exit Management*)) unless:
- 3.3.1 requested to do so by the Authority;
 - 3.3.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave;
 - 3.3.3 the person's employment or contractual arrangement with the Supplier or a Subcontractor is terminated for material breach of contract by the employee; or
 - 3.3.4 the Supplier obtains Approval (such Approval not to be unreasonably withheld or delayed).
- 3.4 The Supplier shall:
- 3.4.1 notify the Authority promptly of the absence of any Key Personnel (other than for short-term sickness or holidays of 2 weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
 - 3.4.2 ensure that any Key Role is not vacant for any longer than 10 Working Days;
 - 3.4.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Personnel and, except in the cases of death, unexpected ill health or a material breach of the Key Personnel's employment contract, this will mean at least 60 Working Days' notice;
 - 3.4.4 ensure that all arrangements for planned changes in Key Personnel provide adequate periods during which incoming and outgoing personnel work together to transfer responsibilities and ensure that such change does not have an adverse impact on the performance of the Services and/or supply of any Products; and
 - 3.4.5 ensure that any replacement for a Key Role:

- (i) has a level of qualifications and experience appropriate to the relevant Key Role; and
- (ii) is fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced.

4 Staff vetting

4.1 For the purposes of this paragraph 4, “**Convictions**” means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding-over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act).

4.2 The Supplier shall ensure that all potential Supplier Staff or persons performing any of the Services during the Term who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with Students or vulnerable persons (and/or access to data or information relating to such Students or vulnerable persons) are, to the extent permitted by Law:

4.2.1 questioned concerning their Convictions; and

4.2.2 required to obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) where required by Law,

before the Supplier engages the potential staff or persons in the provision of the Services.

4.3 The Supplier shall take all necessary steps to ensure that such potential staff or persons referred to in paragraph 4.2 obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Supplier’s cost and expense.

4.4 The Supplier shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Authority’s prior written consent if:

- 4.4.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with paragraph 4.2.1;
 - 4.4.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with paragraph 4.2.2; or
 - 4.4.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Supplier under paragraph 4.2.2.
- 4.5 In addition to the requirements of paragraphs 4.1 to 4.4, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Supplier shall:
 - 4.5.1 comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
 - 4.5.2 ensure that it has no reason to believe that any member of Supplier Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
 - 4.5.3 ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to Students or any other person.
- 4.6 The Supplier shall ensure that the Authority is kept advised at all times of any member of the Supplier Staff who, subsequent to their commencement of employment as a member of the Supplier Staff receives a Conviction or whose previous Convictions become known to the Supplier or whose conduct or records indicate that they are not suitable to carry out any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to Students or any other person. The Supplier shall only be entitled to continue to engage or employ such individual with the Authority's written consent and with such safeguards being put in place as the Authority

may reasonably request. Should the Authority withhold consent the Supplier shall immediately remove such individual from the Supplier Staff.

- 4.7 The Supplier shall immediately provide to the Authority any information that the Authority reasonably requests to enable the Authority to satisfy itself that the obligations set out in paragraphs 4.1 to 4.6 of this Schedule have been met.
- 4.8 For Supplier Staff appointed following the Effective Date who shall or may have access to IfATE Data, in addition to meeting its obligations under this paragraph 4, the Supplier shall carry out pre-employment screening meeting the HMG Baseline Personnel Security Standard (BPSS) or equivalent in accordance with Schedule 9 (*Data Handling and Security Management*).

Annex to Schedule 7

List of Key Personnel

Redacted



Schedule 8

Supply Chain (including approved Subcontractors)

1 Appointment of Key Subcontractors

- 1.1 Where the Supplier wishes to enter into a Key Sub-Contract or replace a Key Subcontractor, it must obtain Approval, such Approval not to be unreasonably withheld or delayed. For these purposes, the Authority may withhold its Approval to the appointment of a Key Subcontractor if it reasonably considers that:
 - 1.1.1 the appointment of a proposed Key Subcontractor may prejudice the provision of the Services and/or the supply of the Products or may be contrary to the interests of the Authority and/or the TQ;
 - 1.1.2 the proposed Key Subcontractor is unreliable and/or has not provided reasonable services to its other customers or clients;
 - 1.1.3 the proposed Key Subcontractor employs unfit persons; or
 - 1.1.4 the proposed Key Subcontractor should be excluded in accordance with clause 14.7 (*Ending or extending this Contract*).
- 1.2 The Authority confirms its Approval of the appointment of the Key Subcontractors listed in Annex 1 to this Schedule 8.
- 1.3 Except where the Authority has given its Approval otherwise, the Supplier shall ensure that each Key Sub-Contract shall include:
 - 1.3.1 provisions which will enable the Supplier to discharge its obligations under this Contract;
 - 1.3.2 a right for the Authority to enforce any provisions under the Key Sub-Contract which are capable of conferring a benefit upon the Authority;
 - 1.3.3 a provision enabling the Authority to enforce the Key Sub-contract as if it were the Supplier;

- 1.3.4 a provision enabling the Supplier to assign, novate or otherwise transfer any of its rights and/or obligations under the Key Sub-Contract to the Authority or any Replacement Supplier without restriction (including any need to obtain any consent or approval) or payment by the Authority; and
- 1.3.5 obligations no less onerous on the Key Subcontractor than those imposed on the Supplier under this Contract:
- (i) under clause 17 (*Data protection and information*);
 - (ii) under clause 19 (*When information can be shared*);
 - (iii) in respect of any obligation not to bring the Authority, the Department or the ESFA and/or the T Levels Programme into disrepute and/or otherwise diminish the trust that the public places in the Authority, the Department or the ESFA, as set out in clause 3.1.9 (*How the Services must be supplied*); and
 - (iv) in respect of the keeping of records and provision of information (including (as applicable) Management Information) in relation to that part of the Services being provided and/or those Products being supplied under the Key Sub-Contract.

- 1.4 The Supplier shall, as soon as reasonably practicable following a request by the Authority, provide a copy of any proposed Key Sub-Contract (and/or any Key Sub-Contract which it has entered into) to demonstrate compliance by the Supplier with its obligations under this paragraph 1.

2 Subcontractor information

- 2.1 If the Authority asks the Supplier for details about Subcontractors, the Supplier must provide details of Subcontractors at all levels of the supply chain including:
- 2.1.1 their name;
 - 2.1.2 the scope of their appointment; and

2.1.3 the duration of their appointment.

Annex 1 to Schedule 8

Key Subcontractors

Redacted



Schedule 9

Data Handling and Security Management

- 1 The Supplier shall maintain Cyber Essentials certification and shall operate an Information Security Management System in relation to the Services that is compliant with ISO 27001 (the International Standard for Information Security Management Systems) or an equivalent standard.
- 2 The Supplier shall have in place and maintain physical security, in line with the requirements outlined in ISO 27002 (the International Standard describing the Code of Practice for Information Security Controls), including entry control mechanisms (e.g. door access) to premises and sensitive areas.
- 3 The Supplier shall have in place and maintain an access control policy and process for the logical access (e.g. identification and authentication) to IT systems to ensure only authorised personnel have access to IfATE Data.
- 4 The Supplier shall have in place and shall maintain procedural, personnel, physical and technical safeguards to protect IfATE Data, including: physical security controls; Good Industry Practice policies and processes; anti-virus and firewalls; security updates and up-to-date patching regimes for anti-virus solutions, operating systems, network devices and application software; user access controls; and the creation and retention of audit logs of system use.
- 5 The Supplier shall carry out and shall maintain records of appropriate technical risk assessments in respect of all aspects of the Supplier's handling of IfATE Data. The Supplier shall provide such records to the Authority on request and shall ensure that such records are capable of demonstrating to the Authority's reasonable satisfaction that appropriate procedures are in place to address any significant risks identified.
- 6 The Supplier shall ensure that IfATE Data is processed and stored in a manner which enables such IfATE Data to be identified and securely deleted when required. The Supplier shall ensure that IfATE Data which is not in electronic form is kept physically separate from the data of the Supplier and any of the Supplier's other customers.

- 7 Any IfATE Data transferred by the Supplier using electronic transfer methods across public space or cyberspace, including mail and courier systems, or third party provider networks must be encrypted to an encryption standard meeting Transport Layer Security (TLS) 1.2 or later.
- 8 Storage of IfATE Data on any portable devices or media shall be limited to the absolute minimum required to deliver the stated requirement and shall be subject to paragraphs 9 and 10 below.
- 9 Any portable removable media (including pen drives, flash drives, memory sticks, CDs, DVDs, or other devices) which handle, store or process IfATE Data to deliver or support the Services, shall be under the control and configuration management of the Supplier, shall be necessary to deliver the Services and shall be encrypted to the Advanced Encryption Standard (AES) 256 or equivalent.
- 10 All portable IT devices (including laptops, tablets, smartphones or other devices, such as smart watches) which handle, store or process IfATE Data to deliver and support the Services, shall be under the control and configuration management of the Supplier, shall be necessary to deliver the Services and shall be full-disk encrypted to the Advanced Encryption Standard (AES) 256 or equivalent.
- 11 Whilst in the Supplier's care, all removable media and hardcopy paper documents containing IfATE Data must be handled securely and secured under lock and key when not in use and shall be securely destroyed when no longer required, using either a cross-cut shredder, a professional secure disposal organisation or an equivalent secure disposal method.
- 12 When necessary to hand-carry removable media and/or hardcopy paper documents containing IfATE Data, the media or documents being carried shall be kept under cover and transported in such a way as to ensure that no unauthorised person has either visual or physical access to the material being carried. This paragraph shall apply equally regardless of whether the material is being carried inside or outside of the Supplier's premises.
- 13 The Supplier shall ensure throughout the Term that it is in a position (and is able to demonstrate to the Authority's reasonable satisfaction that it is in a

position) to provide a complete copy of all IfATE Data at the Authority's request at any time and on the termination or expiry of the Contract.

- 14 At the end of the Contract or in the event of equipment failure or obsolescence, all IfATE Data, in either hardcopy or electronic format, that is physically held or logically stored on the Supplier's IT infrastructure must be securely sanitised or destroyed and accounted for in a manner that ensures that the relevant data is not retrievable using normally available methods and/or tools and which allows the Supplier to demonstrate its compliance with this paragraph 14 at the Authority's request. Where sanitisation or destruction is not possible for legal, regulatory or technical reasons, then the Supplier shall protect the Authority's information and data until such time that it can be securely cleansed or destroyed.
- 15 Access by Supplier Staff to IfATE Data shall be confined to those individuals who have a "need-to-know" in order to carry out their role and have undergone pre-employment screening appropriate to the nature and sensitivity of the IfATE Data and, for Supplier Staff appointed following the Effective Date, have undergone pre-employment screening which is at least equivalent to the HMG Baseline Personnel Security Standard (BPSS).
- 16 All Supplier Staff who handle IfATE Data must have annual awareness training in protecting information.
- 17 The Supplier shall have in place robust business continuity arrangements and processes including IT disaster recovery plans and procedures to ensure that the delivery of the Services is not adversely affected in the event of an incident (as set out in the Supplier's Business Continuity Plan). An incident shall be defined as any situation that might, or could lead to, a disruption, loss, emergency or crisis to the Services. Upon request from the Authority, the Supplier will provide evidence of the effectiveness of their business continuity arrangements and processes including IT disaster recovery plans and procedures. This should include evidence that the Supplier has tested or exercised these plans within the last 12 months and produced a written report of the outcome, including required actions.
- 18 Any suspected or actual breach of the confidentiality, integrity or availability of IfATE Data being handled in the course of providing the Services, or any non-

compliance with security standards pertaining to the Services, shall be investigated immediately and escalated to the Authority. The Supplier shall maintain audit records and event logs in respect of any such security events in accordance with documented retention policies approved by the Authority.

- 19 The Supplier shall ensure that any IT systems and hosting environments that are used to handle, store or process IfATE Data shall be subject to independent penetration testing, to take place within the three month period immediately prior to the start of each Academic Year, to test the security of such systems and hosting environments, by a penetration testing provider that is CHECK, CREST or TIGER scheme approved. The Supplier shall include a summary of the findings of such penetration testing and the details of any necessary remedial work carried out in the annual penetration testing report required under Schedule 2 (*Service Requirements*). In the event of security issues being identified which are ranked as “high” importance or above, the Supplier shall notify the Authority as soon as reasonably possible (and in any event within 2 Working Days), shall promptly remedy such issues, and shall promptly carry out a follow-up remediation test at the Authority’s request.
- 20 The Supplier shall ensure that any consumer-off-the-shelf software used in relation to the IfATE Data or otherwise to deliver the Services is kept up-to-date and subject to mainstream support.
- 21 The Supplier shall procure and implement security patches to address any vulnerabilities in the IT systems used to handle the IfATE Data or to deliver the Services, within a period of time appropriate to the risk the vulnerability presents.
- 22 The Supplier shall not without the prior written agreement of the Authority store any IfATE Data outside of the UK or perform any form of IT management, support or development function from outside the UK. The Supplier shall provide the Authority with full details of any proposal to do so and shall not go ahead with any such proposal without the prior written agreement of the Authority.
- 23 The Supplier shall undergo appropriate security assurance activities as may reasonably be determined by the Authority from time to time and shall support

the provision of appropriate evidence of assurance and the production of the necessary security documentation. This will include obtaining any necessary professional security resources required to support the Supplier's security assurance activities.

- 24 The Supplier shall have in place and maintain a secure system for data exchange sufficient to enable the Supplier to make all required Management Information and Ofqual information returns in relation to the TQ and the Services.
- 25 The Supplier shall ensure that any of their Subcontractors, third party suppliers or partners (including any Assessor who is self-employed or who provides services to the Supplier through that Assessor's own personal service company) who could potentially access any IfATE Data meet all of the requirements in this Schedule as they apply to the Supplier and shall contractually enforce such requirements onto any such Subcontractors, third party suppliers or partners (including any Assessor who is self-employed or who provides services to the Supplier through that Assessor's own personal service company).

Schedule 10

Business Continuity

Redacted



Schedule 11

Change Management

Variation Form

Variation Form / change control note (CCN) No:	Contract:	Effective Date of Variation:
Initiated by: Change requested by [Supplier OR Authority]		
Date of request:		
Period of validity: This Variation Form is valid for acceptance until [DATE].		
Reason for change:		
Description and impact of the change (including to delivery and performance):		
Time limit for Impact Assessment:		
Required amendments to wording of Contract or Schedules:		
Adjustment to Charges resulting from change:		
Supporting or additional information:		
SIGNED ON BEHALF OF THE AUTHORITY	SIGNED ON BEHALF OF THE SUPPLIER	
Signature:	Signature:	
Name:	Name:	
Position:	Position:	

Date:	Date:
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Schedule 12

Exit Management

PART A: GENERAL

1 Exit Plan

1.1 The Supplier shall, within two Months after the Effective Date, deliver to the Authority an initial Exit Plan (adopting and updating the form of plan at Annex 1 to Schedule 12) that:

1.1.1 sets out the Supplier's proposed methodology for achieving an orderly transfer of the Services to the Authority and/or its Replacement Supplier on the expiry or termination of this Contract;

1.1.2 complies with the requirements set out in paragraph 1.3 below; and

1.1.3 is otherwise reasonably satisfactory to the Authority.

1.2 The Authority shall consider the initial Exit Plan and shall notify the Supplier of any amendments it believes are necessary. The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within 30 Working Days of the Authority requesting any amendments, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

1.3 The Exit Plan shall set out, as a minimum:

1.3.1 how the Exit Information will be obtained;

1.3.2 separate mechanisms for dealing with Ordinary Exit, Early Exit and Emergency Exit, with the provisions relating to Early Exit and Emergency Exit prepared on the assumption that the Supplier may be unable to provide the full level of assistance that is required by the provisions relating to Ordinary Exit, and to include in the case

of Early Exit and Emergency Exit, provision for the supply by the Supplier of all such reasonable assistance as the Authority shall require to enable the Authority or its sub-contractors to provide the Services;

- 1.3.3 the management structure to be employed during the transfer of the Services in the event of each of an Ordinary Exit, an Early Exit and an Emergency Exit;
- 1.3.4 a detailed description of the transfer processes, including a timetable, applicable in the case of each of an Ordinary Exit, an Early Exit and an Emergency Exit;
- 1.3.5 steps the Supplier will take to mitigate the potential for and/or costs of any redundancies (if applicable) of any individual employed by either the Supplier or any Subcontractor in the provision of the Services in the event of each of an Ordinary Exit, an Early Exit and an Emergency Exit; and
- 1.3.6 without prejudice to the Supplier's obligations elsewhere in this Schedule, the scope of any further termination-related assistance that may reasonably be required by the Authority to achieve an orderly transfer of the Services to the Authority and/or its Replacement Supplier in the case of each of an Ordinary Exit, an Early Exit, and an Emergency Exit.

2 Updates to the Exit Plan

- 2.1 The Supplier shall review and (if appropriate) update the Exit Plan:
 - 2.1.1 following IfATE Approval;
 - 2.1.2 at least once every Academic Year;
 - 2.1.3 whenever there is a material change to the Services (including any TQ Change); and

2.1.4 within 10 Working Days of the service of a Termination Notice,

and consider what changes (if any) are necessary to reflect the current state of the Services and the TQ at the relevant point in time and to ensure that the Exit Plan meets the requirements of this Schedule and is capable of being implemented promptly.

2.2 Following each review required under paragraph 2.1, the Supplier shall submit for the Authority's approval a revised draft of the Exit Plan showing any proposed amendments necessary to ensure the Exit Plan continues to meet the requirements of this Schedule. The Authority shall consider each such revised draft and shall notify the Supplier of any further amendments it believes are necessary. The Supplier shall incorporate all reasonable amendments requested by the Authority in a further revised draft of the Exit Plan. If the Parties are unable to agree the contents of a revised Exit Plan within 30 Working Days of the Authority requesting any amendments, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

2.3 When the revised Exit Plan is agreed, it shall be signed by both Parties, following which it shall supersede any previous versions of the Exit Plan.

3 Provision of Exit Information

3.1 The Supplier shall provide to the Authority the Exit Information (as defined in paragraph 3.2 below) in an appropriate documentary form:

3.1.1 within one Month of the date 12 Months prior to the Expiry Date (as extended by any Extension Period);

3.1.2 as soon as reasonably practicable after (and in any event within one Month of) the date of service of a Termination Notice by either Party; and

- 3.1.3 at the Authority's request on reasonable notice at any point during the Term provided that the Authority shall not make such a request more than twice in any 6 month period.
- 3.2 Subject to paragraph 3.3, the information to be provided under paragraph 3.1 shall include all such information as is reasonably necessary and sufficient to enable the Authority and/or any Replacement Supplier to take over and provide the Services and the TQ following the expiry or termination of this Contract (the "**Exit Information**"), and in particular shall include:
- 3.2.1 details of all Supplier third party contracts or licences used for the provision of the Services (including any Transferable Contracts) including, where applicable, whether such contracts or licences are used by the Supplier to provide services to other customers of the Supplier, save to the extent these details are subject to an obligation of confidence to a third party that is not part of the Supplier's corporate group;
- 3.2.2 details of all the Intellectual Property Rights used in the provision of the Services or developed as part of the Services;
- 3.2.3 details of any IfATE Data that is in the possession or control of the Supplier or any Subcontractors or that is otherwise used in the provision of the Services;
- 3.2.4 details of any Key Materials and Ancillary Materials;
- 3.2.5 details of any ongoing projects or other work carried out under this Contract; and
- 3.2.6 in respect of all individuals engaged in providing the Services, such information as the Authority may reasonably request (subject, at all times, to any relevant Data Protection Legislation), including in an anonymised format full and accurate details of:
- (i) the total number of such individuals;

- (ii) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise;
- (iii) their dates of commencement of employment or engagement;
- (iv) their remuneration and other benefits;
- (v) their other terms and conditions of employment, as applicable (including their relevant contractual notice periods and any other terms relating to termination of employment, redundancy procedures and redundancy payments);
- (vi) their job titles and job descriptions;
- (vii) details of any such individuals on long term sickness absence, parental leave, maternity leave, paternity leave or other authorised long-term absence;
- (viii) any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
- (ix) details of who reports to each individual and to whom each individual reports; and
- (x) any collective agreements that apply to them; and

3.2.7 any other material or information reasonably requested by the Authority.

3.3 The Supplier shall not be required to provide in the Exit Information any information that has already been provided to the Authority as part of the Management Information, unless that information has become outdated and/or inaccurate since it was last provided as part of the Management Information.

3.4 Once provided in accordance with paragraph 3.1 above, the Supplier shall provide any updates to the Exit Information to the Authority:

3.4.1 on a Monthly basis (following any Month where there are changes to the Exit Information) following the earliest of the dates referred in to paragraphs 3.1.1 and 3.1.2; and

3.4.2 as soon as reasonably practicable following (and in any case within one Month of) the Authority's reasonable request, provided that the Authority shall not make such a request more than twice in any 6 Month period.

3.5 The Exit Information shall be deemed to be Confidential Information. The Authority shall only use the Exit Information for the Exit Purposes as defined in paragraph 4.2 below, and shall ensure that such Exit Information is only disclosed within the Authority to those individuals who need to know the Exit Information for the Exit Purposes. The Authority may disclose the Exit Information to any Replacement Supplier for the Exit Purposes.

4 Provision of assistance on termination or expiry

4.1 In connection with any expiry or termination of this Contract for whatever reason, the Parties shall perform their respective obligations as stated in the Exit Plan, and without prejudice to the generality of this obligation:

4.1.1 the Supplier shall provide to the Authority and/or any Replacement Supplier (as applicable) all reasonable assistance requested by the Authority for the transfer of the Services and the TQ from the Supplier to the Authority and/or the Replacement Supplier (as applicable) with the minimum of disruption and inconvenience to Students and Stakeholders;

4.1.2 the Supplier shall provide the Authority with:

(i) a complete copy of all Key Materials;

- (ii) a complete copy of any Ancillary Materials that have not previously been provided or that have been updated since they were last provided; and
 - (iii) at the Authority's request, further copies of any Ancillary Materials previously provided;
- 4.1.3 the Supplier shall provide the Authority or, at the Authority's request, any Replacement Supplier, with a copy of all IfATE Data that is in the possession or control of the Supplier or any Subcontractors or that is otherwise used in the provision of the Services;
- 4.1.4 the Supplier shall provide any additional information reasonably required by the Authority to understand and access any data or information provided by the Supplier; and
- 4.1.5 at the Authority's request, the Supplier shall enter into a period of parallel running of the Services alongside the running of any Replacement Services and shall use its reasonable endeavours to facilitate a phased transfer of the Services to the Authority and/or any Replacement Supplier (but only where that phased transfer does not impact on the Supplier's ability to deliver the Services that it remains responsible for providing under this Contract).
- 4.2 Without prejudice to the terms of clause 12 (*Intellectual Property Rights*), the Supplier hereby grants to the Authority a worldwide, royalty free licence (with a right to sublicense to any Replacement Supplier) to use any information, data, software or materials referred to in the Exit Information or provided by the Supplier or its Subcontractors in the performance of the Supplier's obligations under this paragraph 4. The Authority and any Replacement Supplier sub-licensees may only use such information, data, software and materials for such purposes and for such period as is reasonably necessary to ensure an orderly transfer of the Services to the Authority or a

Replacement Supplier that minimises disruption and inconvenience to Students and Stakeholders ("**Exit Purposes**").

- 4.3 In the event of an Emergency Exit, the Supplier shall grant or procure the grant to the Authority and any Replacement Supplier the right during any Transition Period and on termination of this Contract to access and use the IT systems used by the Supplier (including software and databases) insofar as such access and use is necessary in order to enable an orderly transfer of the Services to the Authority and/or its Replacement Supplier on the termination of this Contract, and the Supplier shall provide such access, information and credentials as are required for the Authority and/or Replacement Supplier to access such systems for such purposes.

5 Transferable Contracts

- 5.1 During the period beginning 6 Months prior to the End Date or following the service of a Termination Notice by either party, the Supplier shall not without the Authority's prior written consent terminate, enter into or vary:

5.1.1 any Transferable Contract; or

5.1.2 any other Sub-Contract, except to the extent such change does not or will not affect the provision of the Services or the Charges.

- 5.2 On expiry or termination of this Contract for any reason, the Supplier shall at the Authority's request assign, novate or procure the novation of the Supplier's interest in the Transferable Contracts to the Authority or a Replacement Supplier.

6 Costs of assistance on termination or expiry

- 6.1 Save in respect of the provision of the Services (for which the Supplier shall continue to be remunerated in accordance with Schedule 6 (*Pricing Schedule*)):

6.1.1 where the Contract is terminated by the Authority as a result of a Supplier Termination Event under clause 14.3 (*Ending or*

extending this Contract) or where the Contract is wrongfully terminated or repudiated by the Supplier, the Parties' costs of compliance with paragraph 4 shall be borne by the Supplier; and

6.1.2 where the Contract is terminated by the Supplier under clause 14.5 (*Ending or extending this Contract*) or where the Contract is wrongfully terminated or repudiated by the Authority, the Parties' costs of compliance with paragraph 4 shall be borne by the Authority.

6.2 References to "**costs**" in paragraph 6.1 shall be deemed to refer only to direct, reasonable and verifiable costs (which, in the case of the Supplier, shall be calculated in accordance with the Rate Card). Both Parties shall use all reasonable endeavours to mitigate such costs and, to the extent reasonably practicable, each Party shall notify and obtain the consent of the other Party before incurring any costs for which the other Party would be liable under paragraph 6.1.

6.3 Subject to paragraph 6.1, each Party shall bear its own costs of compliance with this Schedule.

7 General

7.1 The Supplier warrants to the Authority that all the information provided under paragraphs 3 and 4 shall conform to the requirements of this Contract or, where there are no such requirements, shall be prepared in accordance with Good Industry Practice.

7.2 Except as otherwise stated in the Exit Plan:

7.2.1 the obligations in paragraphs 4 and 5 shall be in addition to, and not in substitution for, the provision of the Services; and

7.2.2 subject to the continued payment of the Charges in accordance with the terms of this Contract, the Supplier shall continue to provide, and the Authority shall continue to receive, the Services

during the Term in accordance with the terms and conditions of this Contract.

PART B: EMPLOYMENT

8 Employment exit provisions

- 8.1 This Contract envisages that subsequent to its commencement, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination of this Contract, or part or otherwise) resulting in a transfer of the Services in whole or in part ("**Subsequent Transfer**"). If a Subsequent Transfer is a Relevant Transfer then the Authority or Replacement Supplier will inherit liabilities in respect of the Relevant Employees with effect from the Relevant Transfer Date.
- 8.2 The Supplier shall and shall procure that any Subcontractor shall on receiving notice of termination of this Contract or otherwise, on request from the Authority and at such times as required by TUPE, provide in respect of any person engaged or employed by the Supplier or any Subcontractor in the provision of the Services, the Supplier's Provisional Supplier Personnel List and the Staffing Information together with any additional information required by the Authority, including information as to the application of TUPE to each individual listed on the Supplier's Provisional Supplier Personnel List. The Supplier shall notify the Authority of any material changes to this information as and when they occur.
- 8.3 At least 28 days prior to the Relevant Transfer Date, the Supplier shall and shall procure that any Subcontractor shall prepare and provide to the Authority and/or, at the direction of the Authority, to the Replacement Supplier, the Supplier's Final Supplier Personnel List, which shall be complete and accurate in all material respects. The Supplier's Final Supplier Personnel List shall identify which of the Supplier's and Subcontractor's personnel named are Relevant Employees.
- 8.4 The Authority shall be permitted to use and disclose the Supplier's Provisional Supplier Personnel List, the Supplier's Final Supplier Personnel List and the

Staffing Information for informing any tenderer or other prospective Replacement Supplier for any services that are substantially the same type of services as (or any part of) the Services.

- 8.5 The Supplier warrants to the Authority and the Replacement Supplier that the Supplier's Provisional Supplier Personnel List, the Supplier's Final Supplier Personnel List and the Staffing Information ("**TUPE Information**") will be true and accurate in all material respects and that no persons are employed or engaged in the provision of the Services other than those included on the Supplier's Final Supplier Personnel List.
- 8.6 The Supplier shall and shall procure that any Subcontractor shall ensure at all times that it has the right to provide the TUPE Information under Data Protection Legislation.
- 8.7 Any change to the TUPE Information which would increase the total employment costs of the staff in the 12 months prior to the Expiry Date and/or the period following the date of service of a Termination Notice by either Party, shall not (so far as reasonably practicable) take place without the Authority's prior written consent, unless such changes are required by law. The Supplier shall and shall procure that any Subcontractor shall supply to the Authority full particulars of such proposed changes and the Authority shall be afforded reasonable time to consider them.
- 8.8 In the 12 months prior to the Expiry Date and the period following the date of service of a Termination Notice by either Party, the Supplier shall not and shall procure that any Subcontractor shall not materially increase or decrease the total number of staff listed on the Supplier's Provisional Supplier Personnel List, their remuneration, or make any other change in the terms and conditions of those employees without the Authority's prior written consent.
- 8.9 The Supplier shall be responsible for all remuneration, benefits, entitlements and outgoings in respect of the Supplier's Personnel, including without limitation, all wages, holiday pay, bonuses, commissions, payments of PAYE,

National Insurance, pension contributions and otherwise, up to the Relevant Transfer Date.

- 8.10 The Supplier shall indemnify and keep indemnified in full the Authority and at the Authority's request each and every Replacement Supplier against all Employee Liabilities relating to:

8.10.1 any person who is or has been employed or engaged by the Supplier or any Subcontractor in connection with the provision of any of the Services; or

8.10.2 any trade union or staff association or employee representative, arising from or connected with any failure by the Supplier and/or any Subcontractor to comply with any legal obligation, and whether any such claim arises or has its origin before or after the Relevant Transfer Date.

- 8.11 The Authority will and/or shall ensure that any Replacement Supplier will indemnify and keep indemnified in full the Supplier against any liability to the extent only arising from any failure by the Authority and/or any Replacement Supplier to comply with their obligations under TUPE.

- 8.12 The parties shall co-operate to ensure that any requirement to inform and consult with the employees and or employee representatives in relation to any Relevant Transfer as a consequence of a Subsequent Transfer will be fulfilled.

- 8.13 The parties agree that the Contracts (Rights of Third Parties) Act 1999 shall apply in respect of paragraph 8.2 to paragraph 8.10 to the extent necessary to ensure that any Replacement Supplier shall have the right to enforce the obligations owed to, and indemnities given to, the Replacement Supplier by the Supplier or the Authority in its own right under the Contracts (Rights of Third Parties) Act 1999.

- 8.14 Despite paragraph 8.13, it is expressly agreed that the parties may by agreement rescind or vary any terms of this Contract without the consent of

any other person who has the right to enforce its terms or the term in question despite that such rescission or variation may extinguish or alter that person's entitlement under that right.

Schedule 12: Annex 1 – Exit Plan

The content for this Annex is contained in the documents entitled:

S12_A1_Lot7_Exit_Plan

S12_A1_Lot7_Exit_Plan_Appendix A

S12_A1_Lot7_Exit_Plan_Appendix B

S12_A1_Lot7_Exit_Plan_Appendix C

Schedule 13

Not Used

Schedule 14

Form of Assignment and Licence

DATED

2020

**THE INSTITUTE FOR
APPRENTICESHIPS AND TECHNICAL
EDUCATION**

and

**CITY AND GUILDS OF LONDON
INSTITUTE**

**INTELLECTUAL PROPERTY
ASSIGNMENT AND LICENCE IN
RELATION TO
THE BUSINESS AND
ADMINISTRATION: MANAGEMENT
AND ADMINISTRATION T LEVEL
TECHNICAL QUALIFICATION**

THIS ASSIGNMENT AND LICENCE is made on

2020

BETWEEN:

- (1) **THE INSTITUTE FOR APPRENTICESHIPS AND TECHNICAL EDUCATION** of Level 1, 151 Buckingham Palace Road, London SW1W 9SZ ("**Authority**"); and
 - (2) **CITY AND GUILDS OF LONDON INSTITUTE**, a Royal Charter corporation with registration number RC000117 and a registered charity with registration number 312832, of Giltspur House, 5-6 Giltspur Street, London, EC1A 9DE; ("**Supplier**"), ,
- each a "**Party**" and together the "**Parties**".

BACKGROUND TO THIS ASSIGNMENT AND LICENCE

- (A) The Authority and the Supplier have entered into a contract on the date of this Assignment and Licence for the design, development and delivery of the technical education qualification element ("**TQ**") for the Business and Administration: Management and Administration T Level ("the **TQ Agreement**").
- (B) The Supplier has agreed to assign certain intellectual property rights to the Authority, and to licence certain intellectual property rights to the Authority in connection with the TQ. The Authority has agreed to grant a licence back to the Supplier in relation to certain assigned intellectual property rights.
- (C) This Assignment and Licence, together with the TQ Agreement sets out the agreed terms of such assignment and licences.

1 Assignment and Licence start, formation and interpretation

- 1.1 This Assignment and Licence is legally binding from the Effective Date until it ends in accordance with its terms.
- 1.2 In this Assignment and Licence, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this clause 1 or, where no definition is given in this clause 1, Schedule 1 to the TQ Agreement.

- 1.3 If a capitalised expression does not have an interpretation in this clause 1 or Schedule 1 to the TQ Agreement, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.4 In this Assignment and Licence, unless the context otherwise requires:
- 1.4.1 the singular includes the plural and vice versa;
 - 1.4.2 reference to a gender includes the other gender and the neuter;
 - 1.4.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.4.4 references to a legal entity (other than the Supplier) shall include unless otherwise expressly stated any statutory successor to such entity and/or the relevant functions of such entity, and references to the Department shall include, where relevant, the ESFA;
 - 1.4.5 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.4.6 the words “**including**”, “**other**”, “**in particular**”, “**for example**” and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words “**without limitation**”;
 - 1.4.7 references to “**writing**” include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.4.8 references to “**clauses**” and “**Schedules**” are, unless otherwise provided, references to the clauses and schedules of this Assignment and Licence and references in any Schedule to parts, paragraphs, annexes and tables

are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;

1.4.9 references to “**paragraphs**” are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided; and

1.4.10 the headings in this Assignment and Licence are for ease of reference only and shall not affect the interpretation or construction of this Assignment and Licence.

1.5 In this Assignment and Licence, unless the context otherwise requires, the following words shall have the following meanings:

“**Ancillary Materials**” means all information and materials (other than Key Materials) to which the Authority and/or a Future Supplier would require access for the Portability Purposes, and any other materials which would be required on or to facilitate succession to a Future Supplier in a seamless manner in relation to the TQ offered or Operated by the Supplier.

Ancillary Materials shall include, without limitation:

- (a) Student results including grades;
- (b) statistical analysis for grading (excludes the systems supporting the analysis);
- (c) lists of Providers;
- (d) marked Student evidence (with moderation outcomes);
- (e) data on Student credits;
- (f) data on Student appeals;
- (g) data on special considerations for Students;
- (h) Assessment Strategy;

- (i) Student registrations;
- (j) draft materials in preparation for forthcoming assessments;
- (k) key date schedule (forthcoming assessments);
- (l) lists, with contact details, of people contracted by the Supplier to perform or oversee activities which are necessary for the conduct and quality assurance of assessments for the TQ; and
- (m) materials from completed assessments, such as completed Students' examination answer booklets.

"Approval" has the same meaning as in the TQ Agreement;

"Assigned Rights" means the Intellectual Property Rights in the Key Materials;

"Authority Authorised Representative" has the same meaning as in the TQ Agreement;

"Background IPR" means any IPR owned by a Party prior to the Effective Date or created or developed by a Party otherwise than in the provision of the Services or under or in connection with the TQ Agreement, but does not include IPR in Key Materials;

"Beneficiary" means a Party having (or claiming to have) the benefit of an indemnity under this Assignment and Licence;

"Claim" means any claim for which it appears that a Beneficiary is, or may become, entitled to indemnification under this Assignment and Licence;

"Continuing Activities" means activities of the Supplier under the TQ Agreement which continue following the end of the second Academic Year for the final Exclusive Cohort (each as defined in the TQ Agreement) in relation to the TQ as offered by the Supplier, such as resits, appeals, and any ongoing records management contracted to the Supplier;

"Default" means any breach of the obligations of the Supplier (including abandonment of the Assignment and Licence in breach of its terms) or any other

default (including material default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of this Assignment and Licence and in respect of which the Supplier is liable to the Authority;

“Deliverables” means all information and data the Supplier creates, identifies for use, or uses as part of or for the Operation of the TQ, including Products and Management Information;

“Dispute” means any claim, dispute or difference which arises out of or in connection with this Assignment and Licence or in connection with the negotiation, existence, legal validity, enforceability or termination of this Assignment and Licence, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;

“Effective Date” means the date on which the last Party to sign has signed this Assignment and Licence;

“Final Approval Milestone” has the meaning given in the TQ Agreement;

“Future Supplier” means any Awarding Organisation appointed, at any point in the future and including any Replacement Supplier, to operate one or more T Level technical education qualifications by or at the direction of the Authority from time to time, and where the Authority is operating a T Level technical education qualification, shall also include the Authority;

“Indemnifier” means a Party from whom an indemnity is sought under this Assignment and Licence;

“Insolvency Event” means:

- (a) in respect of a company:
 - (i) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or

arrangement with, or assignment for the benefit of, its creditors; or

- (ii) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or
- (iii) a petition is presented for its winding up (which is not dismissed within fourteen (14) Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or
- (iv) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or
- (v) an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given; or
- (vi) it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986; or
- (vii) being a “**small company**” within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or

- (b) where the person is an individual or partnership, any event analogous to those listed in limbs (a) (i) to (vii) (inclusive) occurs in relation to that individual or partnership; or

- (c) any event analogous to those listed in limbs (a) (i) to (vii) (inclusive) occurs under the law of any other jurisdiction;

“Intellectual Property Rights” or “IPR” means:

- (a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;
- (b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and
- (c) all other rights having equivalent or similar effect in any country or jurisdiction;

“IPR Claim” means any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR used to provide the Services and/or supply the Products or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority in the fulfilment of its obligations under the TQ Agreement or this Assignment and Licence;

“Key Materials” means materials the IPR in which the Authority reasonably requires ownership of for the Portability Purposes. Examples of where the Authority may reasonably require ownership include because the Authority or a Future Supplier (or, where relevant, a potential Future Supplier) may need to copy or otherwise reproduce such materials (in whole or in part), to supply or communicate the same, or to be able control the use (in whole or in part) of such materials by third parties, or to authorise others to do so.

Key Materials shall include:

- (a) specifications of content for the TQ including core and all specialist components;

- (b) assessment guidelines (for Providers);
- (c) quality assurance requirements (for Providers);
- (d) specimen assessment materials;
- (e) standards exemplification materials;
- (f) updates or redevelopments of specifications of content;
- (g) updates and redevelopments of any Key Materials; and
- (h) any materials equivalent to the above to which a Skilled Future Supplier would reasonably require access for the Portability Purposes.

Key Materials shall not include:

- (1) Support Materials, insofar as they are not part of any of the expressly included items listed above;
- (2) question banks insofar as they are not part of any of the included items listed above and are not developed for the TQ; and
- (3) any systems and platforms used to support the delivery of the TQ, provided that the relevant TQ content or data held in or processed by such systems and/or platforms can be extracted without requiring further processing post-extraction (and the Supplier can demonstrate that they can be so extracted) to enable use of the relevant content and/or data by a Skilled Future Supplier in conjunction with a non-proprietary or generally commercially available system or platform;

“Know-How” means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services;

“Law” means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Supplier is bound to comply;

“Losses” means all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and **“Loss”** shall be interpreted accordingly;

“New IPR” means :

- (a) IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of the TQ Agreement and updates and amendments of these items including (but not limited to) database schema; and/or
- (b) IPR in or arising as a result of the performance of the Supplier's obligations under the TQ Agreement and all updates and amendments to the same,

but shall not include any IPR owned by the Supplier prior to the Effective Date;

“Operate” in relation to a qualification means to provide the Services or a material part of the Services, or services replacing the Services or a material part of the Services, or of an equivalent character to the Services or a material part of the Services in relation to any other qualification (whether a T Level technical education qualification or not); and **“Operation”** and other cognate terms shall have a corresponding meaning;

“Party” means the Authority or the Supplier and **“Parties”** means both of them where the context permits;

“Product” has the meaning given in the TQ Agreement;

“Provider” means an organisation that has a grant agreement and/or a contract in place with the ESFA to provide qualifications to Students;

“Replacement Services” means any services which are substantially similar to any of the Services (including the supply of any Products) and which the Authority receives in substitution for any of the Services, whether those services are provided by the Authority internally and/or by any third party;

“Replacement Supplier” has the meaning given in the TQ Agreement;

“Required Insurances” has the meaning given in the TQ Agreement;

“Services” means the services as described in Schedule 2 to the TQ Agreement (*Service Requirements*) including any Additional Services as defined in the TQ Agreement;

“Termination Notice” means a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Assignment and Licence on a specified date and setting out the grounds for termination;

“Third Party IPR” means Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Services and/or supplying the Products;

“TQ Agreement” has the meaning given in recital A (above);

“Transparent” means that students and employers will regard the TQ delivered by a Future Supplier as materially the same as the TQ delivered and operated by the (existing) Supplier;

“Working Day” means any day other than a Saturday or Sunday or public holiday in England and Wales.

2 Assignment

- 2.1 Pursuant to and for the consideration set out in the TQ Agreement, the Supplier assigns to the Authority, absolutely with full title guarantee all its right, title and interest in and to all of the Intellectual Property Rights in the Key Materials including the right to bring, make, oppose, defend, appeal proceedings, claims or actions and obtain relief (and to retain any damages recovered) in respect of any infringement, or any other cause of action arising from ownership, of any of the Assigned Rights on or after the date of this Assignment and Licence. Such assignment shall take place on the earlier of:

- 2.1.1 the creation of any relevant materials known to be Key Materials;
 - 2.1.2 the identification by the Supplier of the use of the relevant materials as part of the TQ; and
 - 2.1.3 delivery of the relevant Key Materials to the Authority, or Operation of the TQ by the Supplier.
- 2.2 Key Materials are relevant course documents for the purposes of section A2DA(4) of the Apprenticeships, Skills, Children and Learning Act 2009, and on approval of the TQ at the Final Approval Milestone and on any subsequent Approval, to the extent that any copyright or any rights in copyright forming part of the Assigned Rights have not then been assigned to and vested absolutely in the Authority, they shall be transferred to the Authority by operation of statute in accordance with section A2IA of the Apprenticeships, Skills, Children and Learning Act 2009.

3 Licences to the Authority

- 3.1 The Supplier hereby grants to the Authority (and the Authority shall have, in addition to any retained rights under clause 12.8 of the TQ Agreement) a non-exclusive, perpetual, royalty-free, irrevocable, transferable worldwide licence to use, exploit and sub-license the IPR in the Ancillary Materials and the Supplier's Background IPR and, in respect of any IPR in Key Materials, in each case to the extent that the same are not at the relevant time vested absolutely in the Authority, as necessary to enable the Authority (and its sub-licensees) to:
- 3.1.1 use the Key Materials and Ancillary Materials in its administration, approval and oversight of the TQ and other T Level technical education qualifications and to make the same available to others (such as Ofqual) to do the same; and
 - 3.1.2 to use the Key Materials and the Ancillary Materials, and for any Future Supplier or potential Future Supplier to use the Key Materials and the Ancillary Materials:

- (i) for competing or tendering for the delivery and Operation of the TQ and/or any Replacement TQ, during any Transition Period and following expiry or termination of the TQ Agreement; and
 - (ii) to deliver and Operate the TQ and any Replacement TQ, during any Transition Period and following expiry or termination of the TQ Agreement; and
- 3.1.3 otherwise to receive and use the Services and the Deliverables and allow any Future Supplier to use the Deliverables; and
- 3.1.4 to sub-license others to exercise the rights set out in this clause 3.1.
- 3.2 The Authority agrees that it shall use any Ancillary Materials which fall solely within element (I) of the definition of Ancillary Materials (being “*lists, with contact details, of people contracted by the Supplier to perform or oversee activities which are necessary for the conduct and quality assurance of assessments for the TQ*”) only for the purposes of planning for or executing an Emergency Exit.

4 Licence to the Supplier

- 4.1 The Authority hereby grants to the Supplier, in respect of the Assigned Rights, a worldwide, royalty free, perpetual and irrevocable non-exclusive licence, with the right to sublicense, to use and exploit the IPR in the Key Materials during and after the Term, but not, save as provided in the TQ Agreement, to use the same as part of a T Level, such licence being subject to clauses 12.13 and 12.14 of the TQ Agreement (which for these purposes shall survive any termination or expiry of the TQ Agreement).

5 Warranties and representations

- 5.1 The Supplier warrants and represents (on the Effective Date and on any relevant assignment or grant of licence taking effect) that:
 - 5.1.1 it is or will be the sole legal and beneficial owner of, and that it owns all the rights and interests in the Assigned Rights no later than the time for assignment specified in clause 2.1 or when they are assigned in

accordance with clause 12.2.1 of the TQ Agreement, save for Assigned Rights other than New IPR, in respect of which it has previously notified the Authority and the Authority has agreed in writing that this warranty shall not apply;

- 5.1.2 where it is not the sole legal and beneficial owner of the Assigned Rights, including the Assigned Rights which are to be used or embodied in any Key Materials, it has established that all owners of such rights consent to their assignment and transfer absolutely to the Authority;
- 5.1.3 it has all the necessary right and title to grant all the licences granted to the Authority under this Assignment and Licence and the TQ Agreement;
- 5.1.4 it has not licensed or assigned any of the Assigned Rights other than pursuant to this Assignment and Licence or the TQ Agreement;
- 5.1.5 the Assigned Rights are free from any security interest, option, mortgage, charge or lien;
- 5.1.6 it is unaware of any infringement or likely infringement of any of the Assigned Rights;
- 5.1.7 as far as it is aware, all the Assigned Rights are valid and subsisting and there are and have been no claims, challenges, disputes or proceedings, pending or threatened, in relation to the ownership, validity or use of any of the Assigned Rights;
- 5.1.8 the use of the Key Materials and Ancillary Materials, and exploitation of the Assigned Rights by the Supplier in the provision of the Services and Deliverables or by the Authority in receiving and using the Services and Deliverables or procuring any Replacement Services or by any Future Supplier in Operating any Replacement Services, will not infringe the rights of any third party; and
- 5.1.9 the Key Materials are its original work and have not been copied wholly or substantially from any other source.

6 Indemnity

- 6.1 Subject to clause 19, if there is an IPR Claim, the Supplier indemnifies the Authority against all losses, damages, costs or expenses (including professional fees and fines) incurred as a result.
- 6.2 If an IPR Claim is made or anticipated, the Supplier must at its own expense and the Authority's sole option, either:
 - 6.2.1 obtain for the Authority the rights in clause 2.1 and 3.1 without infringing any Third Party IPR; or
 - 6.2.2 replace or modify the relevant item with substitutes that do not infringe IPR without adversely affecting the functionality or performance of the Deliverables.

7 Moral rights

- 7.1 The Supplier shall procure written absolute waivers from all authors of the Key Materials and Ancillary Materials in relation to all their moral rights arising under the Copyright, Designs and Patents Act 1988 in relation to the Key Materials and Ancillary Materials and, as far as is legally possible, any broadly equivalent rights such authors may have in any territory of the world.

8 Ending or extending the Assignment and Licence

- 8.1 This Assignment and Licence ends if terminated by the Authority for any reason set out in this Assignment and Licence.
- 8.2 If any of the following events happen, the Authority has the right to immediately terminate this Assignment and Licence or any of the licences granted under this Assignment and Licence by issuing a Termination Notice to the Supplier (in the latter case specifying the relevant licences):
 - 8.2.1 a Default incapable of remedy;
 - 8.2.2 a Default capable of remedy that is not corrected within 30 days; and

8.2.3 anything occurs which entitles the Authority to terminate the TQ Agreement.

9 Claims against third parties

9.1 The Supplier may take any action it considers appropriate or necessary, subject to the Authority's prior written consent, not to be unreasonably withheld or delayed, if there is a breach, other than in connection with the TQ, by a third party of the Authority's rights in any IPR licensed to the Supplier under clause 4, and the Authority agrees to provide all such assistance as the Supplier may reasonably require (subject to meeting the Authority's reasonably agreed costs and expenses and the Supplier hereby indemnifying the Authority in respect of any loss, damage or liability the Authority incurs by reason of any such action).

10 Further assurance

10.1 At the Authority's expense the Supplier shall, and shall use all reasonable endeavours to procure that any necessary third party shall, promptly execute and deliver such documents and perform such acts as may reasonably be required for the purpose of giving full effect to this Assignment and Licence and the TQ Agreement, including:

10.1.1 registration of the Authority as applicant or (as applicable) proprietor of the Assigned Rights; and

10.1.2 assisting the Authority in obtaining, defending and enforcing the Assigned Rights, and assisting with any other proceedings which may be brought by or against the Authority against or by any third party relating to the Assigned Rights.

10.2 The Supplier appoints the Authority to be its attorney in its name and on its behalf to execute documents, use the Supplier's name and do all things which are necessary or desirable for the Authority to obtain for itself or its nominee the full benefit of this Assignment and Licence.

- 10.3 This power of attorney is irrevocable and is given by way of security to secure the performance of the Supplier's obligations under this Assignment and Licence and the proprietary interest of the Authority in the Assigned Rights and so long as such obligations of the Supplier remain undischarged, or the Authority has such interest, the power may not be revoked by the Supplier, save with the consent of the Authority.
- 10.4 Without prejudice to clause 10.2, the Authority may, in any way it thinks fit and in the name and on behalf of the Supplier:
- 10.4.1 take any action that this Assignment and Licence requires the Supplier to take;
 - 10.4.2 exercise any rights which this Assignment and Licence gives to the Supplier; and
 - 10.4.3 appoint one or more persons to act as substitute attorney(s) for the Supplier and to exercise such of the powers conferred by this power of attorney as the Authority thinks fit and revoke such appointment.
- 10.5 The Supplier undertakes to ratify and confirm everything that the Authority and any substitute attorney does or arranges or purports to do or arrange in good faith in exercise of any power granted under this clause 10.

11 How much each Party can be held responsible for

- 11.1 Each Party's total aggregate liability under this Assignment and Licence (whether in tort, contract or otherwise) for each claim or series of connected claims is no more than £1 million.
- 11.2 No Party is liable to the other for:
- 11.2.1 any indirect Losses; or
 - 11.2.2 loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

- 11.3 The limitation of liability set out in clause 11.1 does not apply to either Party in relation to the following:
- 11.3.1 its liability for death or personal injury caused by its negligence, or that of its employees, agents or subcontractors;
 - 11.3.2 bribery or fraud or fraudulent misrepresentation by it or its employees; or
 - 11.3.3 any liability that cannot be excluded or permitted by Law.
- 11.4 Each Party must use all reasonable endeavours to mitigate any Losses which it suffers under or in connection with this Assignment and Licence, including where any such Losses are covered by an indemnity.
- 11.5 When calculating the Supplier's liability under clause 11.1, Losses covered by Required Insurances will not be taken into consideration.

12 Invalid parts of this Assignment and Licence

- 12.1 If any part of this Assignment and Licence is prohibited by Law or judged by a court to be unlawful, void or unenforceable, it must be removed from this Assignment and Licence as much as required and rendered ineffective as far as possible without affecting the rest of the Assignment and Licence, or whether it is valid or enforceable.

13 No other terms apply

- 13.1 Except as otherwise expressly provided in this Assignment and Licence or in the TQ Agreement, the provisions incorporated into this Assignment and Licence are the entire agreement between the Parties. The Assignment and Licence replaces all previous statements and agreements whether written or oral. No other provisions apply.
- 13.2 Variation of this Assignment and Licence is only effective if agreed in writing and signed by both Parties.

14 Other people's rights in this Assignment and Licence

- 14.1 No third parties may use the Contracts (Rights of Third Parties) Act ("**CRTPA**") to enforce any term of this Assignment and Licence unless stated (referring to CRTPA) in this Assignment and Licence. This does not affect third party rights and remedies that exist independently from CRTPA.

15 Relationships created by this Assignment and Licence

- 15.1 This Assignment and Licence does not create a partnership, joint venture or employment relationship. The Supplier must represent themselves accordingly and ensure others do so.

16 Giving up contract rights

- 16.1 A partial or full waiver or relaxation of the terms of this Assignment and Licence is only valid if it is stated to be a waiver in writing to the other Party.

17 Transferring responsibilities

- 17.1 The Supplier must not assign this Assignment and Licence without Approval.
- 17.2 The Authority can assign, novate or transfer this Assignment and Licence or any part of it to any Crown Body, public or private sector body which performs the functions of the Authority.
- 17.3 The Supplier must enter into a novation agreement in the form that the Authority specifies in order to use its rights under clause 17.2.
- 17.4 The Supplier can terminate this Assignment and Licence if it is novated under clause 17.2 to a private sector body that is experiencing an Insolvency Event.

18 How to communicate about this Assignment and Licence

- 18.1 All notices under this Assignment and Licence must be in writing and are considered effective on the Working Day of delivery as long as delivered before 5:00 pm on a Working Day. Otherwise the notice is effective on the next Working Day. An email is effective when sent unless an error message is received.

18.2 Notices to the Authority must be sent to the Authority Authorised Representative's address and email address, and all notices must be copied to the Head of Contracts
Redacted and the Head of Legal
Redacted at the Authority.

18.3 This clause does not apply to the service of legal proceedings or any documents in any legal action, arbitration or dispute resolution.

19 Dealing with claims

19.1 If a Beneficiary is notified or otherwise becomes aware of a Claim then it must notify the Indemnifier as soon as reasonably practical and no later than 10 Working Days after such notification or date of first awareness.

19.2 At the Indemnifier's cost the Beneficiary must both:

19.2.1 allow the Indemnifier to conduct all negotiations and proceedings to do with a Claim; and

19.2.2 give the Indemnifier reasonable assistance with the Claim if requested.

19.3 The Beneficiary must not make admissions about the Claim without the prior written consent of the Indemnifier which cannot be unreasonably withheld or delayed.

19.4 The Indemnifier must consider and defend the Claim diligently using competent legal advisors and in a way that does not damage the Beneficiary's reputation.

19.5 The Indemnifier must not settle or compromise any Claim without the Beneficiary's prior written consent which it must not unreasonably withhold or delay.

19.6 Each Beneficiary must take all reasonable steps to minimise and mitigate any losses that it suffers because of the Claim.

19.7 If the Indemnifier pays the Beneficiary money under an indemnity and the Beneficiary later recovers money which is directly related to the Claim, the Beneficiary must immediately repay the Indemnifier the lesser of either:

19.7.1 the sum recovered minus any legitimate amount spent by the Beneficiary when recovering this money; or

19.7.2 the amount the Indemnifier paid the Beneficiary for the Claim.

20 Resolving disputes

20.1 If there is a Dispute, the senior representatives of the Parties who have authority to settle the Dispute will, within 28 days of a written request from the other Party, meet in good faith to resolve the Dispute.

20.2 If the Dispute is not resolved at that meeting, the Parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (“**CEDR**”) Model Mediation Procedure current at the time of the Dispute. If the Parties cannot agree on a mediator, the mediator will be nominated by CEDR. If either Party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute, the Dispute must be resolved using clauses 20.3 to 20.5.

20.3 Unless the Authority refers the Dispute to arbitration using clause 20.4, the Parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction to:

20.3.1 determine the Dispute;

20.3.2 grant interim remedies, or any other provisional or protective relief.

20.4 The Supplier agrees that the Authority has the exclusive right to refer any Dispute to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

20.5 The Authority has the right to refer a Dispute to arbitration even if the Supplier has started or has attempted to start court proceedings under clause 20.4, unless the Authority has agreed to the court proceedings or participated in them. Even if court proceedings have started, the Parties must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under clause 20.4.

- 20.6 The Supplier cannot suspend the performance of this Assignment and Licence during any Dispute.

21 Which law applies

- 21.1 This Assignment and Licence and any issues arising out of, or connected to it, are governed by English law.

ANNEX

IPR Assurance Certificate

This certificate is given pursuant to clause 12.9 of the agreement (“**Contract**”) between the Institute for Apprenticeships and Technical Education (“**Authority**”) and the supplier named below (“**Supplier**”), and the Intellectual Property Licence and Assignment between the Authority and the Supplier (which also forms Schedule 14 of the Contract) (“**Assignment and Licence**”).

Guidance:

When to complete this certificate: This certificate should be completed in respect of each Deliverable (as defined in the Contract) which is made available to the Authority under the Contract, and a completed certificate should be supplied to the Authority with that Deliverable. This includes updates to existing Deliverables.

Purpose of this certificate: This certificate is intended to confirm that the specific Deliverable fully complies with the intellectual property provisions of the Contract. A copy of the certificate will be retained by the Authority as evidence of the intellectual property position.

Supplier Declaration:

We (being the Supplier named below) confirm that the Deliverable(s) supplied together with this certificate, all elements of which are listed in either Table 1 or Table 2 below¹, comply with the intellectual property provisions in the Contract, in particular the applicable warranties set out in clause 5 of the Assignment and Licence.

We confirm that the Deliverable(s) either:

- (i) contain no third party intellectual property rights, or
- (ii) contain third party intellectual property rights and we have obtained the consent of the applicable third party:

- in the case of Key Materials, to their assignment and transfer to the Authority;

and/or

- in the case of Ancillary Materials, to their licence to the Authority,

in each case on the terms and conditions of the Contract and Assignment and Licence.

We confirm that this certificate overrides any statement or copyright notice forming part of the Deliverable(s) which is in any way inconsistent with this certificate. We agree that this certificate does not detract in any way from the rights granted to the Authority in the Contract.

Key Materials

¹ If, by exception, the Supplier asserts that the Deliverable includes elements which are neither Key Materials nor Ancillary Materials, this should be notified in writing to the Authority prior to the relevant Deliverable being made available to the Authority.

We confirm that the Deliverable(s) set out in Table 1 below, or the elements of the Deliverable(s) set out in Table 1 below, are Key Materials, as defined in the Contract:

Table 1

Deliverable	Key Materials
[Set out title / description of the Deliverable]	Set out elements which are Key Materials, or confirm "entire Deliverable"
[insert additional rows if required]	

All intellectual property rights in the Deliverable(s), or elements of the Deliverable(s) listed above in Table 1 as Key Materials, have vested or hereby vest in the Authority pursuant to the Assignment and Licence.

Ancillary Materials

We confirm that the Deliverable(s) set out in Table 2 below, or the elements of the Deliverable set out in Table 2 below are Ancillary Materials, as defined in the Contract:

Table 2

Deliverable	Ancillary Materials
[Set out title / description of the Deliverable]	Set out elements which are Ancillary Materials, or confirm "entire Deliverable"
[insert additional rows if required]	

All intellectual property rights in the Deliverable(s), or elements of the Deliverable(s) listed above in Table 2 as Ancillary Materials, are licensed to the Authority on the terms and conditions of and pursuant to the Assignment and Licence.

Signed for and on behalf of the Supplier:


Name

Position

Date

Signed by

CITY AND GUILDS OF LONDON INSTITUTE

CEO of the City & Guilds Group 

Signature:

Signed by

THE INSTITUTE FOR APPRENTICESHIPS AND TECHNICAL EDUCATION

Chief Executive Officer: 

Signature:

Schedule 15

Monitoring of Performance

1 Self monitoring

- 1.1 The Supplier shall monitor its performance of the Services (other than the Initial Development Services) and (where applicable) the supply of the Products against each KPI (in the manner set out in paragraph 1.2) and shall deliver to the Authority Authorised Representative the Operational Delivery Report in accordance with paragraph 3 (*Operational Delivery Report and Performance Review Meetings*).
- 1.2 The Supplier shall, in respect of each KPI, apply the applicable Performance Monitoring Methodology to such KPI to assess the Supplier's performance of such relevant KPI during the relevant Performance Monitoring Period.

2 What happens if you don't meet the Service Levels

- 2.1 The Supplier shall at all times provide the Services and (where applicable) supply the Products to meet or exceed the Target Service Level for each KPI.
- 2.2 If, in any Contract Month in which a Performance Monitoring Period for a KPI ends, the Supplier fails to achieve the Target Service Level for that KPI ("**Service Failure**"), the Supplier shall submit to the Authority (as part of the Operational Delivery Report for that Contract Month) for Approval an improvement plan ("**KPI Improvement Plan**") setting out:
 - 2.2.1 the reasons for such Service Failure; and
 - 2.2.2 what steps the Supplier proposes to take to:
 - (i) mitigate the impact of the Service Failure;
 - (ii) rectify the event, matter or circumstance giving rise to the Service Failure (including details of the proposed timings for such rectification); and

(iii) prevent the Service Failure from recurring.

2.3 The Authority shall (as soon as reasonably practicable following receipt of the KPI Improvement Plan) either:

2.3.1 confirm to the Supplier that the KPI Improvement Plan is Approved and following receipt of such Approval the Supplier shall:

(i) carry out and complete all of the actions in accordance with the approved KPI Improvement Plan; and

(ii) report on its progress against such KPI Improvement Plan in each and every Performance Review Meeting which occurs whilst the Supplier is (or should be, if it was complying with its obligations under this Contract) carrying out and completing the actions in accordance with the KPI Improvement Plan; or

2.3.2 confirm to the Supplier that the Authority is not satisfied with the KPI Improvement Plan and/or that the steps proposed by the Supplier in the KPI Improvement Plan will address the matters referred to in paragraph 2.2.1, in which case the provisions of clause 13.2 (*What may happen if there are issues with your provision of the Services*) shall apply.

2.4 Where:

2.4.1 the Supplier fails to provide a KPI Improvement Plan in accordance with paragraph 2.2; or

2.4.2 following Approval by the Authority of the KPI Improvement Plan in accordance with paragraph 2.3, the Supplier fails to carry out and/or complete the actions in accordance with the KPI Improvement Plan (as Approved),

then such failure shall be deemed to be a Critical Service Failure.

3 Operational Delivery Report and Performance Review Meetings

3.1 Within 5 Working Days after the end of each Contract Month, the Supplier shall deliver to the Authority Authorised Representative the Operational Delivery Report in respect of the performance by the Supplier of the Services (and (where applicable) the supply of the Products) during the Contract Month just ended together with updated versions (meeting, where applicable, all of the requirements of the relevant Product Description) of the following:

3.1.1 the Implementation Plan;

3.1.2 the Resource Plan;

3.1.3 the Risk Register;

3.1.4 the Issues Log;

3.1.5 the Assessment Strategy; and

3.1.6 any draft version of the Key Dates Schedule that the Supplier intends shall (if Approved) become the Key Dates Schedule for the purposes of this Contract from time to time.

3.2 Within 5 Working Days of receipt by the Authority Authorised Representative of the Operational Delivery Report for the relevant Contract Month, the Parties shall attend a meeting to discuss the content of the relevant Operational Delivery Report (the “**Performance Review Meeting**”) at such location and time (within normal business hours) as the Authority shall reasonably require and such Performance Review Meeting shall:

3.2.1 be attended by the Authority Authorised Representative and the Supplier Authorised Representative and or such other senior representatives of either Party as the Authority Authorised Representative and/or the Supplier Authorised Representative shall reasonably require (having regard to the matters to be discussed at the relevant Performance Review Meeting); and

- 3.2.2 be fully minuted by the Supplier and the minutes shall be circulated by the Supplier to all attendees at the relevant Performance Review Meeting (and any other recipients agreed at the relevant meeting) as soon as reasonably practicable following the relevant Performance Review Meeting.
- 3.3 The minutes of the preceding Contract Month's Performance Review Meeting will be agreed and signed by both the Authority Authorised Representative and the Supplier Authorised Representative at the next following Performance Review Meeting.
- 3.4 Without prejudice to clause 9 (*Record keeping, monitoring and reporting*), the Supplier shall provide to the Authority such additional information and/or documentation as the Authority may reasonably require in order to verify the Supplier's compliance with its obligations under this Contract, including to verify:
 - 3.4.1 whether a Service Failure has occurred; and/or
 - 3.4.2 the level of the performance by the Supplier of the whole or any part of the Services and (where applicable) the supply of the Products,and the Supplier shall provide such information and/or documentation within such time period as the Authority shall reasonably specify at the time of making the request for such information and/or documentation.

Schedule 15: Annex 1 – Key Performance Indicators

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
1.The Supplier has in place clear and TQ specific arrangements to approve Eligible Providers and monitor Approved Providers and (i) completes the relevant processes for approval quickly upon application and (ii) carries out the required monitoring	TQ Provider approval and monitoring services – paragraph 3	(i) 100% of applications from Eligible Providers decided within 30 Working Days of receipt of application; and (ii) Supplier has carried out the required monitoring in accordance with the Implementation Plan and/or the Assessment	Each Contract Month following IfATE Approval	Management Information in relation to: (i) Eligible Providers that have applied for approval and in respect of which a decision has been made; and (ii) details of monitoring undertaken.	Performance measurement will include Eligible Providers new to the Supplier as well as the Supplier's existing Eligible Providers who have applied to have their approval extended to include the TQ.

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
		Strategy.			
2.Supplier has ensured that Approved Providers are clear about what they are expected to teach and to what standard of attainment, and about how Students will be assessed	Initial TQ deliverables and development services – paragraph 2 TQ Provider support services – paragraph 4 TQ live assessment design and delivery – paragraph 6	80% of Approved Providers that have responded to the survey, rating at least 4 on a 1-5 scale (where 5 = very clear 4 = mostly clear 3 = moderately clear 2 = mostly unclear 1 = not clear at all)	Termly from September 2022	The Authority shall undertake or commission a survey of Approved Providers delivering the TQ	Online questionnaire to Approved Providers delivering the TQ in the relevant Academic Year. This survey should achieve a minimum response rate of 50% of those surveyed to be valid

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
3.Queries from Eligible Providers and Approved Providers (other than those related to KPI 4 and KPI 11) are satisfactorily resolved in accordance with the Target Service Level	<p>Initial TQ deliverables and development services – paragraph 2</p> <p>TQ Provider approval and monitoring services – paragraph 3</p> <p>TQ Provider support services – paragraph 4</p> <p>Student registration and student entry – paragraph 5</p> <p>TQ live assessment design and delivery – paragraph 6</p> <p>TQ Post-Results Services – paragraph 9</p>	<p>Queries raised by letter and other forms of electronic correspondence: 90% resolved within 10 Working Days; remaining 10% resolved within 15 Working Days; and</p> <p>Queries raised through telephone calls: 90% resolved within 2 Working Days; remaining 10% resolved within 10 Working Days</p>	Each Contract Month from the Effective Date	Management Information based on data and information collected from the Supplier's customer management systems referred to in Service Requirement 5 in Part 2 of the Service Requirements. This must include relevant information that closed queries have been satisfactorily resolved.	<p>The required resolution time commences on and from the Working Day on which the relevant query is received by the Supplier</p> <p>Percentage of queries that are resolved in accordance with the applicable Target Service Level</p>

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
4. Formal complaints made about the Services are satisfactorily resolved (i) in accordance with the timescales set out in the Implementation Plan or (ii) where complaints are received solely by the Department, ESFA or the Authority, within the timescales reasonably required by the Department, ESFA or the Authority at the time of notifying the Supplier of such complaints	<p>Initial TQ deliverables and development services – paragraph 2</p> <p>TQ Provider approval and monitoring services – paragraph 3</p> <p>TQ Provider support services – paragraph 4</p> <p>Student registration and student entry – paragraph 5</p> <p>TQ live assessment design and delivery – paragraph 6</p> <p>TQ Post-Results Services – paragraph 9</p>	<p>100% of formal complaints are resolved within:</p> <p>(i) the relevant timescales detailed in the Implementation Plan; or</p> <p>(ii) the timescales specified by the Department, ESFA or the Authority, (as the case may be).</p>	Each Contract Month from the Effective Date	Management Information based on data and information collected from the Supplier's customer management systems referred to in Service Requirement 5 in Part 2 of the Service Requirements. This must include relevant information that complaints have been satisfactorily resolved.	<p>The required resolution time commences on and from the Working Day on which the relevant complaint is received by the Supplier.</p> <p>Percentage of complaints that are satisfactorily resolved within the applicable Target Service Level.</p> <p>Any complaints received solely by the Department, ESFA or the Authority, in relation to the Services, shall be deemed to have been received by the Supplier on the date on which the Supplier is notified of the complaint by the</p>

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
					Department, ESFA or the Authority.
5.Approved Providers are satisfied with the quality of the Provider Services	<p>TQ Provider approval and monitoring services – paragraph 3</p> <p>TQ Provider support services – paragraph 4</p> <p>Student registration and student entry – paragraph 5</p> <p>TQ live assessment design and delivery – paragraph 6</p> <p>TQ Post-Results Services – paragraph 9</p>	<p>80% of Approved Providers that have responded to the survey, rating at least 4 on a 1-5 scale</p> <p>(where 5 = very satisfied</p> <p>4 = satisfied</p> <p>3 = neither satisfied nor dissatisfied</p> <p>2 = dissatisfied</p> <p>1 = very</p>	Termly from September 2022	The Authority shall undertake or commission a survey of Approved Providers delivering the TQ	Online questionnaire to Approved Providers delivering the TQ in the relevant Academic Year. This survey should achieve a minimum response rate of 50% of those surveyed to be valid.

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
		dissatisfied).			
6.A sufficient number of appropriately qualified and trained Assessors (and Moderators where permitted in accordance with the Approved Assessment Strategy) are available to assess (or Moderate, if applicable) Student assessment evidence when required in accordance	TQ live assessment design and delivery – paragraph 6	100% of appropriately qualified and trained Assessors (and Moderators, if applicable) are available in accordance with the Implementation Plan and/or the Resource Plan (as the case may be).	Each Contract Month from (and including) August 2022	Management Information in relation to Assessor (and Moderator, if applicable) actual recruitment, training, and retention against the details set out in the Implementation Plan and Resource Plan (as the case may be).	Performance will be measured against the number of Assessors (and Moderators, if applicable) that are envisaged as being trained and available as detailed in the Implementation Plan and/or the Resource Plan (as the case may be).

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
with the Implementation Plan and/or the Resource Plan (as the case may be)					
7. The TQ Live Assessment Materials (as defined in the Service Requirements) are high quality and developed in accordance with the Assessment Strategy	TQ live assessment design and delivery – paragraph 6	That part of the Assessment Strategy that relates to the development of the TQ Live Assessment Materials has been fully complied with; and TQ Live Assessment Materials are 100% free of errors that could affect clarity about requirements	Each Contract Month from IfATE Approval	Management Information in relation to: (i) progress against and compliance with the relevant part of the Assessment Strategy; and (ii) any errors reported in TQ Live Assessment Materials.	Review of Supplier self-reporting Identification of any reported errors in TQ Live Assessment Materials.

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
		for Students.			
8. Student assessment evidence is accurately assessed and processed for grading and awarding in accordance with the relevant parts of the Assessment Strategy and the Implementation Plan	TQ live assessment design and delivery – paragraph 6 TQ Grade awarding – paragraph 7	Assessing of Student assessment evidence is conducted in accordance with the relevant parts of the Assessment Strategy; and 100% of Students' assessments are marked and processed in accordance with the relevant parts of the Implementation Plan.	Each Contract Month from September 2022 until the end of the Term	Management Information in relation to compliance with the relevant parts of the Assessment Strategy and the relevant parts of the Implementation Plan.	Review of Supplier self-reporting.

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
9. Grade Standard Exemplification Materials are validated by Employers	TQ live assessment design and delivery – paragraph 6 TQ Grade awarding – paragraph 7	At least 5 Employers in each relevant Occupational Specialist Component.	In October in each Academic Year following the first grade awarding but in any event no later than from October 2024	Evidence of validation from Employers relevant to the Occupational Specialist Components that validate the Grade Standard Exemplification Materials. The Supplier may use its existing network of Employers, but it must ensure a turnover of Employers each Academic Year, with no Employer repeated more than once. For each Occupational Specialist Component, validations are required from at least two Employers each Academic Year who did not submit evidence of validation in the previous Academic	Validation means that Employers relevant to the Occupational Specialist Components judge that the Grade Standard Exemplification Materials are comparable to the Approved Guide Standard Exemplification Materials. Review by the Authority of the evidence of validation from Employers.

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
				Year.	
10. Student assessment results are submitted to the Authority (or its nominee (as applicable)) by the relevant date(s) set out in the Key Dates Schedule	TQ Grade awarding – paragraph 7 TQ Results – paragraph 8	100% of results are submitted to the Authority (or its nominee) by the date(s) set out in the relevant Key Dates Schedule.	Each Contract Month from September 2022 until the end of the Term	Results have been received by the Authority (or its nominee (as applicable)) in the required format.	Receipt of the results by the relevant date(s) in the relevant Key Dates Schedule.
11. Post-Results Services (excluding the issuing of revised assessment results, which is covered by KPI 10) are delivered in accordance with the relevant part of the Assessment Strategy	TQ Post-Results Services – paragraph 9	100% of the Post-Results Services are carried out and completed in accordance with the relevant part of the Assessment Strategy.	Each Contract Month from (and including) August 2022 until the end of the Term	Management Information in relation to compliance with the relevant part of the Assessment Strategy.	Review of self-reporting.

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
<p>12. Submission to the Authority of:</p> <p>(i) all Management Information in accordance with the requirements of Service Requirement 9 in Part 2 of the Service Requirements; and</p> <p>(ii) updated versions of all required Products in accordance with clause 5.5.1(i) and/or paragraph 3 of Schedule 15 (as the case may be); and</p> <p>(iii) where requested by the Authority, updated versions of all requested Products</p>	<p>TQ Provider approval and monitoring services – paragraph 3</p> <p>Student registration and student entry – paragraph 5</p> <p>Reporting – paragraph 10</p>	<p>100% for timeliness of the submission of all Management Information and all required (including requested) Products and/or other documents; and</p> <p>100% for completeness of all:</p> <p>(i) Management Information; and</p> <p>(ii) required Products (not including requested Products).</p>	<p>Each Contract Month from the Effective Date</p>	<p>Management Information and updated versions of the Products and/or other documents referred to in column one are received by the Authority by the date required by this Contract.</p> <p>Management Information is accurate and complete and covers all relevant information, data and reports as specified in the Management Information and reporting requirements.</p> <p>Updated versions of the Products referred to in column one include all relevant updates.</p>	<p>Review of self-reporting.</p>

KPI (desired outcome)	Relevant Service Requirements (incl references to the relevant paragraph of Part 1 of the Service Requirements detailing the relevant element of the Services)	Target performance levels	Performance Monitoring Period	Evidence of performance	Measurement methodology
and/or other documents in accordance with clause 5.5.1(ii).					

Schedule 16

Logos and Trademarks – T Level Trade Mark Licence

1 Interpretation

The definitions and rules of interpretation in this paragraph apply in this T Level Trade Mark Licence, in addition to the definitions and rules of interpretation in Schedule 1 to this Contract.

1.1 Definitions:

“Approved Provider” means an Eligible Provider (as defined in Schedule 1 (*Definitions and Interpretation*) of this Contract) that has been granted Provider Approval (as defined in Schedule 1 (*Definitions and Interpretation*) of this Contract) and in respect of which such Provider Approval has not been revoked pursuant to clause 7.2 of this Contract (*Interaction with Providers*).

“Brand Licensed Material” means any instance of a Brand Licensed Product or Service in material form, including as an electronic copy or any other electronic form, and any promotional or marketing material relating to any Brand Licensed Product or Service;

“Brand Licensed Product or Service” means any products or services listed as such in Appendix 1 (and **“Brand Licensed Products”** and **“Brand Licensed Services”** means such Products or Services respectively;

“Mandatory Marked Material” is material of the type identified in Appendix 1 (and to which the Mark must be applied);

“Mark” means the trade mark(s) set out in Appendix 2, including the listed registrations and applications and any registrations which may be granted pursuant to those applications and the related trade marks, devices and get-ups that may be notified in writing by the Authority to the Supplier from time to time;

“Marked Material” means any Brand Licensed Material or other material in or on which the Mark is used.

2 Grant

- 2.1 The Authority hereby grants to the Supplier a non-exclusive licence to use the Mark on or in relation to the Brand Licensed Products or Services provided or supplied in England, including in connection with the promotion, use and supply of the Brand Licensed Products or Services.
- 2.2 The Supplier may, subject to the prior written approval of the Authority and paragraph 11, sublicense (without the right to further sublicense) each Approved Provider of the TQ to use the Mark on or in relation to the Brand Licensed Products or Services provided or supplied in England, including in connection with the promotion, use and supply of the Brand Licensed Products or Services.
- 2.3 Any use of the Mark in accordance with paragraph 2.1 or 2.2 shall be strictly in accordance with the T Level Branding Guidelines and, when using the Mark, the Supplier shall fully comply with, the T Level Branding Guidelines.
- 2.4 Subject to paragraph 2.2, the Supplier shall have no right to sublicense use of the Mark.

3 Application of the Mark

- 3.1 The Supplier shall use the Mark, in accordance with this Schedule, on all Mandatory Marked Materials.
- 3.2 Subject to clause 12.10 (*Intellectual Property Rights*) of the Contract and paragraph 3.3 below, apart from the Mark, no other trade mark or logo may be affixed or used in a manner in which it may be seen to be used as a trade mark or designation of origin in relation to any Brand Licensed Products or Services or in or on any Brand Licensed Materials.
- 3.3 The Supplier may, subject to the prior written agreement of the Authority, authorise each Approved Provider of the TQ sublicensed in accordance with paragraph 2.2 to

use the Approved Provider's name, logos, trademarks and/or other signs which refer to the Approved Provider on Brand Licensed Products or Services or Brand Licensed Materials on the same terms as, and subject to compliance with clauses 12.10 and 12.11 (*Intellectual Property Rights*) of the Contract (and clauses 12.10 and 12.11 shall apply *mutatis mutandis* to such Approved Provider).

- 3.4 The Supplier shall procure that the Mark, when used in or on any Brand Licensed Materials, shall be clearly and reasonably prominently identified as a trade mark of the Authority, in such manner as is set out in the T Level Branding Guidelines, or with any other statement as notified by the Authority to the Supplier.
- 3.5 The Supplier shall comply strictly with the directions of the Authority regarding the form and manner of the application of the Mark, including the directions contained in the T Level Branding Guidelines.
- 3.6 The Supplier shall, on written request from the Authority or as otherwise provided in the T Level Branding Guidelines, provide samples of all proposed Marked Materials.
- 3.7 The Supplier shall not use in its business any other trade mark confusingly similar to the Mark and shall not use the Mark or any word confusingly similar to the Mark as, or as part of, its corporate or trading name.

4 Title, goodwill and registrations

- 4.1 The Supplier acknowledges that the Authority is the owner of the Mark.
- 4.2 Any goodwill derived from the use by the Supplier of the Mark shall accrue to the Authority. The Authority may, at any time, call for a document confirming the assignment of that goodwill and the Supplier shall immediately execute it.
- 4.3 The Supplier shall not do, or omit to do, or permit to be done, any act that will or may weaken, damage or be detrimental to the Mark or the reputation or goodwill associated with the Mark or the Authority, or that may invalidate or jeopardise any registration of the Mark.

- 4.4 The Supplier shall not apply for, or obtain, registration of the Mark in any country for any goods or services.
- 4.5 The Supplier shall not apply for, or obtain, registration of any trade or service mark in any country which consists of, or comprises, or is confusingly similar to, the Mark for any goods or services.

5 Quality control

- 5.1 The Supplier shall comply with the specifications and standards relating to the Brand Licensed Products or Services which are specified in the Contract.
- 5.2 The Supplier shall promptly provide the Authority with copies of all communications relating to the Mark with any regulatory, industry or other authority.
- 5.3 The Supplier shall permit, and shall use its best endeavours to obtain permission for, the Authority at all reasonable times and on reasonable notice to enter any place used for the production, storage or distribution of the Marked Materials to inspect the Marked Materials in relation to compliance with this T Level Trade Mark Licence.
- 5.4 Without prejudice to any other rights of the Authority, in the event that the Authority finds that any sample of Marked Materials does not meet the requirements of this T Level Trade Mark Licence, it may give notice to the Supplier, and the Supplier shall take all reasonable steps to correct any deficiency as soon as reasonably practicable (having regard to constraints of the academic timetable).

6 Marketing, advertising and promotion

- 6.1 The Supplier undertakes to ensure that its advertising, marketing and promotion of Brand Licensed Products or Services shall in no way reduce or diminish the reputation, image and prestige of the Mark.

7 Recordal of licence

- 7.1 The Authority may, at its own cost, record the licence granted to it in paragraph 2 in the relevant registries against any registrations and applications for registration of the Marks.

- 7.2 The Supplier shall, at the Authority's request, execute a formal licence in such form and provide such other assistance as may be required for the purpose of such recordal.

8 Protection of the Mark

- 8.1 The Supplier shall immediately notify the Authority in writing giving full particulars if any of the following matters come to its attention:

- 8.1.1 any actual, suspected or threatened infringement of the Mark;
- 8.1.2 any actual or threatened claim that the Mark is invalid;
- 8.1.3 any actual or threatened opposition to the Mark;
- 8.1.4 any claim made or threatened that use of the Mark infringes the rights of any third party;
- 8.1.5 any person applies for, or is granted, a registered trade mark by reason of which that person may be, or has been, granted rights which conflict with any of the rights granted to the Supplier under this T Level Trade Mark Licence; or
- 8.1.6 any other form of attack, charge or claim to which the Mark may be subject.

- 8.2 In respect of any of the matters listed in paragraph 8.1:

- 8.2.1 the Authority shall, in its absolute discretion, decide what action if any to take;
- 8.2.2 the Authority shall have exclusive control over, and conduct of, all claims and proceedings;
- 8.2.3 the Supplier shall not make any admissions other than to the Authority and shall provide the Authority with all assistance that it may reasonably require in the conduct of any claims or proceedings; and

- 8.2.4 the Authority shall bear the cost of any proceedings and shall be entitled to retain all sums recovered in any action for its own account.
- 8.3 The provisions of section 30 of the Trade Marks Act 1994 (or equivalent legislation in any jurisdiction) are expressly excluded.
- 8.4 Nothing in this T Level Trade Mark Licence shall constitute any representation or warranty that:
- 8.4.1 any registration comprised in the Mark is valid;
- 8.4.2 any application comprised in the Mark shall proceed to grant or, if granted, shall be valid; or
- 8.4.3 the exercise by the Supplier of rights granted under this T Level Trade Mark Licence will not infringe the rights of any person.

9 Liability, indemnity and insurance

- 9.1 Nothing in this paragraph shall impose or create any liability of the Supplier to the Authority for use in England of the Mark on or in respect of Mandatory Marked Materials in accordance with the terms of this T Level Trade Mark Licence.
- 9.2 To the fullest extent permitted by law, the Authority shall not be liable to the Supplier for any costs, expenses, loss or damage (whether direct, indirect or consequential, and whether economic or other loss of profits, business or goodwill) arising from the Supplier's exercise of the rights granted to it under this T Level Trade Mark Licence.
- 9.3 Save as provided in paragraph 9.1, the Supplier indemnifies the Authority against all Loss to the Authority arising out of or in connection with the Supplier's exercise of its rights granted under this T Level Trade Mark Licence, including any claim made against the Authority for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection therewith, other than where any such Loss and/or claim arises exclusively from the use of the Mark in accordance with this T Level Trade Mark Licence.

10 Additional Supplier obligations

10.1 The Supplier shall:

10.1.1 only make use of the Mark for the purposes authorised in this T Level Trade Mark Licence; and

10.1.2 comply with all regulations and practices in force or use in any territory to safeguard the Authority's rights in the Mark.

10.2 The Supplier shall not, nor directly or indirectly assist any other person to:

10.2.1 use the Mark except as permitted under this T Level Trade Mark Licence;
or

10.2.2 do or omit to do anything to diminish the rights of the Authority in the Mark or impair any registration of the Mark.

10.3 The Supplier acknowledges and agrees that the exercise of the licence granted to the Supplier under this T Level Trade Mark Licence is subject to all applicable laws, enactments, regulations and other similar instruments in any territory, and the Supplier understands and agrees that it shall at all times be solely liable and responsible for such due observance and performance.

11 Sub-licensing

11.1 The Supplier shall have the right to grant to Approved Providers a sub-licence of any of its rights under this T Level Trade Mark Licence provided that:

11.1.1 the Supplier shall ensure that the terms of any sub-licence are in writing and are substantially the same as the terms of this T Level Trade Mark Licence (except that the sub-licensee shall not have the right to sub-license its rights) and the Supplier shall provide the Authority with a copy of the sub-licence on request and the Authority may require that any such sublicense includes the Authority as a party, and that the Authority is entitled to enforce its terms;

- 11.1.2 all sub-licences granted shall terminate automatically on termination or expiry of this T Level Trade Mark Licence; and
- 11.1.3 the Supplier shall be liable for all acts and omissions of any sub-licensee in relation to such sub-licence and indemnifies the Authority against all Losses incurred or suffered by the Authority, or for which the Authority may become liable, (whether direct, indirect or consequential and including any economic loss or other loss of profits, business or goodwill) arising out of any act or omission of any sub-licensee in relation to such sub-licence, other than to the extent any such Losses arise exclusively from the use of the Mark in accordance with this T Level Trade Mark Licence.

12 Duration and termination

- 12.1 This T Level Trade Mark Licence shall commence on the Effective Date and shall continue for the Term.
- 12.2 Without affecting any other right or remedy available to it under this T Level Trade Mark Licence or the Contract, the Authority may terminate this T Level Trade Mark Licence in respect of any Brand Licensed Product or Service with immediate effect by giving notice to the Supplier if:
 - 12.2.1 the Supplier commits a material breach of any term of this T Level Trade Mark Licence in respect of such Brand Licensed Product or Service which breach is irremediable, or (if such breach is remediable) fails to remedy that breach within a period of 7 days after being notified to do so;
 - 12.2.2 the Supplier repeatedly breaches any of the terms of this T Level Trade Mark Licence in respect of relevant Brand Licensed Products or Services or Brand Licensed Materials in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this T Level Trade Mark Licence; or
 - 12.2.3 the Supplier challenges the validity of the Mark.

For the purposes of paragraph 12.2.1, **material breach** means a breach that is serious in the widest sense or of any of the obligations set out in paragraphs 3, 4.3, 4.4, 4.5, 5, 6.1, 10.1 or 11.1. In deciding whether any breach is material no regard shall be had to whether it occurs by some accident, mishap, mistake or misunderstanding.

13 Consequences of termination

13.1 On expiry or termination of this T Level Trade Mark Licence for any reason and subject to any express provisions set out elsewhere in this T Level Trade Mark Licence:

13.1.1 all rights and licences granted pursuant to this T Level Trade Mark Licence shall cease;

13.1.2 the Supplier shall cease all use of the Mark save as set out in this paragraph 13;

13.1.3 the Supplier shall co-operate with the Authority in the cancellation of any licences registered pursuant to this T Level Trade Mark Licence and shall execute such documents and do all acts and things as may be necessary to effect such cancellation;

13.1.4 the Supplier shall promptly deliver up to the Authority (or at the Authority's option, destroy) at the Supplier's expense all copies of promotional material which is Marked Material or otherwise bears any Mark as a designation of origin; and

13.1.5 any provision of this T Level Trade Mark Licence that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this T Level Trade Mark Licence shall remain in full force and effect.

13.2 Termination or expiry of this T Level Trade Mark Licence shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of

the T Level Trade Mark Licence which existed at or before the date of termination or expiry.

Schedule 16 Appendix 1

Brand Licensed Products or Services

Those products and services identified as such in the T Level Branding Guidelines.

Mandatory Marked Materials

All Key Materials and such other materials as are identified as such in the T Level Branding Guidelines.

Schedule 16 Appendix 2

Mark

T Level

Registered trade mark(s) and applications

Country	Mark	App or regn no	Date of app or regn	Classes	Specification
UK	T Level (word)	UK00003318112	15 June 2018	9, 16, 41	<p>Class 9: Electronic apparatus and instruments for testing, examination and assessment purposes; computer software, hardware and firmware for the provision of examination and assessments including software for operation over computer networks or by remote computer access; all of the aforesaid for use in the provision of education, teaching, training and/or assessment.</p> <p>Class 16: Examination papers; syllabi; diplomas; education, academic and vocational certificates; printed examination</p>

					<p>regulations; all of the aforesaid for use in the provision of education, teaching, training and/or assessment.</p> <p>Class 41: Issuing of educational awards; awarding of educational certificates; educational assessment services; provision of examination, testing and assessment services; provision of examination, testing and assessment services electronically, by online delivery, by way of the Internet or world wide web; online publication of syllabi, examination papers, assessments; examination services; assessment services; educational certification services; certification in relation to examinations and other forms of assessment; preparation and validation, accreditation, conducting and administration of examinations, assessments and tests; provision of</p>
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					examination papers; information, advisory and consultancy services relating to all of the aforesaid; all of the aforesaid relating to the provision of education, teaching, training and/or assessment.
EU	T Level (word)	017999579	13 December 2018	9, 16, 41	Class 9: Educational, teaching, instruction or research apparatus and instruments; electronic apparatus and instruments for teaching, instruction, training, research, education, testing, examination and assessment purposes; media bearing electronic publications and data; electronic publications; electronic publications (downloadable) provided online from a database or the Internet; downloadable text and information provided electronically, by online delivery, by way of the Internet or world wide web; electronic database; audio visual teaching

					<p>apparatus; films and video films; computer software, hardware and firmware; computer software, hardware and firmware for the provision of teaching, instruction, training, research, education, testing, examination and assessments including software for operation over computer networks or by remote computer access; educational software; all of the aforesaid for use in the provision of education, teaching, training and/or assessment.</p> <p>Class 16: Printed publications; educational publications; printed matter; educational materials; examination papers; syllabi; diplomas; education, academic and vocational certificates; printed examination regulations; books; magazines; publications; textbooks; exercise books and notebooks; catalogues, handbooks and manuals;</p>
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				<p>study guides; instructional or teaching materials; all of the aforesaid for use in the provision of education, teaching, training and/or assessment.</p> <p>Class 41: Education services; teaching services; publication services; educational publication services; publication of printed matter relating to education; issuing of educational awards; awarding of educational certificates; electronic publication; publication of printed matter; educational assessment services; provision of training, teaching, academic, education, instruction, examination, testing and assessment services; provision of training, teaching, academic, education, instruction, examination, testing and assessment services electronically, by online delivery, by way of the Internet or world wide web;</p>
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					<p>online publication of electronic texts, books, textbooks, brochures, syllabi, examination papers, assessments; examination services; assessment services; educational certification services; certification in relation to examinations and other forms of assessment, education, training and awards; preparation and validation, accreditation, conducting and administration of examinations, assessments and tests; provision of examination papers; information, advisory and consultancy services relating to all of the aforesaid services; all of the aforesaid relating to the provision of education, teaching, training and/or assessment services.</p>
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Schedule 17

Provider Contract requirements

1 Provider Contract

1.1 This Schedule sets out the requirements that Provider Contracts must meet.

1.2 Provider Contracts must:

- 1.2.1 be in writing, enforceable, and on terms that are fair and reasonable;
- 1.2.2 set out all the requirements with which the Approved Provider must comply in order to continue to deliver the TQ;
- 1.2.3 establish a sanctions policy to be applied in the event that the Approved Provider fails to comply with the requirements in the Provider Contract;
- 1.2.4 require the Approved Provider to:
 - (i) take all reasonable steps to ensure that the Supplier is able to comply with its Conditions of Recognition;
 - (ii) retain a workforce of appropriate size and competence to undertake the delivery of the TQ as required by the Supplier;
 - (iii) have available sufficient managerial and other resources to enable it effectively and efficiently to undertake the delivery of the TQ as required by the Supplier;
 - (iv) undertake the delivery of the qualification required by the awarding organisation in accordance with the Equality Act 2010, any Act that was a statutory predecessor to that Act, or any legislation in a jurisdiction other than England which has an equivalent purpose and effect; and

- (v) operate a complaints handling procedure or appeals process for the benefit of Students;
- 1.2.5 where, in accordance with the Approved Assessment Strategy an Approved Provider is permitted to carry out or procure the carrying out of marking of Student assessment evidence, set out details for carrying out Moderation;
- 1.2.6 not materially depart from any relevant industry standards and common education sector practices;
- 1.2.7 be materially consistent across all Approved Providers in respect of the provision of the Provider Services and, in particular, shall not discriminate against any particular types, sizes or geographical locations of Approved Providers in connection with the provision of any Provider Services;
- 1.2.8 include appropriate GDPR provisions: where the Supplier, in fulfilling its obligations under this Contract, is acting as a Processor on behalf of an Approved Provider, the Provider Contract will include provisions to ensure that any personal data (as defined in the GDPR) that is Processed by the Supplier in relation to the Provider Services is Processed in accordance with Data Protection Legislation;
- 1.2.9 be consistent with, and to the extent necessary allow for, any information, document and data sharing requirements contained within this Contract (to include any information, documents and data that must be provided by the Supplier to the Authority and/or any third party and any information, documents and data requested by Ofqual);
- 1.2.10 require the Approved Provider to assist the Supplier in carrying out any reasonable monitoring activities and to assist Ofqual in any investigations made for the purposes of performing its functions;
- 1.2.11 allow Approved Providers to purchase Provider Services on an “as and when needed” basis without any minimum or maximum volume commitments (including in relation to the number of Students);

- 1.2.12 require Approved Providers to register all Students on a TQ by the end of November or within such other timescales as are required by the Key Dates Schedule for the relevant Academic Year and pay that part of the Fees referred to in limb (a) of the definition of Fees within 30 days of such registration and provide that, if a Student terminates their study of the TQ before the end of the following January in the same Academic Year, the Supplier must provide a full refund of such Fees (relating to such Student) to the Approved Provider (for the avoidance of doubt, if the Student terminates their study of the TQ after the end of the following January in the same Academic Year, the Supplier is not obliged to give a refund);
- 1.2.13 include detailed provisions relating to the Approved Provider's role in quality assurance, such provisions shall give effect to the requirements of the Approved Provider's Quality Assurance Process;
- 1.2.14 require Approved Providers to provide advice and guidance to Students (including any Student no longer enrolled with the Approved Provider) in relation to making enquiries about results (and any further steps that may be taken following such an enquiry (including those contemplated by the Additional Services)) and where such Student reasonably requests the Approved Provider (whether directly or indirectly) to request the provision of an Additional Service, require the Approved Provider to request the provision of such Additional Service from the Supplier;
- 1.2.15 require Approved Providers to seek written approval from the Supplier before permitting a third party (for example training providers or satellite centres) to deliver any part of the TQ, including its assessments, and requires the Approved Providers to agree in writing to the Supplier's requirements before the Supplier approves the use of a third party;
- 1.2.16 place responsibility on the Approved Provider to monitor whether any third party involved with the delivery and assessment of the TQ on its behalf has appropriate capacity and capability; and

- 1.2.17 specify a process to be followed in any withdrawal of the Approved Provider (whether voluntary or not) from its role in delivering the TQ and require Approved Providers to take all reasonable steps to protect the interests of Students in the case of such a withdrawal.
- 1.3 Provider Contracts must not:
 - 1.3.1 include terms in connection with Provider Services that are not strictly necessary for the provision of the relevant Provider Services and/or which are materially inconsistent with any of the Supplier's obligations under this Contract;
 - 1.3.2 make the provision of the Provider Services contingent on the take up of any further qualifications or services by the Approved Provider;
 - 1.3.3 require the Approved Provider to make any payments other than the Fees (e.g. for the avoidance of doubt, Provider Contracts shall not require any fees to be paid by the Approved Provider (or an Eligible Provider) for Provider Approval in relation to a TQ);
 - 1.3.4 offer any discounts to the Fees; and/or
 - 1.3.5 include provisions that are materially more onerous than any comparable provisions in this Contract.
- 1.4 The Supplier shall not offer to any Approved Provider any rebate, discount or other incentive in relation to services outside the Provider Services (whether or not in the Provider Contract) which is contingent on or linked to the Approved Provider entering into the Provider Contract and/or registering Students for the TQ.

Schedule 18

Commercially Sensitive Information

Redacted



Schedule 19

Required Insurances

PART A: THIRD PARTY PUBLIC AND PRODUCTS LIABILITY INSURANCE

1 Insured

The Supplier

2 Interest

To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:

2.1 death or bodily injury to or sickness, illness or disease contracted by any person; and

2.2 loss of or damage to property,

happening during the period of insurance (as specified in paragraph 5) and arising out of or in connection with the provision of the Services under this Contract.

3 Limit of indemnity

Not less than £5,000,000 in respect of any one occurrence, the number of occurrences being unlimited, but £5,000,000 in the aggregate per annum in respect of products and pollution liability.

4 Territorial limits

United Kingdom.

5 Period of insurance

From the Effective Date and renewable on an annual basis unless agreed otherwise by the Authority in writing for the Term.

6 Cover features and extensions

Indemnity to principals clause.

7 Principal exclusions

- 7.1 War and related perils.
- 7.2 Nuclear and radioactive risks.
- 7.3 Liability for death, illness, disease or bodily injury sustained by employees of the Insured during the course of their employment.
- 7.4 Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.
- 7.5 Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.
- 7.6 Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.
- 7.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.
- 7.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

8 Maximum deductible threshold

Not to exceed £10,000 for each and every third party property damage claim (personal injury claims to be paid in full).

PART B: PROFESSIONAL INDEMNITY INSURANCE

1 Insured

The Supplier

2 Interest

To indemnify the Insured for all sums which the Insured shall become legally liable to pay (including claimants' costs and expenses) as a result of claims first made against the Insured during the period of insurance (as specified in paragraph 13) by reason of any negligent act, error and/or omission arising from or in connection with the provision of the Services.

3 Limit of indemnity

Not less than £5,000,000 in respect of any one claim and in the aggregate per annum, exclusive of defence costs which are payable in addition.

4 Territorial Limits

United Kingdom

5 Period of insurance

From the Effective Date and renewable on an annual basis unless agreed otherwise by the Authority in writing (a) for the Term; and (b) for a period of 6 years thereafter.

6 Cover features and extensions

Retroactive cover to apply to any "claims made policy wording" in respect of this Contract or retroactive date to be no later than the Effective Date.

7 Principal exclusions

7.1 War and related perils

7.2 Nuclear and radioactive risks

8 Maximum deductible threshold

Not to exceed £10,000 for each and every claim.

PART C: UNITED KINGDOM COMPULSORY INSURANCES

- 1 The Supplier shall meet its insurance obligations under applicable Law in full, including, UK employers' liability insurance and motor third party liability insurance.

Schedule 20

Authorised Representatives

The content for this Schedule is contained in the document entitled S20_Lot7_Authorised_Representatives.



Business and Administration: Management and Administration

**T Level outline content: final version for
ITT**

March 2020

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Introduction

Outline content

This outline content has been produced by [T Level panels](#) of employers, professional bodies and providers, and is based on the same standards as those used for apprenticeships. The outline content will form the basis of the specifications for T Level Technical Qualifications, which will be developed by awarding organisations for approval by the Institute for Apprenticeships and Technical Education. One awarding organisation will be appointed to develop and deliver each Technical Qualification following a procurement process.

Colleges and other education and training providers will decide how to structure the T Level courses they offer, based on the qualification specifications. This will enable them to deliver the study programme's mandatory components in the most effective way for students.

A T Level programme consists of a Technical Qualification, substantial industry placement, English and maths, and other occupation-specific requirements where essential for entry to skilled employment. This outline content relates solely to the Technical Qualification part of a T Level programme.

Further information about T Levels is available on the website of the Institute for Apprenticeships and Technical Education here: www.instituteforapprenticeships.org, and at www.education.gov.uk.

Business and Administration: Management and Administration

Awarding organisations will need to ensure that students have an up-to-date knowledge of the legal and regulatory obligations relating to employment in the occupations relevant to the T Level, and understand the practical implication of these on their work.

Maths, English and digital skills are set out in a separate annex. Awarding organisations should integrate these within the qualification so that they are applied in occupationally relevant contexts.

Core content

The core content relates to the whole route 'route core', and the pathway that the Technical Qualification covers 'pathway core'. The core knowledge and understanding is assessed through an examination and core skills through a practical employer-set project.

The core knowledge and understanding focuses on the students' knowledge and understanding of contexts, concepts, theories and principles relevant to the T Level. This could include, where appropriate, assessment of knowledge and understanding relevant to the route and the pathway.

The employer-set project provides the opportunity to develop and apply a minimum range of core skills important for employability. The allocation of content to each type of assessment will need to be approved by the Institute for Apprenticeships and Technical Education.

Core knowledge and understanding across Business and Administration Route

Element	Content
Business Context	<ul style="list-style-type: none"> • The different types of organisations (e.g. private, public and not-for-profit) and the environments in which they operate both nationally and globally. • The impact of organisations on society and the environment, including: <ul style="list-style-type: none"> ○ Economic growth and revenue and profit generation, locally, nationally and globally; ○ Social impact including: <ul style="list-style-type: none"> ▪ Corporate Social Responsibility (CSR); ▪ promoting equality and diversity; ▪ social mobility; ▪ ethical financing; ▪ anti-slavery and human trafficking; ▪ ethical working conditions; ▪ environment including sustainability. • Different forms of legal entities that organisations can form such as partnership, limited company, charity etc. • How and why organisations set objectives and strategies for achieving them. • How size, purpose and sector have an impact on organisations including: <ul style="list-style-type: none"> ○ Business models and structures; ○ Operations and functions (e.g. finance, Human Resources); ○ The roles within these organisations (e.g. CEO, Finance Director) and how and why they differ. • The different forms of governance that operate in organisations and how these relate to organisations' size, purpose, legal constitution and regulatory environment including: <ul style="list-style-type: none"> ○ Policy and reporting; ○ Oversight (e.g. Board of Trustees, Board of Directors). • The main legislative and regulatory frameworks that apply to organisations including: <ul style="list-style-type: none"> ○ Those relating to privacy, data protection (for example, GDPR), equality, information security and health and safety;

	<ul style="list-style-type: none"> ○ Those relating to environmental and sustainability legislation and frameworks; ○ Those relating to anti-bribery and anti-competitive regulations; ○ The role of regulatory bodies. • The different types of internal and external stakeholders (for example, trade unions, investors and shareholders) and customers and how their needs and priorities influence the way organisations operate. • How current and emerging digital technologies impact on the way businesses operate and how this is changing; for example Artificial Intelligence (AI), robotics and big data. • Organisational cultures and values, how and why they vary, and how they are expressed externally and internally, both overtly and in reality. For example: <ul style="list-style-type: none"> ○ Externally through branding and mission statements; ○ Internally through expectations of employees such as dress and behaviour codes; • The different ways and channels through which organisations communicate internally and externally (for example, emails, intranet, press releases, social media)
People	<ul style="list-style-type: none"> • The legislation which governs the employee lifecycle from recruitment to termination, for example health and safety, duty of care, equality legislation. • The ways in which different types of organisations ensure that they have the right people to meet their business aims including through deploying different recruitment channels and employment contracts. • The value and benefits of an equal, diverse and inclusive workforce to an organisation, such as enhancing: <ul style="list-style-type: none"> ○ Creativity; ○ Reputation; ○ Retention; ○ Staff motivation; and ○ Reducing 'group think.' • The importance and impact of employee well-being and resilience in organisations and how this is fostered and monitored.

	<ul style="list-style-type: none"> • Different approaches to the way people are managed including: <ul style="list-style-type: none"> ○ Those dictated by organisational ways of working such as matrix and hierarchical; ○ Those relating to personal preferences or organisational leadership styles such as autocratic or collaborative; ○ Remote and dispersed working; ○ Outsourced workers. • How organisations ensure that individuals develop the skills they need to contribute effectively to the organisation and its changing needs, including through: <ul style="list-style-type: none"> ○ Induction; ○ Feedback and performance reviews; ○ Learning development plans (e.g. CPD) and goals; ○ Internal and external training and on the job learning; ○ Coaching and mentoring. • Working as part of a team, including: <ul style="list-style-type: none"> ○ The different types of teams and collaborative groupings (e.g. internal and those involving different functions and stakeholders); ○ The different roles in a team; ○ Team dynamics and the impact they can have. <p>The importance of all team members taking responsibility for developing each other to achieve shared goals and the formal and informal ways this is done.</p>
Quality and Compliance	<ul style="list-style-type: none"> • The importance of maintaining and improving quality in all aspects of public and private sector organisations. • How quality is measured in different sectors such as manufacturing and care services for example, through quality standards such as: <ul style="list-style-type: none"> ○ ISO accreditations; ○ Those relating to people such as Investors in People and Investors in Diversity. • The role of regulatory bodies and inspections.
Finance	<ul style="list-style-type: none"> • Common terms used in financial reporting such as turnover and profit and loss.

	<ul style="list-style-type: none"> • Sources of finance for different types of organisations including: <ul style="list-style-type: none"> ○ Internal funding such as retained profit; ○ External funding such as private equity, grants, crowd-funding etc. • Different forms of expenditure including: <ul style="list-style-type: none"> ○ Staffing costs (including salary and related costs such as national insurance and pension); ○ Capital expenditure such as machinery and equipment; ○ The difference between fixed and variable costs and what influences each. • How revenue and expenditure (including cash and profit) are tracked and controlled including through: <ul style="list-style-type: none"> ○ Double entry bookkeeping; ○ Budgeting; ○ Reporting, including balance sheets and profit and loss accounts; ○ Setting spending limits; ○ Auditing.
Policies and procedures	<ul style="list-style-type: none"> • How organisations develop policies and procedures and why, including: <ul style="list-style-type: none"> ○ The policies and procedures that organisations develop and implement in order to comply with their legal and regulatory obligations and how and why the impact of these is assessed. ○ Non-mandatory policies and procedures. • How and why organisations develop Key Performance Indicators (KPIs), how they are measured and their impact on individuals' roles.
Project and change management	<ul style="list-style-type: none"> • What drives change, for example: <ul style="list-style-type: none"> ○ External changes - political, economic, social, technological, legal and environmental (PESTLE); ○ Changes in organisational priorities. • Why organisations need to make continuous improvements and innovations. • The common change management theories and models (for example, Kotter's change model, nudge theory, Kubler-Ross, Lewin).

	<ul style="list-style-type: none"> • The main project management approaches, their similarities and differences, and when and why they might be used (for example, Agile and Prince). • How projects are defined, structured, reported on and measured depending on the project management methodology used, and how technology can support this (for example, through collaboration tools, project dashboards). • How to support and improve projects through research, evidence and evaluation methods.
Business behaviours	<ul style="list-style-type: none"> • The importance of good communication and adapting social communication styles to professional standards and according to purpose, medium and audience, including: <ul style="list-style-type: none"> ○ Oral (such as speaking, active listening, asking questions and building relationships); ○ Written (such as emails, reports, forms, on-line content and presentations); ○ Body language and self-awareness. • The importance of self-management and how this impacts on the organisation and the individual, including: <ul style="list-style-type: none"> ○ Resilience; ○ Time-management and punctuality; ○ Self-development including understanding of own learning style, emotional intelligence and unconscious bias; ○ Meeting objectives; ○ Adaptability and flexibility; ○ Prioritisation; ○ Accountability; ○ Decision-making and escalation; ○ Giving and receiving feedback. • The importance of individuals' adapting their behaviour to the expectations and policies of the organisation including through compliance with codes of conduct and ethics. • The importance of acting with integrity and building trust with stakeholders and colleagues.

Employer-set project

The employer-set project ensures students have the opportunity to combine core knowledge and skills to develop a substantial piece of work in response to an employer-set brief. The employer-set project forms part of the Technical Qualification and is a separate part of the T Level programme to the Industry Placement.

To ensure consistency in project scope and demand, awarding organisations will develop assessment objectives, which require students to:

- plan their approach to meeting the brief
- apply core knowledge and skills as appropriate
- select relevant techniques and resources to meet the brief
- use maths, English and digital skills as appropriate
- realise a project outcome and review how well the outcome meets the brief

The awarding organisation will work with a relevant employer or employers, to devise a set brief that:

- ensures a motivating starting point for students' projects, for example, a real-world problem to solve
- ensures students can generate evidence that covers the assessment objectives
- is manageable for providers to deliver
- is officially approved by the awarding organisation and employer

For Management and Administration in achieving the assessment objectives and meeting the brief, students must demonstrate the following core skills:

- **Business context and commercial awareness**
 - e.g. conduct a PESTLE analysis to inform a change project.
- **Project management: plan, manage and evaluate a project using appropriate tools and methodologies**
 - e.g. introducing a new policy or training programme.
- **Communication: using a range of communication methods tailored to audience**
 - e.g. to internal and external stakeholders on business solutions; making a presentation to a customer.
 - Use IT packages to present documentation professionally.
- **Working collaboratively with others**
 - e.g. to develop content for an intervention; to develop feedback skills; managing and influencing stakeholders; considering the impact of proposed solutions on others; to develop a business improvement solution.
- **Applying a logical approach to problem solving, identifying and resolving issues, recording progress and proposing solutions**
 - e.g. undertaking a cost / benefit analysis of the introduction of new procedures; developing a creative or innovative business improvement solution.
- **Undertaking research**
 - e.g. identifying sources and obtaining information related to a project and / or customer requirements; interrogating, analysing and reporting on business data; create a briefing document for internal colleagues or supervisor to assist them in formulating specific advice.

- **Reflective practice**
 - e.g. review performance and own behaviours for impact; identifying ways for improvement; quality outcomes.

Occupational Specialist Content

Specialist content is structured into different occupational specialisms, which correspond to the apprenticeship standards listed on the relevant occupational map. Occupational specialisms ensure students develop the knowledge and skills necessary to achieve a level of competence needed to enter employment in the occupational specialism, and are organised around 'performance outcomes' that indicate what the student will be able to do, as a result of learning and applying the specified knowledge and skills.

Occupational Specialist Content

Occupational Specialism: Business Improvement

Performance Outcome 1: Acquire and protect data to support the improvement process

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none">• The different types of data available within the business environment together with their sources, how they are produced and how they can be integrated.• How to obtain, use and protect data including:<ul style="list-style-type: none">○ legal frameworks and requirements;○ data acquisition and permissions;○ correct use of data;○ securing and protecting data using physical and electronic methods.• The principles of data collection including sampling, frequency, sources and techniques.• The principles of researching data including:<ul style="list-style-type: none">○ sampling theory;○ data collection tools and potential sources of data;○ data accuracy and verification;○ differences between qualitative and quantitative data and their uses;○ basic statistical techniques.	<ul style="list-style-type: none">• Identifies and sources suitable data for analysis.• Engages with Data Controllers to assess and agree the most appropriate methods to safely acquire data within legal and business frameworks.• Uses constructive questioning and active listening skills to acquire data.• Secures and protects different types of data, including the appropriate use of:<ul style="list-style-type: none">○ firewalls, virus protection, passwords and cyber security for electronic data;○ secure rooms, safes and locked cupboards for physical data and backups of electronic data.• Uses appropriate tools to collect, collate and integrate data sets, including electronic and physical data.• Checks and verifies data to ensure it is complete, accurate, appropriate and of good quality.• Uses different techniques and metrics to accumulate and measure various types of data produced by businesses.

- Why businesses need to measure outputs and performance and how measurement can be used to indicate change and improvement, including:
 - basic measurement techniques such as observation, counting, estimating, surveys, interviews, voice of the customer, system generated data;
 - methods of assessment including time series data, historical comparisons, benchmarking, competitor analysis.

- Selects and uses the most appropriate measuring and analysis techniques when assessing different business functions.

Performance Outcome 2: Analyse data to identify opportunities for improvement

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • The various processes employed when preparing, analysing and presenting data. • The importance of providing good quality data analysis and interpretation, including through: <ul style="list-style-type: none"> ○ the use of different specialisations such as data collection, research, statistical analysis, programming, interpretation and graphical analysis e.g. histograms; ○ obtaining different views of data and results including their importance and interpretation. • Different methods of combining and integrating data including de-duplication, error checking and verification. • Basic statistical techniques including standard deviation, correlation, trend analysis and graphical presentation and how to apply them to data sets. • Different techniques for identifying, assessing and resolving problems when acquiring, analysing and understanding data. • How to interpret data analysis results in the context of a business to identify opportunities for improvement including: <ul style="list-style-type: none"> ○ quantitative and qualitative data analysis; ○ gap analysis for opportunities; 	<ul style="list-style-type: none"> • Prepares comprehensive data analysis plans showing the steps, time and involvement required for data acquisition, collation, analysis, interpretation and presentation. • Selects and extracts relevant data from wider, or large, data sets. • Combines different data sets, checking for errors and duplicates. • Identifies and resolves problems with data collection, analysis and interpretation. • Uses appropriate statistical techniques for analysing different types of product/process performance data correctly e.g. root cause analysis; graphical analysis. • Shows how data analysis results could be interpreted, including the use of scenarios, modelling and options to identify opportunities for improvement. • Prepares and delivers meaningful presentations of data analysis results and their interpretation.

<ul style="list-style-type: none">○ root cause analysis;○ data modelling systems and techniques;○ using and combining different data sets;○ developing scenarios and options;○ benchmarking comparisons;○ problem and goal statements. <ul style="list-style-type: none">● How to prepare and present data analysis results and interpretations including:<ul style="list-style-type: none">○ placing results in the business context;○ preparing written reports;○ preparing graphics and animations.	
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Performance Outcome 3: Engage stakeholders in discussions on business processes and improvement

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • How stakeholder mapping shows the influence of different stakeholders, information requirements, frequency and preferred methods of contact. • Different models and theories for introducing change management and improvements in a business, for example: McKinsey 7-S Model; Kotter's Theory; ADKAR Model. • Different structured approaches to the assessment and implementation of change management and their uses in implementing effective change in organisations, including: <ul style="list-style-type: none"> ○ flowcharting, process mapping and modelling; ○ change readiness assessments; ○ experimentation; ○ communicating the need for change and improvement; ○ facilitation of change; ○ engaging with stakeholders; ○ showcasing and walkthroughs; ○ sustainability. • The importance of building rapport with colleagues and managers. • The principles of performance measurement for improvement, including: <ul style="list-style-type: none"> ○ historical trends; 	<ul style="list-style-type: none"> • Identifies the key business functions and roles (for example, those responsible for managing, analysing, quality assuring and communicating the change) involved in the improvement processes. • Prepares stakeholder communications plans including stakeholder mapping, communications methods, messages and timings. • Uses constructive questioning and active listening skills to discuss areas for improvement and approaches to change. • Selects and uses appropriate communications media for stakeholders and business improvement, for example emails, social media, briefing notes. • Shows how using different change management models, theories and approaches can influence the outcomes for stakeholders and business change. • Facilitates meetings and discussions, providing constructive feedback, responding to challenges, overcoming conflict and resistance and escalating issues when necessary. • Builds trust with, and across, teams at all levels using effective negotiating, influencing and escalating skills. • Uses appropriate communications media to inform stakeholders about change techniques and improvements. • Uses performance measurement and process mapping techniques to show how organisations can change and sustain improvement over time.

<ul style="list-style-type: none"> ○ observation, software monitoring, productivity levels, system generated data; ○ benchmarking and competitor analysis. • The principles of negotiating with, and influencing, colleagues and other stakeholders at all levels, including building trust, overcoming conflict and resistance. • How to prepare and present to stakeholders including: <ul style="list-style-type: none"> ○ placing business change in context; ○ preparing written reports; ○ preparing graphics and animations; ○ preparing and making presentations. • How to raise concerns and when and how to escalate problems. 	<ul style="list-style-type: none"> • Prepares presentations and reports illustrating effective change management techniques.
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Performance Outcome 4: Identify, propose and plan solutions for improvement

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • Understand why the functions and roles within a business may need to evolve and change, including the impact of new legislation, technology, markets and competitors. • The legal aspects which may frame improvements including data protection, diversity and inclusion, gender balance, health and safety. • Different types of change management and business improvement processes, such as Six Sigma, Total Quality Management (TQM), Agile, Lean, Plan Do Check Act. • Approaches to measuring and controlling risks when implementing change and its outcomes. • Forming and leadership of business improvement teams, including selection, role allocation, agreeing goals, personal growth plans, tasks and timing. • The principles and tools used for managing change projects including tasks, budgets, resources, timing, scheduling, systems, section matrix and scoping tree. • The different techniques for identifying, assessing and resolving problems and risks, including interim containment actions, when assessing ideas and preparing proposals for 	<ul style="list-style-type: none"> • Prepares detailed proposals for change initiatives based on data analysis and interpretation, including: <ul style="list-style-type: none"> ○ current situation; ○ justification for improvement; ○ areas to be changed; ○ recommendations; ○ alternative approaches; ○ success criteria. • Prepares comprehensive plans including goal statements for the introduction of change management processes, including scope, tasks, resources and teams, budgets, timing and scheduling. • Forms, leads and develops teams focussed on improving business performance using improvement processes e.g. lean. • Presents change management proposals and plans, managing subsequent discussions and challenges, conflict and resistance. • Identifies and resolves problems and risks with proposals for business improvement, including assessment of the problems and risks, methods of resolution and escalation. • Coaches team members in communicating and using effective business improving techniques.

<p>improving business processes e.g. brainstorming.</p> <ul style="list-style-type: none">• The principles of negotiating and influencing colleagues and other stakeholders at all levels, including building trust, overcoming conflict and resistance.• Different techniques for coaching people in business improvement, including asking good questions, guiding conversations, SMART goals, GROW model.• How to prepare and present plans and proposals on business improvement including:<ul style="list-style-type: none">○ preparing written proposals;○ developing comprehensive plans;○ preparing graphics and animations;○ preparing and making presentations.	
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Performance Outcome 5: Monitor and report the implementation of business improvement activities

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • The principles of monitoring the implementation and outcomes of change initiatives, including preparation of plans, implementing change, reporting, escalation. • The potential risks and issues that may affect a change initiative and how to resolve them. • The different methods and metrics of measuring business performance including: <ul style="list-style-type: none"> ○ basic measurement techniques for example observation, counting, estimating, surveys system generated data, monitoring software; ○ methods of assessment such as time series data, historical comparisons, benchmarking, competitor analysis, control charts, dashboards, discrete data. • The performance and change management cycle, including plan, implement, monitor, review. • Approaches to support the continuous improvement of operational performance such as capability analysis and continuous data. • Preparation and presentation of progress reports on improvement initiatives and their outcomes, including: 	<ul style="list-style-type: none"> • Monitors business performance including through benchmarking, analysing the results and their interpretation for change improvement initiatives. • Prepares comprehensive project plans for the introduction of improved business processes, including: tasks, resources and teams, budgets, timing and scheduling. • Prepares and presents business performance reports and their interpretation, managing subsequent discussions and challenges and conflict. • Presents business improvement project progress reports, managing subsequent discussions, challenges and conflict. • Facilitates business improvement progress meetings, managing subsequent discussions, challenges, conflict, resistance and escalation. • Identifies and resolves problems, risks and issues in business improvement projects including through: <ul style="list-style-type: none"> ○ assessing problems, risks and issues; ○ deploying methods of resolution and mitigation; ○ escalating appropriately. • Introduces and negotiates adjustments to agreed plans and approaches that are adaptable to the changing needs of the business.

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|---|--|
| <ul style="list-style-type: none">○ preparing written monitoring and progress reports;○ preparing graphics and animations to illustrate performance;○ preparing and making presentations on performance and improvements. | |
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Occupational Specialism: Team Leadership/Management

Performance Outcome 1: Lead, manage and develop individuals and teams to deliver outcomes

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • The difference between leadership and management. • Why leadership is important. • The role of leaders in setting organisational direction and strategy and how this is translated into divisional and functional strategies and plans. • Understand different leadership styles, for example, transformational and situational, and how they affect: <ul style="list-style-type: none"> ○ methods for providing direction, implementing plans and motivating people; ○ productivity and performance. • Awareness of structured approaches to managing change within a team, such as Kotter, Lewin's Change model, Mckinsey 7 S model. • How the way change is managed can impact on teams and individuals. • Why it is important for team leaders to model expected values and behaviours. • The importance of coaching and training and: 	<ul style="list-style-type: none"> • Is aware of own leadership style and how this impacts on those they work with. • Adapts own leadership style as appropriate in response to reactions from other individuals. • Reflects on own performance, seeks feedback, understands why things happen, and makes timely changes by applying learning from feedback received. • Communicates strategy and team purpose, adapting style to suit the audience. • Uses appropriate coaching techniques including: <ul style="list-style-type: none"> ○ active listening; ○ questioning; ○ finding strengths; and ○ assuming objective/ non-judgemental stance. • Manages competing priorities. • Manages own time effectively through the appropriate use of time management tools and techniques. • Supports effective organisational delivery through the identification and use of planning tools, such as Affinity

<ul style="list-style-type: none"> ○ the difference between coaching and training; ○ how coaching supports the development of teams and people and improves engagement and motivation; ○ effective coaching techniques and processes, for example, GROW model or Initiation, Observation and Action, Reflection and Evaluation. <ul style="list-style-type: none"> • Why effective time management is important for organisations, teams and individuals. • A range of time management tools and techniques and the circumstances and ways in which they should be used. • Prioritisation theories and when and how they can be used such as Urgent vs Important grid, Eisenhower Matrix. • How to use a range of planning tools and techniques such as GANTT charts, digital calendars and task managers. • An understanding of equality, diversity and inclusion theory, including inclusive leadership, unconscious bias and reverse mentoring. • The key characteristics of an inclusive workplace and how equality and inclusion can be achieved through leadership. 	<p>diagrams, fishbone diagrams, GANTT charts, Process Decision Program Charts and Interrelationship diagrams.</p> <ul style="list-style-type: none"> • Uses a range of planning tools and techniques appropriate to the situation. • Promotes equality of opportunity and anti-discriminatory practice. • Uses an understanding of the different stages of team development to ensure a cohesive team and that their objectives are met. • Sets team and personal goals and objectives and appropriate approaches to measuring and monitoring them. • Maximises the effectiveness and productivity of team through performance review techniques.
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<ul style="list-style-type: none"> • How legislation and responsibilities regarding equality and diversity and duty of care relate to the team supervisor role. • Team development stages, for example: <ul style="list-style-type: none"> ○ Tuckman's model; ○ Forming, Storming, Norming, Performing. • Team management models including team dynamics and motivation techniques. • The concept of a high performing team and the techniques that can be deployed to create one. • An understanding of different contributions to a team and theories of team roles such as Belbin's. • Performance management techniques including: <ul style="list-style-type: none"> ○ setting Key Performance Indicators (KPIs) and metrics; ○ appraisals; ○ 360 degree feedback; ○ objective and goal setting; ○ performance management frameworks; ○ personal development plans; ○ providing constructive feedback. • The business benefits of cross-functional team working and how to facilitate this to support the delivery of organisational objectives. 	
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<ul style="list-style-type: none"> • The legislative and regulatory frameworks that influence people management including data protection, employment law and union recognition. • People related data and the systems used to record and store such data; for example, absence management and performance management. • The types of systems used for people management including: <ul style="list-style-type: none"> ○ HR systems; ○ the legislative regulations that cover such systems: for example, those covering data protection and the storage of personal sensitive data; ○ the legal aspects of HR such as requirements for making reasonable adjustments and the management of lateness, absence and poor performance; ○ Organising people resources for example employee schedules and resource allocation. • Managers' legal responsibilities towards their staff: for example; safeguarding, health and safety. • Performance management systems and typical governance arrangements: for example, quarterly and annual reviews. 	
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Performance Outcome 2: Build relationships with colleagues, customers and stakeholders

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • How to create a stakeholder map including: <ul style="list-style-type: none"> ○ mapping relationships between stakeholders and the organisation's objectives; ○ analysing stakeholders by perspectives, impact and influence; ○ identifying the best techniques for engaging with each stakeholder group. • The importance of emotional intelligence, its characteristics and how it can be developed and measured. • How to use emotional intelligence and conflict management techniques to manage stakeholder relationships. • The importance of understanding different learning styles and the use and impact of different feedback mechanisms. • The different forms of formal and informal communication and their application, including: <ul style="list-style-type: none"> ○ written communication such as emails, social media, letters; ○ oral communication such as telephone conversations and presentations. 	<ul style="list-style-type: none"> • Develop a stakeholder map for a familiar organisation which outlines both primary and secondary stakeholders. • Engages and communicates with stakeholders through a variety of media. • Constructs detailed and realistic plans for developing stakeholder relationships. • Understands and develops own emotional intelligence, for example through reflective practice. • Clearly communicates key messages in writing, digitally and orally including through presentations. • Demonstrates active listening in discussions with colleagues and stakeholders. • Provides constructive feedback. • Develops clear meeting agendas with timings. • Chairs meetings ensuring that: <ul style="list-style-type: none"> ○ the agenda runs to time; ○ all participants are encouraged to contribute; ○ any conflicts are dealt with appropriately; ○ actions and decisions are summarised and noted.

<ul style="list-style-type: none"> • The kinds of challenging conversations that can arise in the working environment (for example contraventions of codes of conduct, breaches in data protection rules, or performance management issues), and how to handle them. • Why it is important to provide constructive feedback and how to do this. • The kinds of concerns that should be escalated, such as financial irregularities, modern slavery, grievances, safeguarding, duty of care, equality and diversity, welfare, health and safety issues. • How to escalate concerns appropriately, including through whistleblowing. • The different roles in meetings (organiser, chair, note-taker, participant) and how to undertake each role effectively. 	<ul style="list-style-type: none"> • Produces clear and concise meeting notes with actions that are easily identifiable.
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Performance Outcome 3: Deliver core operational tasks and plans

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • How organisational strategy is developed using tools such as a PESTLE and SWOT analysis. • How to set clear goals, using the SMART approach. • How to interpret, communicate and cascade strategy. • The principles of data management and the use of different technologies in business. • How organisations use data to gain insight into their customers' behaviours to inform business decisions. • The processes for collecting, validating, storing, protecting, and processing data. • A range of technologies to support the acquisition and management of data. • Tools and techniques to support decision making such as market research, cost-benefit analysis, SWOT analysis and feasibility studies. • A range of techniques and tools to support problem solving and how to use them, including Problem Cause Identification tools such as: <ul style="list-style-type: none"> ○ Root cause analyses; ○ Fishbone diagrams; ○ Interrelationship diagrams; 	<ul style="list-style-type: none"> • Develops plans to cascade strategy through the team. • Translates goals into deliverable actions and sets up processes for monitoring outcomes. • Uses data management tools competently and as appropriate to the situation. • Produces measurable Key Performance Indicators that demonstrate how successful an organisation is in meeting its objectives. • Analyses problems using a range of tools and techniques. • Makes decisions through following the stages of: <ul style="list-style-type: none"> ○ identifying the problem; ○ investigating possible solutions; ○ utilising data and feedback; ○ agreeing action; ○ escalating where appropriate; ○ monitoring outcomes. • Creates well-structured, clearly written reports suitable for the intended audience, making good use of data to support decisions and conclusions.

<ul style="list-style-type: none">○ Mind mapping;○ Appreciative inquiry;○ Lateral thinking;○ Idea generation approaches. <ul style="list-style-type: none">● How to analyse data to support business decision making.	
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Performance Outcome 4: Manage and implement projects

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none">• The phases of the project lifecycle such as initiation, planning, execution, monitoring and control and close/review.• The roles and responsibilities of project team members including: Project Manager, Project Team Member, Project Sponsor, Executive Sponsor.• How to determine and manage project resources and budgets, including people, equipment, materials, knowledge.• How to identify and manage risk as part of Project Management.• The risk management process – Initiate, Identify, Analyse, Evaluate, Treat, Monitor and Review.• The content and purpose of risk, issue and decision logs.• Project management tools and when to utilise them, including Gantt Charts, task management and real time dashboards.• How to ensure costs are controlled and outcomes evaluated, and the kinds of organisational and compliance requirements that can govern these.	<ul style="list-style-type: none">• Plans and monitors projects to delivery, taking corrective action where necessary.• Determines the resources needed to deliver against the project plan.• Identifies and manages risks.• Proficient in the use of common project management tools used in the different phases of the project lifecycle.• Drafts budgets, instigating appropriate arrangements to monitor and control expenditure, taking account of compliance requirements.

Performance Outcome 5: Apply governance and compliance requirements

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none">• How to calculate return on investment and value for money, including where the application of financial values is difficult.• The annual budgeting cycle, including setting an annual budget and what to budget for.• How to monitor budgets using tracking and reporting tools to ensure efficiencies and that costs do not overrun.	<ul style="list-style-type: none">• Accurately calculates return on investment and value for money.• Identifies and justifies which of competing options provides the best return on investment.• Drafts a budget and sets up monitoring and control arrangements.• Identifies the main financial and legislative requirements and associated risks for an organisation.• Identifies and suggests recommendations in relation to health and safety, security, confidentiality of information.

Occupational Specialism: Business Support

Performance Outcome 1: Support the running of the organisation

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • How and why organisations develop values, vision, mission, strategy and objectives. • The processes and tools to support: <ul style="list-style-type: none"> ○ the running of a business; ○ the business planning process; ○ the business objectives cycle; ○ monitoring and reviewing implementation and impact. • How to organise meetings and events including through: <ul style="list-style-type: none"> ○ developing and consulting on the agenda; ○ taking effective minutes and action logs; ○ arranging travel and accommodation and the factors to take into account when doing so. • How to produce a PESTLE (Political, Economic, Social, Technological, Legal and Environmental) analysis. • Understanding of project management principles including: <ul style="list-style-type: none"> ○ the phases of the project lifecycle: initiation, planning, execution, monitoring and control and close/review; ○ the roles and responsibilities in project teams including: Project Manager, Project Team Members, Project Sponsors; 	<ul style="list-style-type: none"> • Uses a range of planning tools and techniques to develop business plans and business cases. • Takes accurate minutes and creates action logs. • Completes PESTLE analyses. • Uses relevant project management principles and tools to scope, plan, monitor and report on projects. • Breaks down an assigned task and identifies and uses the appropriate tools (software or paper-based) to complete the task. • Manages resources to include procurement of consumables and non-consumables. • Supports the organisation to be cost-effective through: <ul style="list-style-type: none"> ○ careful use of paper and other consumables; ○ looking for opportunities to reduce costs, for example in travel and accommodation. • Disposes of waste in a way that: <ul style="list-style-type: none"> ○ meets requirements for confidentiality; ○ recycles where possible; ○ is in line with relevant legislation for safe disposal.

<ul style="list-style-type: none"> ○ project management tools and when to utilise them, including Gantt Charts, task management and real time dashboards; ○ how to determine and manage project resources, including people, equipment and materials; ○ how to identify and manage risk as part of Project Management. <ul style="list-style-type: none"> ● The principles for waste management and sustainability used by organisations and the legislative frameworks that apply. ● The kinds of concerns that should be escalated such as financial irregularities, compliance issues (for example, data protection breaches), modern slavery, customer complaints, health and safety issues. ● How to escalate concerns appropriately, including through whistleblowing. ● The principles of effective coaching and associated techniques; for example, GROW model or Initiation, Observation and Action, Reflection and Evaluation. 	<ul style="list-style-type: none"> ● Recommends ways of reducing waste. ● Escalates concerns appropriately. ● Coaches others to perform tasks effectively.
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Performance Outcome 2: Organise and prioritise workloads and processes

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none">• The role and main features of formal and informal processes in different business functions and how they are developed and administered, for example customer data, billing, invoices and purchase orders.• The importance of accepting personal responsibility for own work and achieving tasks and projects on time.• Why effective time management is important for organisations, teams and individuals.• A range of time management tools and techniques and the circumstances and ways in which they should be used.• Prioritisation theories and when and how they can be used such as Urgent vs Important grid, Eisenhower Matrix.	<ul style="list-style-type: none">• Manages own time effectively through the appropriate use of time management tools and techniques.• Uses different time management tools to prioritise tasks.• Makes decisions and recommendations based on sound reasoning and evidence.

Performance Outcome 3: Recommend and deliver improvements to business practices

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • Why businesses need to measure outputs and performance and how measurement can be used to indicate the need for change and improvement. • The different types of data within the business environment, together with their sources and how they are produced. • How to map end-to-end business processes to identify areas for improvement. • How to interpret data analysis results in the context of a business to identify opportunities for improvement including: <ul style="list-style-type: none"> ○ quantitative and qualitative data analysis; ○ gap analysis for opportunities; ○ developing scenarios and options; ○ benchmarking comparisons. • The principles of best practice reviews and best practice sharing (for example, regular review meetings, benchmarking). • How to develop proposals for improving business processes, for example, articulating the business case; conducting analyses of business functions or competition; defining options and recommendations. 	<ul style="list-style-type: none"> • Applies a solutions-based approach to improve business processes and help define procedures through: <ul style="list-style-type: none"> ○ analysing different types of data to identify areas where business practices could be improved; ○ analysing problems using tools such as root cause analysis. • Suggests well-reasoned improvements to own and others work and processes. • Prepares presentations, reports and proposals recommending improvements. • Reviews the work of others to identify and share best practice through appropriate mechanisms.

<ul style="list-style-type: none"> • A range of techniques and tools to support problem solving and how to use them, including Problem Cause Identification tools such as: <ul style="list-style-type: none"> ○ root cause analyses; ○ fishbone diagrams; ○ interrelationship diagrams; ○ mind mapping; ○ appreciative inquiry; ○ lateral thinking; ○ idea generation approaches. • The principles of negotiating and influencing colleagues and other stakeholders, at all levels, including: building trust, overcoming conflict and resistance. 	
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Performance Outcome 4: Build and maintain positive internal and external stakeholder relationships

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • Understand the qualities that are valued by stakeholders and customers, including integrity, reliability, self-motivation, being pro-active and a positive attitude. • What is meant by professionalism and its characteristics such as ethics, appearance, demeanour, reliability, telephone etiquette, written correspondence, social media usage. • How to create a stakeholder map including: <ul style="list-style-type: none"> ○ identifying stakeholders; ○ analysing stakeholders by perspectives, impact and influence. • How to engage and foster relationships with suppliers and partner organisations. • How individuals are the organisation's representative when communicating with customers and stakeholders and the possible impact of poor or inappropriate communication. • The importance of structure, language and style in business communications how these can vary depending on purpose and medium used. 	<ul style="list-style-type: none"> • Develops stakeholder maps for both primary and secondary stakeholders. • Manages the expectations of stakeholders based on an understanding of their needs and perspectives. • Uses the appropriate tools and channels to communicate internally and externally. • Creates a range of business communications, including those utilising social media, with structure, content and style appropriate to purpose and audience. • Deploys appropriate skills and techniques to: <ul style="list-style-type: none"> ○ respond to problems and complaints; ○ communicate changes; ○ influence stakeholders.

<ul style="list-style-type: none"> • Awareness of different personality traits and the importance of adapting own behaviour in response to these. • How to use software tools to communicate with stakeholders including through email, calendars, documents, internet and social media. • Techniques for: <ul style="list-style-type: none"> ○ recognising and managing conflict; ○ negotiating and influencing; ○ dealing with problems and complaints. • The impact changes can have on internal and external stakeholders and how and why this may vary. • The importance of securing stakeholder buy-in in securing effective change in organisations. 	
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Performance Outcome 5: Manage the business information flow

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none">• The common information needs of organisations and how this is used; for example, market analysis, labour market intelligence, operational performance.• The communication channels used by businesses and how they operate (for example, meetings, emails, internet, intranet, social media).• Meeting and reporting cycles and how they are used to disseminate information in an organisation.• What is meant by information flow and how this operates in four directions: downward, upward, horizontally, and diagonally.• How information in an organisation is:<ul style="list-style-type: none">○ collected;○ stored;○ controlled;○ secured;○ retrieved;○ disposed of.• How to use a variety of digital packages and systems such as word processors, spreadsheets, databases to write letters or emails, create proposals, perform financial processes, record and analyse data.	<ul style="list-style-type: none">• Designs processes for ensuring that information flows in a timely fashion to support the meeting cycle.• Produces accurate documents including emails, letters, reports, files, proposals and payments.• Maintains records and files for example, databases, paper files, customer records.• Selects the most appropriate digital or manual solutions to suit the business need.• Updates and records information and produces data analyses where required using appropriate software.

Occupational Specialism: Information Management

Performance Outcome 1: Understand the information needs of the organisation and service users

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none">• The nature of information and the value of its various forms including primary and secondary sources, print and digital, current, semi-current and archival.• The nature of knowledge, intellectual capital and the social networks through which they are shared and exploited.• The nature of physical and information collections, how they are changing and how and why organisations develop policies relating to collections management and development decisions.• The regulations regarding information use such as copyright, intellectual property, licensing and data protection.• How efficient and secure information flows are a central factor in effective decision making, structuring and solving problems, process and communication.• How information flows between people and systems; for example through specialised software packages, meeting reports, internal communications.	<ul style="list-style-type: none">• Uses constructive questioning and active listening skills to understand and frame the information, access and organisational requirements of those using the information service.• Assesses the information needs of the organisation through:<ul style="list-style-type: none">○ documenting the information flow using flow charts or other visual means;○ identifying the information types that are required, for example physical, electronic, confidential and financial;○ identifying the sources of the information, internal or external;○ interpreting and implementing policy and legal requirements for the holding and accessing of information, for example confidentiality and intellectual property rights.

<ul style="list-style-type: none">• How and why different sectors, organisations and business functions have different information needs and systems.• The different types of information and resources (internal and external) required within a business environment, their sources, how they can be acquired and how they can be integrated and used.• Users' needs and information-seeking behaviour and how different information services cater to different types of user.• How characteristics such as age, disability and ethnicity might impact on users' requirements for accessing information.• The impact of online environments/spaces and physical spaces on the provision of services to different users.	
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Performance Outcome 2: Organise and manage the access and display of resources

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • How to monitor the effectiveness of the service and identify areas for improvement, e.g. use of metrics or gathering user feedback. • How to acquire information and physical resources including: <ul style="list-style-type: none"> ○ internal data (e.g. customer data); ○ purchasing (e.g. data from market research companies, journals); ○ research (online/offline); ○ performance measurements/metrics. • The limitations imposed on acquisitions, including budgets, timescales, logistics, space considerations and security. • How, where and why information can be stored in organisations using web based technologies (such as cloud storage), content management systems and collaborative tools (e.g. SharePoint). • How different physical artefacts should be stored; for example, light and temperature controls. • How to protect and preserve information and physical resources including through: <ul style="list-style-type: none"> ○ compliance with legal frameworks and requirements; ○ setting passwords and permissions; 	<ul style="list-style-type: none"> • Develops the service to meet organisational and user needs, for example, re-organising spaces and suggesting improvements to catalogues, reports and web pages. • Identifies and sources suitable information and physical resources. • Describes and arranges material/resources by observing and applying identified cataloguing standards in order to create online catalogues and other finding aids to meet users' needs. • Assesses the logistical requirements for transporting physical objects to and from the organisation such as archive documents, museum collections. • Undertakes regulation and compliance checking, communicating clearly any copyright restrictions, the relevance of intellectual property rights and reasons for not sharing personal or confidential data. • Uses physical and electronic mechanisms to prevent access to unauthorised data. • Performs preservation (analogue/physical and digital) practices to keep collections physically safe using institutional/sector guidelines. • Supports digital access in ways that meet a range of user requirements, for example adapting or providing additional resources to meet the needs of those with specific needs or disabilities or those for whom English is not their first language.

<ul style="list-style-type: none"> ○ firewalls, virus protection and cyber security measures; ○ correct transportation, storage and packaging of physical resources; ○ archiving, back-ups and disaster recovery processes; ○ ensuring digital continuity and version control. <ul style="list-style-type: none"> ● The principles of managing, cataloguing and recording information sets and physical resources including: <ul style="list-style-type: none"> ○ search terms and key words; ○ tagging and labelling; ○ grouping and cross-referencing. <ul style="list-style-type: none"> ● The reasons that access to, or the use of, information and physical resources may be limited, such as copyright restrictions, intellectual property rights, organisational policy, licensing regulations. 	<ul style="list-style-type: none"> ● Secures and protects analogue, physical and digital resources through the use of: <ul style="list-style-type: none"> ○ firewalls, virus protection, passwords and cyber security of electronic information; ○ secure rooms, safes and locked cupboards to protect physical information and resources; ○ protective equipment and environments to preserve physical information and resources. ● Uses information management processes to store, manage and retrieve records and data to support collaboration, exploitation and the organisation's Information Management (IM) practices.
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Performance Outcome 3: Promote and enable the use of information and archive resources

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • The value, impact and benefits of information and archive services to users. • The specific features of archives and media, their legal and historical value and archival principles. • Marketing and promotion techniques to: <ul style="list-style-type: none"> ○ attract and inform new users; ○ announce new collections and data sets; ○ encourage effective use of information and resources. • Ways of researching and accessing information and physical resources including: <ul style="list-style-type: none"> ○ use of different types of search engines; ○ catalogue and microfiche searches; ○ keyword and Boolean searches. • Approaches to training service users, taking account of their different needs, including in: <ul style="list-style-type: none"> ○ operations of systems, databases and catalogues; ○ safe use of systems and physical resources; ○ compliance with legal requirements and restrictions; ○ protection and preservation of physical resources; ○ searching and researching information. • Appropriate format and content for user guides and instructions. 	<ul style="list-style-type: none"> • Uses promotional techniques for resources so that users and potential users are aware of their value, impact and benefit, e.g. by curating collections and displays in effective ways. • Contributes to learning activities for specific audiences, e.g. inductions and events, catering to a variety of levels of knowledge and understanding. • Prepares marketing materials including leaflets, posters, videos, internet pages, blogs and social media announcements. • Prepares user guides and instructions to support users to safely access information and physical resources independently. • Supports users to identify, find, access and evaluate information using relevant approaches to meet the needs of different audiences. • Uses information provision to enable users to access materials, e.g. through lending books/artefacts, emailing documents, accessing original archives, signposting links to information and alternative sources. • Develops knowledge sharing with users, cultivating an environment where knowledge is freely shared and sought within a 'safe' environment, including online solutions.

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| <ul style="list-style-type: none">• How to develop a culture of knowledge sharing and why this is important. | |
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Performance Outcome 4: Identify and select suitable information and physical resources following user queries and requests

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • The nature and value of research and how this can support organisations' objectives. • How to use questioning and active listening techniques to obtain information from service users. • The different types of requests that may be encountered, e.g. provision of a specific piece of data or identifying and collating information from a range of internal and external sources. • How to prepare initial search results and discuss the next steps with the requester, for example, providing summaries and categorisations as the basis for further discussion. • Why requests may need to be prioritised and how to do this, taking account of service level agreements and key performance indicators. • The reasons why a request for information may need to be rejected, modified or escalated (e.g., confidentiality) and how to communicate this. • How to conduct searches on systems, catalogues, databases, social media, the internet and information sets. • How to identify, collate, analyse and present data and information in response to user requests. 	<ul style="list-style-type: none"> • Uses enquiry techniques to clarify requests to ensure full understanding of the user's requirements and expectations. • Employs information retrieval techniques to identify and use relevant media and systems, e.g. searching online, databases, catalogues or physical stores and EDRMS (electronic document record management systems). • Searches web-based sources, including social media, to meet users' information needs (e.g. LinkedIn). • Acquires requested information from multiple sources internal and external to the organisation. • Selects and uses appropriate tools and technologies in researching, disseminating and presenting information, (e.g. databases, search engines, digital libraries, repositories and social media) to meet user needs. • Analyses and interprets data to meet information requests and solve user problems. • Communicates the outcomes of information requests, orally or written as appropriate.

Performance Outcome 5: Ensure the accuracy, validity and relevance of information held

Knowledge Specific to Performance Outcome	Skills
<ul style="list-style-type: none"> • How to evaluate existing services against benchmarks / standards / customer need, identifying any gaps in resources. • How to identify new or updated resources including version control, record management and renewals. • The means of acquiring, maintaining, disposing of and locating documents and records, in line with legal obligations. • The concept of digital continuity, ensuring original records are preserved as required. • The importance of maintaining accurate information describing collections and records, including: <ul style="list-style-type: none"> ○ catalogues; ○ labelling; ○ summaries; ○ source; ○ history and provenance. • How to verify new or unusual items or collections using several different sources including: <ul style="list-style-type: none"> ○ use of reliable internet sources; ○ statistical tests for data sets; ○ similar collections; ○ other organisations; ○ expert analysis; ○ historical records. 	<ul style="list-style-type: none"> • Evaluates the continued relevance of information and resources held in partnership with users. • Identifies gaps in resources where users' needs are not currently met. • Identifies newly available resources and where sources have been updated. • Implements processes for the acquisition of information and resources for example, following procurement rules and standard operating procedures. • Removes resources no longer used or needed or where there are duplications, relegating or removing these appropriately. • Confirms the accuracy and validity of information and records using appropriate sources. • Prepares accurate records of items acquired, archived and disposed of.

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Schedule 2

Service Requirements

Definitions

In this Service Requirements, the following terms shall have the following meanings:

“Appeal” shall have the meaning given in SR 8.2 in Service Requirement 8;

“Approved Assessment Strategy” means the Assessment Strategy approved by the Authority in accordance with clause 5.14 (*Developing the TQ and achieving IfATE Approval and Accreditation*) or clause 8 (*TQ Changes*) (as the case may be), subject to paragraph 2.6 of Part 1 of the Service Requirements, as amended from time to time in accordance with this Contract;

“Approved Guide Standard Exemplification Materials” means the Guide Standard Exemplification Materials approved by the Authority in accordance with clause 5.14 (*Developing the TQ and achieving IfATE Approval and Accreditation*) subject to paragraph 2.6 of Part 1 of the Service Requirements, as amended from time to time in accordance with this Contract;

“Component” means the TQ Core Component or any Occupational Specialist Component (as the case may be) and **“Components”** shall mean both or all of them (as the context may require);

“Employer Set Project” means a project set collaboratively between the Supplier and Employers, as more particularly referred to in Service Requirement 2;

“External Examination” means each assessment by examination which is:

- (a) set by the Supplier;
- (b) designed to be taken simultaneously by all Students taking the relevant assessment at a time (subject to compliance with the requirements of the Key Dates Schedule for the relevant Academic Year) determined by the Supplier;
- (c) taken under conditions specified by the Supplier (including conditions relating to the supervision of Students taking the relevant assessment and the duration of the assessment); and

(d) marked by the Supplier.

“First Teach Cohort” means the first group of Students to be assessed on the TQ;

“Guided Learning” means the activity of a Student being taught or instructed by, or otherwise participating in education or training under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training. For these purposes the activity of ‘participating in education or training’ shall be treated as including the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training;

“Qualification Purpose” means the purpose of the TQ set out in Annex 1 of this Service Requirements;

“Service Definition Table” means the Table set out in Part 2 of this Service Requirements;

“Service Requirement 1” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 1: Designing, developing and managing TQ Content” in the Service Definition Table;

“Service Requirement 2” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 2: Assessment Design and Delivery” in the Service Definition Table;

“Service Requirement 3” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 3: Grading and Awarding” in the Service Definition Table;

“Service Requirement 4” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 4: Provider Approval” in the Service Definition Table;

“Service Requirement 5” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 5: Provider Support” in the Service Definition Table;

“Service Requirement 6” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 6: Student registration and Student entry” in the Service Definition Table;

“Service Requirement 7” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 7: TQ Results” in the Service Definition Table;

“Service Requirement 8” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 8: TQ Post-Results Services” in the Service Definition Table;

“Service Requirement 9” means that part of the Services (including the requirements for and the outcomes to be achieved by the Supplier as a result of the performance of that part of the Services) set out or referred to under the heading of “Service Requirement 9: Reporting” in the Service Definition Table;

“Threshold Competence” means that level of competence that:

- (a) signifies that a Student is well-placed to develop full occupational competence, with further support and development, once in employment;
- (b) is as close to full occupational competence as can be reasonably expected of a Student studying the TQ in a classroom-based setting (e.g. in the classroom, workshops simulated working and (where appropriate) supervised working environments); and
- (c) signifies that a Student has achieved the level for a pass in relation to the relevant Occupational Specialist Component;

“TQ Critical Path Diagram” means the diagram setting out the critical path for the design, development and delivery of the TQ attached at Annex 4 to the Service Requirements;

“TQ Live Assessment Materials” means the live assessment materials referred to in, and meeting the requirements of, the Product Description for the TQ Live Assessment Materials.

Part 1 – Overview of the Service Requirements

1 Introduction

1.1 This Part 1 of this Service Requirements sets out:

- 1.1.1 at paragraph 2, that part of the Services relating to the design, development and delivery of the Initial TQ Deliverables and the review and update of such Initial TQ Deliverables and/or the TQ Deliverables (as the case may be), including the Initial Development Services and the Ongoing Development Services;
- 1.1.2 at paragraph 3, that part of the Services relating to the Provider Approval and monitoring services (as detailed in that paragraph 3);
- 1.1.3 at paragraph 4, that part of the Services relating to the support to be provided to Eligible Providers and Approved Providers (as detailed in that paragraph 4);
- 1.1.4 at paragraph 5, that part of the Services relating to Student registration and Student assessment entry (including Additional Services) (as detailed in that paragraph 5);
- 1.1.5 at paragraph 6, that part of the Services relating to the design and delivery of the TQ Live Assessment Materials (as detailed in that paragraph 6);
- 1.1.6 at paragraph 7, that part of the Services relating to grading and awarding in respect of each Student's performance in respect of the TQ Live Assessment Materials (as detailed in that paragraph 7);
- 1.1.7 at paragraph 8, that part of the Services relating to the provision of results (as detailed in that paragraph 8);
- 1.1.8 at paragraph 9, that part of the Services relating to the provision of Post-Results Services (including Additional Services) (as detailed in that paragraph 9);
- 1.1.9 at paragraph 10, that part of the Services relating to the reporting of Management Information (as detailed in that paragraph 10); and

- 1.1.10 at paragraph 11, such other services as may be necessary to support and/or are associated with the provision of the Services (as detailed in that paragraph 11).
- 1.2 Paragraphs 2 (*Initial TQ Deliverables and development services*) to 9 (*TQ Post-Results Services*) shall be read in conjunction with the TQ Critical Path Diagram.
- 1.3 The Supplier shall design, develop, obtain IfATE Approval for, and deliver to Approved Providers in England, the technical qualification element of the T Level for the relevant Pathway under this Contract, including, without prejudice to its obligations in clause 3.1.8 (*How the Services must be supplied*), performing all of the Services set out in this Service Requirements.
- 1.4 Unless otherwise stated in this Service Requirements, the Supplier shall organise and deliver the Services:
 - 1.4.1 to ensure that the activities contemplated by the Key Dates Schedule for the relevant Academic Year and/or the TQ Content Updating Schedule (and which rely on the performance of the whole or any part of the Services) can be carried out and completed in accordance with such Key Dates Schedule and/or the TQ Content Updating Schedule (as the case may be);
 - 1.4.2 in accordance with the Implementation Plan;
 - 1.4.3 in accordance with the Resource Plan;
 - 1.4.4 in accordance with the Approved Assessment Strategy; and
 - 1.4.5 (at all times) taking into account the aims of the Qualification Purpose.
- 1.5 The Supplier shall, subject to paragraphs 2.5 and 2.6 (*Initial TQ Deliverables and development services*) and paragraph 6.3 (*TQ live assessment design and delivery*) and without prejudice to paragraph 2.1 to 2.4 (*Initial TQ Deliverables and development services*) (inclusive), provide a copy of any Products that are developed, amended, updated and/or supplemented from time to time by the Supplier in accordance with this Contract to the Authority as soon as reasonably practicable following such development, amendment, update and/or supplement.
- 1.6 Subject to clause 5.14.3 (*Developing the TQ and achieving IfATE Approval and Accreditation*), if there is any conflict and/or inconsistency between the provisions of

this Service Requirements and the Conditions of Recognition, the Conditions of Recognition shall prevail.

- 1.7 Without prejudice to paragraph 1.4.1, the Supplier shall organise and deliver the Services to ensure that all applicable parts of the Services are provided at such times and in such manner as shall be necessary to facilitate the delivery of the number of assessment series for the TQ as shall be contemplated by the Key Dates Schedule for the relevant Academic Year, subject always to the provisions of paragraphs 1.8 to 1.10 (inclusive).
- 1.8 The Supplier shall ensure that there shall be at least 1, but not more than 2, assessment series in each Academic Year in respect of each of the assessments for:
 - 1.8.1 the TQ Core Component (comprising the External Examination and the Employer Set Project); and
 - 1.8.2 the Occupational Specialist Components.
- 1.9 The Supplier acknowledges that the assessments in each Academic Year for the TQ Core Component and the Occupational Specialist Components referred to in paragraph 1.8 may be, but are not required to be, held in the same assessment series and so therefore can be for example:
 - 1.9.1 provided in a single assessment series (encompassing both such assessments for the TQ Core Component and the Occupational Specialist Components); or
 - 1.9.2 provided in 2 assessment series (for each of such assessments for the TQ Core Component and the Occupational Specialist Components) being a total of 4 assessment series.
- 1.10 The Supplier shall ensure that:
 - 1.10.1 each Student takes all of the assessments for the TQ Core Component referred to in paragraph 1.8.1 in the same assessment series;
 - 1.10.2 each Student takes all of the assessments for each individual Occupational Specialist Component referred to in paragraph 1.8.2 in the same assessment series;

- 1.10.3 a Student may, subject to paragraphs 1.10.1 and 1.10.2, take the assessments for the TQ Core Component and the Occupational Specialist Components referred to in paragraph 1.8 in different assessment series (including assessment series in different Academic Years); and
- 1.10.4 its approach to the scheduling of the assessments shall be set out in its Assessment Strategy.

2 Initial TQ Deliverables and development services

Initial Development Services

- 2.1 Without prejudice to the Supplier's obligations in clause 3.1 (*How the Services must be supplied*) and clause 5 (*Developing the TQ and achieving IfATE Approval and Accreditation*), the Supplier shall design, develop and deliver the Initial TQ Deliverables in accordance with (and meeting all of the requirements of):
 - 2.1.1 the Product Description for each item forming part of the Initial TQ Deliverables;
 - 2.1.2 the Outline Content;
 - 2.1.3 the requirements set out in the third column of Service Requirement 1, Service Requirement 2, Service Requirement 3 and Service Requirement 4;
 - 2.1.4 the Implementation Plan (including the Supplier's obligation to work with and consult (and take into account the outcome of such working with and consultation of) a representative sample of Providers and Employers (as required by that Implementation Plan));
 - 2.1.5 the Resource Plan;
 - 2.1.6 the Assessment Strategy; and
 - 2.1.7 Annex 7 (*Initial Development Milestones*) to this Service Requirements,
- and, in each case, to ensure the delivery of a high quality technical education qualification element of the T Level for the relevant Pathway and that the outcomes referred to in the first column of Service Requirement 1, Service Requirement 2,

Service Requirement 3 and Service Requirement 4 are achieved (the “**Initial Development Services**”).

- 2.2 The Supplier shall procure that, without prejudice to its obligations in clause 5.14.2 (*Developing the TQ and achieving IfATE Approval and Accreditation*), the Initial TQ Deliverables (meeting all of the requirements of paragraph 2.1) shall be delivered to the Authority on or prior to the Final Approval Milestone Date.

Ongoing Development Services

- 2.3 The Supplier shall procure that (without prejudice to the Supplier’s obligations in clause 3.1 (*How the Services must be supplied*) and clause 5.3 (*Developing the TQ and achieving IfATE Approval and Accreditation*) and notwithstanding the achievement of IfATE Approval in respect of the Initial TQ Deliverables) throughout the Term the TQ Deliverables meet (and continue to meet) all of the requirements of:

- 2.3.1 the Product Description for each item forming part of the TQ Deliverables;
- 2.3.2 the Outline Content;
- 2.3.3 the requirements set out in the third column of Service Requirement 1, Service Requirement 2, Service Requirement 3 and Service Requirement 4;
- 2.3.4 the Implementation Plan (including the Supplier’s obligation to work with and consult (and take into account the outcome of such working with and consultation of) a representative sample of Providers and Employers (as required by that Implementation Plan));
- 2.3.5 the Resource Plan;
- 2.3.6 the Approved Assessment Strategy; and
- 2.3.7 clause 8 (*TQ Changes*) and Annex 6 (*TQ Content Updating Schedule*) to this Service Requirements,

and in each case, to ensure the continued delivery of a high quality technical education qualification element for the T Level for the relevant Pathway and that the outcomes referred to in the first column of Service Requirement 1, Service Requirement 2, Service Requirement 3 and Service Requirement 4 are achieved (the “**Ongoing Development Services**”).

- 2.4 The Supplier shall procure that the TQ Deliverables (as amended, supplemented or replaced in accordance with clause 8 (*TQ Changes*) and Annex 6 (*TQ Content Updating Schedule*) to this Service Requirements) shall be delivered to the Authority on or prior to the applicable date specified on the Key Dates Schedule for the relevant Academic Year or TQ Content Updating Schedule (as applicable).

Updating the Implementation Plan and the Resource Plan

- 2.5 Subject to the provisions of paragraph 3 (*Key Personnel*) of Schedule 7 (*Staff including Key Personnel*), the Parties acknowledge and agree that the Implementation Plan and the Resource Plan are intended to be live documents that may need to flex from time to time to ensure the continued successful delivery of the Services to the standards required by this Contract and the Supplier shall, throughout the Term, review, amend and update (as necessary) each of the Implementation Plan and the Resource Plan to ensure that such Implementation Plan and Resource Plan takes into account (and (where applicable) mitigates the effects of) all relevant factors that have impacted or may impact upon the successful delivery of the Services to the standards required by this Contract, provided always that where any such review, amendment and/or update would (or is reasonably likely to) operate to reduce and/or otherwise diminish the Authority's rights and/or remedies and/or the Supplier's liabilities contemplated by this Contract (including where, but for such review, amendment and/or update, the Supplier would (or would be reasonably likely to) be in Default under this Contract), the Supplier shall:

- 2.5.1 submit such proposed reviewed, amended and/or updated Implementation Plan and/or Resource Plan (as the case may be) to the Authority for Approval; and
- 2.5.2 where the Supplier does not obtain such Approval, the Implementation Plan and/or Resource Plan (as the case may be) shall be deemed not to have been so reviewed, amended and/or updated to the extent that such review, amendment and/or update would (or would be reasonably likely to) operate to so reduce the Authority's rights and/or remedies and/or the Supplier's liabilities under this Contract.

Updating the Approved Initial TQ Deliverables and TQ Deliverables

- 2.6 The Supplier shall, notwithstanding the achievement of IfATE Approval in relation to the Initial TQ Deliverables and subject to the provisions of clauses 8.4 and 8.5 (*TQ*

Changes) and Annex 6 (*TQ Content Updating Schedule*) to this Service Requirements (which shall apply in respect of the annual review referred to in such clauses 8.4 and 8.5 (*TQ Changes*)), be required to keep under review, and entitled to amend and update, the Approved Initial TQ Deliverables and the TQ Deliverables throughout the Term to ensure that the Supplier continues to meet its obligations under paragraph 2.3, provided always that the Supplier shall:

- 2.6.1 notify the Authority (as part of the Operational Delivery Report) of any proposed amendments and/or updates to such Approved Initial TQ Deliverables and/or TQ Deliverables; and
- 2.6.2 comply with the applicable requirements of clauses 8.10 and 8.11 (*TQ Changes*) prior to making available any such amended and/or updated Approved Initial TQ Deliverables and/or TQ Deliverables to Approved Providers and provided further that the words “*by the relevant date prescribed by the TQ Content Updating Schedule*” in such clauses 8.10 and 8.11 shall be deemed to be deleted for the purposes of this paragraph 2.6.

3 TQ Provider Approval and monitoring services

3.1 Without prejudice to the Supplier’s obligations in clause 3.1 (*How the Services must be supplied*), the Supplier shall, following IfATE Approval:

- 3.1.1 provide that part of the Services referred to in the third column of Service Requirement 4 to ensure that the outcomes referred to in the first column of Service Requirement 4 are achieved; and
- 3.1.2 monitor the delivery by Approved Providers of the TQ (and the Approved Provider’s continuing satisfaction of all of the requirements of the Provider Approval Criteria) in accordance with the monitoring arrangements set out in the Approved Assessment Strategy.

3.2 Without prejudice to the Supplier’s obligations in clause 3.1 (*How the Services must be supplied*) and paragraph 10.1 (*Reporting*) below, the Supplier shall notify the Authority (and provide full details of the circumstances) as soon as reasonably practicable where:

- 3.2.1 it reasonably believes that an Eligible Provider may not become an Approved Provider;

- 3.2.2 an Eligible Provider does not become an Approved Provider;
 - 3.2.3 it reasonably believes that an Approved Provider may cease to be an Approved Provider;
 - 3.2.4 an Approved Provider ceases to be an Approved Provider; and/or
 - 3.2.5 the monitoring referred to in paragraph 3.1.2 reveals (and/or the Supplier otherwise becomes aware of):
 - (i) any failure by the Approved Provider to comply with the Approved Provider's Quality Assurance Process in the applicable Provider Contract;
 - (ii) any event, matter or circumstance which has had (or is reasonably likely to have) an adverse impact on Students (including as a result of an Appeal referred to in Service Requirement 8) and/or shall or may bring the T Level Programme into disrepute; and/or
 - (iii) any malpractice and/or maladministration on the part of the Approved Provider (including where any confidential TQ Live Assessment Materials (and/or the content of or information about such TQ Live Assessment Materials) is lost, stolen or transmitted).
- 3.3 The Supplier shall, as soon as reasonably practicable following the occurrence or identification of any matter referred to in paragraph 3.2, notify the Eligible Provider or Approved Provider (as the case may be) of any steps that are necessary to be taken by such Eligible Provider or Approved Provider (as the case may be) to remedy such matters and/or such failure and shall (as soon as reasonably practicable) notify the Authority (and provide full details) of such steps, together with details of the action that the Supplier will be taking to:
- 3.3.1 procure that the Eligible Provider or Approved Provider (as the case may be) takes such steps; and/or
 - 3.3.2 mitigate the effects of such failure and/or matters.
- 3.4 The Supplier shall:

3.4.1 use all reasonable endeavours to procure that the Eligible Provider or Approved Provider (as the case may be) takes the steps referred to in paragraph 3.3; and

3.4.2 take the action referred to in paragraph 3.3,

together with, in either case, such further steps and/or action as the Authority may reasonably require following the notification referred to in paragraph 3.3.

3.5 The Supplier shall (in such manner (including as to timing) as the Authority may reasonably require) keep the Authority updated as to:

3.5.1 the progress by the Eligible Provider or Approved Provider (as the case may be) with the taking of the steps referred to in paragraph 3.3 (including (where applicable) whether the event, matter or circumstance giving rise to the requirement for the taking of such steps has been (or is reasonably likely to be) remedied); and

3.5.2 the action that the Supplier is taking and has taken in accordance with paragraph 3.4,

provided always that where the Supplier fails to comply with its obligations in paragraphs 3.2 to 3.4 (inclusive), such failure shall (notwithstanding the provisions of clauses 13.2.1 to 13.2.10 (*What may happen if there are issues with your provision of the Services*)) be deemed to give rise to a right for the Authority to issue written notification of Designated Action to the Supplier, to which the provisions this Contract (including clause 13.2 (*What may happen if there are issues with your provision of the Services*)) shall apply.

4 TQ Provider support services

4.1 Without prejudice to the Supplier's obligations in clause 3.1 (*How the Services must be supplied*) and Schedule 4 (*Co-operation*), the Supplier shall, throughout the Term, provide that part of the Services referred to in, and in accordance with, the third column of Service Requirement 5 to:

4.1.1 ensure that the outcomes referred to in the first column of Service Requirement 5 are achieved; and

- 4.1.2 following achievement of IfATE Approval, facilitate the implementation by Providers of the TQ in accordance with the Approved TQ Specification.
- 4.2 The Supplier shall, subject always to clause 4.12 and 4.13 (*Pricing and payments*), in respect of:
 - 4.2.1 the Fees for the first Academic Year for the first Exclusive Cohort, make available details of the Fees to Eligible Providers and Approved Providers as soon as reasonably practicable;
 - 4.2.2 the Fees for the second Academic Year, make available details of the Fees to Eligible Providers and Approved Providers no later than 30 April prior to the start of the second Academic Year; and
 - 4.2.3 the third and each subsequent Academic Year, publish details of the Fees to Approved Providers no later than 30 April prior to the start of the relevant Academic Year.

5 Student registration and Student entry

- 5.1 The Supplier shall procure that Approved Providers have processes in place (and implement such processes) to ensure that, on or prior to the relevant date specified on the Key Dates Schedule for the relevant Academic Year, each Student is correctly registered for the TQ and in the manner contemplated by Service Requirement 6.
- 5.2 The Supplier shall procure that Approved Providers have processes in place (and implement such processes) to ensure that, on or prior to the relevant date specified on the Key Dates Schedule for the relevant Academic Year, each Student is correctly entered for assessment in respect of:
 - 5.2.1 the TQ Core Component; and
 - 5.2.2 each Occupational Specialist Component,for which they are undertaking assessment.
- 5.3 The Supplier shall, following a request from an Approved Provider, provide the Additional Services referred to as “Late entry or entry amendment”, “Late registration or registration amendment”, “Very late entry or entry amendment” or “Very late registration or registration amendment” (as the case may be) in accordance with the

applicable requirements set out against that Additional Service in Annex 10 (*Additional Services*) to this Service Requirements.

5.4 Without prejudice to the Supplier's obligations in clause 3.1 (*How the Services must be supplied*) and paragraph 10.1 (*Reporting*) below, the Supplier shall ensure that, following IfATE Approval and (as applicable) in each Contract Month throughout the remainder of the Term, details of the registrations and assessment entries referred to in paragraph 5.1 and 5.2 are reported to the Authority in the Management Information that is provided in respect of the Contract Month in which such registrations and/or entries are made, such reports to meet the requirements set out in the third column of each of Service Requirement 6 and Service Requirement 9 to ensure that the outcomes referred to in the first column of each of Service Requirement 6 and Service Requirement 9 are achieved.

5.5 Without prejudice to the Supplier's obligations in clause 3.1 (*How the Services must be supplied*) and elsewhere in this Service Requirements, the Supplier shall, as soon as reasonably practicable after:

5.5.1 becoming aware of any Approved Provider that is not registering any Students for the TQ (as contemplated by paragraph 5.1) and/or not entering Students for assessment (as contemplated by paragraph 5.2); and/or

5.5.2 becoming concerned as to the number of Students being registered for the TQ and/or being entered for assessment,

notify the Authority (together with full details) of such matter and/or concern.

6 TQ live assessment design and delivery

6.1 The Supplier shall (without prejudice to its obligations in clause 3.1 (*How the Services must be supplied*)):

6.1.1 on or prior to the relevant date specified on the Key Dates Schedule for the relevant Academic Year, design, develop and make available to Approved Providers the TQ Live Assessment Materials;

6.1.2 during the period specified on the Key Dates Schedule for the relevant Academic Year, administer the delivery by the Approved Providers of the TQ Live Assessment Materials and mark (or (where applicable) procure the marking and/or Moderation of) Student assessment evidence generated by

the application and/or use (as the case may be) of such TQ Live Assessment Materials; and

- 6.1.3 during the period specified on the Key Dates Schedule for the relevant Academic Year and following a request from an Approved Provider, administer the delivery by that Approved Provider of the TQ Live Assessment Materials in respect of the Additional Services referred to as “Re-takes” in accordance with the applicable requirements set out against that Additional Service in Annex 10 (*Additional Services*) of this Service Requirements and mark (or (where applicable) procure the marking and/or Moderation of) Student assessment evidence generated by the application and/or use (as the case may be) of such TQ Live Assessment Materials,

in each case, in accordance with the then current Approved Assessment Strategy, subject to paragraph 6.2, the then current Approved Guide Standard Exemplification Materials or Grade Standard Exemplification Materials (as the case may be) and the requirements set out in the third column of Service Requirement 2 so as to ensure that the outcomes referred to in the first column of Service Requirement 2 are achieved.

6.2 The Supplier shall:

- 6.2.1 in respect of the First Teach Cohort for the relevant element of the Occupational Specialist Component, require the implementation and use by Approved Providers (including any assessors employed or engaged by any such Approved Provider and any Moderators where permitted in accordance with the Approved Assessment Strategy) and Assessors of the Approved Guide Standard Exemplification Materials for the purposes of assessing each Student’s performance in respect of the TQ Live Assessment Materials; and
- 6.2.2 following grading of Student performance in respect of the TQ Live Assessment Materials undertaken by the First Teach Cohort of the relevant element of the Occupational Specialist Component and for each subsequent Cohort, develop, make available and require the implementation and use by Approved Providers (including any assessors employed or engaged by any such Approved Provider and any Moderators where permitted in accordance with the Approved Assessment Strategy) and Assessors of the Grade Standard Exemplification Materials.

- 6.3 The Supplier shall provide a copy of the TQ Live Assessment Materials to the Authority as soon as reasonably practicable following the date on which such TQ Live Assessment Materials are first made available to Students.

7 TQ grade awarding

- 7.1 Following completion of the live assessments referred to in paragraphs 6.1.2 and 6.1.3 (*TQ live assessment design and delivery*) in the relevant Academic Year, the Supplier shall (as soon as reasonably practicable but not later than the date specified on the Key Dates Schedule for the relevant Academic Year for such live assessments for that Academic Year) assign a grade to each Student (to reflect the relevant marks awarded to each such Student) in respect of their performance in the assessment for the TQ Core Component and each Occupational Specialist Component that each such Student has undertaken in accordance with the requirements set out in the third column of Service Requirement 3 and so as to ensure that the outcomes referred to in the first column of Service Requirement 3 are achieved.

8 TQ results

- 8.1 The Supplier shall (as soon as reasonably practicable following completion of its obligations in paragraph 7.1 (*TQ grade awarding*), but not later than the date specified on the Key Dates Schedule for the relevant Academic Year), provide the results for each Student in the Cohort to the Authority or to the Authority's nominee (as notified by the Authority to the Supplier from time to time) in accordance with paragraph 8.2, such results to include details of:

- 8.1.1 the mark and grade awarded for the TQ Core Component;
- 8.1.2 the mark and grade awarded for each Occupational Specialist Component;
and
- 8.1.3 such information and/or data as is required (including grade boundaries) by the Authority to award an overall grade for the T Level,

in each case, in respect of each TQ assessment that the relevant Student has undertaken.

- 8.2 Without prejudice to the Supplier's obligations in clause 3.1 (*How the Services must be supplied*) and paragraph 10.1 (*Reporting*) below, the Supplier shall ensure that the results referred to in paragraph 8.1 are provided to the Authority or to the Authority's

nominee (as notified by the Authority to the Supplier from time to time) and reported to the Authority in the Management Information that is provided in respect of the Contract Month in which such results are required to be provided in accordance with paragraph 8.1, such results and report to meet the requirements set out in the third column of each of Service Requirement 7 and Service Requirement 9 to ensure that the outcomes referred to in the first column of each of Service Requirement 7 and Service Requirement 9 are achieved.

- 8.3 The Supplier shall (on the date specified on the Key Dates Schedule for the relevant Academic Year) provide to the Approved Provider a breakdown of attainment to allow any Approved Provider and/or Student to make informed decisions about applications for (amongst other things) marking reviews and/or appeals (including a Review of Marking and/or Appeal as referred to in Annex 10 (*Additional Services*) to this Service Requirements), such breakdown (subject always to the provisions of clauses 12.10 to 12.12 (*Intellectual Property Rights*) (inclusive)) to be presented in such manner and/or format as shall not be capable of being regarded, interpreted and/or represented as a formal qualification certificate or statement of achievement.

9 TQ Post-Results Services

- 9.1 The Supplier shall, following the provision of the results referred to in paragraph 8.1 (*TQ results*) and, in respect of each Cohort, for a period expiring at the end of 2 Academic Years following the end of the final Academic Year for each such Cohort:

9.1.1 respond to enquiries about results; and

9.1.2 following a request from an Approved Provider made in accordance with the applicable Key Dates Schedule(s) referred to in paragraph 9.2, provide the relevant Additional Services requested by that Approved Provider (other than the Additional Services referred to in paragraph 5.3 (*Student registration and Student entry*) and 6.1.3 (*TQ live assessment design and delivery*), to which the provisions of those paragraphs shall apply) in accordance with the applicable requirements set out against the relevant Additional Services in Annex 10 (*Additional Services*) to this Service Requirements, (including as referred to in, and in accordance with, the third column of Service Requirement 8 to ensure that the outcomes referred to in the first column of Service Requirement 8 are achieved).

9.2 The Parties acknowledge and agree that the time period within which an Approved Provider may request the provision of the Additional Services referred to in paragraph 9.1.2 in relation to a Student that has undertaken an assessment (including an assessment that is a “Re-take”, as referred to in Annex 10 (Additional Services)) in an assessment series (the “**Relevant Assessment Series**”) shall be as set out in the Key Dates Schedule(s) for the relevant Academic Year(s) applicable to the Relevant Assessment Series (including any Key Dates Schedule applicable to and/or regulating the provision of Additional Services in respect of assessments undertaken in the Relevant Assessment Series), provided always that nothing in this paragraph 9.2 shall operate to:

9.2.1 prevent or restrict (or be deemed to give rise to a right of the Supplier to prevent or restrict) any “Re-takes” from being undertaken (or from being requested to be undertaken) in accordance with paragraph 6.1.3; and/or

9.2.2 extend the period referred to in paragraph 9.1.

10 Reporting

10.1 The Supplier shall (without prejudice to its obligations in clause 3.1 (*How the Services must be supplied*)) in each Contract Month throughout the Term, report to the Authority in accordance with (and provide such information as is required by) the requirements set out in the third column of Service Requirement 9 to ensure that the outcomes referred to in the first column of Service Requirement 9 are achieved.

11 Overarching services

11.1 The Supplier shall:

11.1.1 maintain, update and provide to the Authority (as required by clause 5.5.1 and paragraph 3.1 of Schedule 15 (*Monitoring of Performance*)) each of the Risk Register and the Issues Log;

11.1.2 implement, carry out and complete such steps (and within such time) as the Authority shall reasonably require arising out of the review of the Risk Register and/or the Issues Log pursuant to clause 5.5.1 (*Developing the TQ and achieving IfATE Approval and Accreditation*) and paragraph 3.1 of Schedule 15, (*Monitoring of Performance*) provided always that where the Supplier fails to implement, carry out and complete such steps in accordance with such requirements (including within such time), such

failure shall (notwithstanding the provisions of clauses 13.2.1 to 13.2.10 (*What may happen if there are issues with your provision of the Services*)) be deemed to give rise to a right for the Authority to issue written notification of Designated Action to the Supplier, to which the provisions of this Contract (including clause 13.2 (*What may happen if there are issues with your provision of the Services*)) shall apply.

11.2 The Supplier shall provide all of the back-office systems and business processes necessary to enable the delivery of the Services, including IT systems, data security systems, accounting and administrative services.

11.3 The Supplier shall:

11.3.1 actively promote the T Level for which it is the TQ provider, coordinated in partnership with, and with the Approval of, the Authority; and

11.3.2 adhere to the Authority's guidelines in respect of all publicity and marketing material produced by the Supplier (or its Subcontractors) in relation to the T Level for which it is the TQ provider.

11.4 The Supplier shall, following any reasonable request from the Authority:

11.4.1 participate in and support any promotional activities intended to increase the uptake of T Levels by Providers and/or Students; and

11.4.2 without prejudice to its obligations in Schedule 4 (*Co-operation*) and Schedule 15 (*Monitoring of Performance*), attend and participate in any such meetings as the Authority may reasonably convene from time to time in connection with the T Levels Programme.

12 Efficiency

12.1 The Supplier shall achieve a 15% efficiency if it is also appointed to supply the T Level technical education qualification under one or more other contracts with the Authority, procured pursuant to the advertisement in the Official Journal of the European Union referred to in Recital (A) to this Contract, such efficiency being reflected in the amount referred to as "Entry fee" in Schedule 6 (Pricing Schedule).

Part 2 - Service Definition Table

This Part 2 sets out the outcomes each Service must deliver and the minimum requirements the Supplier must meet when delivering each Service.

Service Requirement 1: Designing, developing and managing TQ content		
<p>Outcomes</p> <p>The Specification of Content is sufficiently clear and appropriately detailed to ensure Approved Providers can properly prepare Students for the TQ assessments.</p> <p>The knowledge, understanding, skills and behaviours specified in the Outline Content in relation to the TQ Core Component are up-to-date and ensure that the TQ has continued currency among Employers and other end-users (including</p>	<p>SR1.1</p> <p>Specification of Content requirements</p>	<p>1 The Specification of Content must cover all aspects of the Outline Content. The Supplier must show that it has covered all aspects of the Outline Content in the TQ at an appropriate depth for a level 3 qualification.</p> <p>2 The Specification of Content must elaborate on the Outline Content. The Supplier shall, in the Specification of Content, elaborate on (and not simply replicate) the Outline Content to:</p> <p>(a) enable accurate interpretation of the Specification of Content by Approved Providers (including to facilitate a clear and consistent understanding by Approved Providers of what is required to be taught and assessed for the TQ and to enable Approved Providers to determine (i) the level of competence required for staff who assess learning and (ii) any other physical requirements (such as facilities and hardware) integral to successful learning for the TQ);</p> <p>(b) support Student progression and adaptability;</p> <p>(c) enable Students to achieve Threshold Competence in relation to each Occupational Specialist Component; and</p>

<p>higher education providers).</p> <p>The knowledge, understanding, skills and behaviours specified in the Outline Content in relation to each Occupational Specialist Component are up-to-date and ensure that the TQ has continued currency among Employers and other end-users (including higher education providers).</p>		<p>(d) ensure that, where the Outline Content specifies English, mathematics and digital content, such content shall be integrated within the rest of the content in such manner as shall ensure such content is delivered and assessed in appropriate occupationally specific contexts.</p> <p>3 Any additional material must be faithful to the Outline Content. The Supplier shall ensure that the Specification of Content does not include entirely new content that is not included in the Outline Content, unless otherwise agreed by the Authority. Where the Supplier considers that it is necessary to include entirely new content, it shall provide a clear and detailed rationale as part of its Assessment Strategy included with the Submission for Interim Milestone 1 to the Authority and the Authority shall consider whether such new content may be included as part of the Specification of Content, provided always that the Authority's decision as to whether such new content may be included as part of the Specification of Content shall be final.</p> <p>4 Components must follow the same structure as set out in the Outline Content. The Supplier shall not move elements of the Outline Content which relate to one Component into another Component, unless otherwise agreed by the Authority. Where the Supplier considers that it is necessary to move such Outline Content from one Component to another, it shall provide a clear and detailed rationale as part of its Assessment Strategy for Submission at Interim Milestone 1 to the Authority and the Authority shall consider whether such Outline Content may be moved, provided always that the Authority's decision as to whether such Outline Content may be moved shall be final.</p> <p>5 The TQ has two types of Component. The Supplier shall ensure that:</p> <p>(a) the TQ has only two types of Component and is not unitised any further, such that only the TQ Core Component and each Occupational Specialist Component are formally graded;</p>
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		<p>(b) the TQ Core Component clearly assesses the core knowledge, understanding, skills and behaviours relevant to all occupations within the T Level; and</p> <p>(c) each Occupational Specialist Component clearly assesses the occupationally specific knowledge, understanding, skills and behaviours relevant to the occupations within the T Level.</p>
	6	<p>The TQ must not be biased towards any Occupational Specialist Component. Where there is more than one Occupational Specialist Component for the TQ, the Supplier shall ensure that the TQ Core Component is not biased towards any particular Occupational Specialist Component. This is to ensure fairness for all Students, to support learning in their chosen Occupational Specialist Component.</p>
	7	<p>The TQ and its Components must be appropriately titled. The Supplier shall ensure that the TQ and the Components reflect the titling conventions in the Outline Content. The Supplier shall agree the title of the TQ with the Authority and shall then use only this agreed title to refer to the TQ.</p>
	8	<p>The Specification of Content must support fair access to attainment, including for Students with special educational needs and/or disabilities. Without prejudice to the Supplier's obligations in clause 3.1.7 (<i>How the Services must be supplied</i>) and clause 31 (<i>Equality, diversity, human rights and anti-slavery</i>), the Supplier shall comply with all applicable Law and shall ensure that the Specification of Content is inclusive, including providing for Reasonable Adjustments and Special Consideration (as defined in SR 2.4 and SR 2.5 (respectively) below). The Supplier shall provide evidence that it has considered and addressed all such applicable Law relating to delivery of fair access to the TQ.</p>

		<p>9 Set recommended Guided Learning hours for each part of each Component. The Supplier shall ensure that the Specification of Content details the recommended Guided Learning hours for each part of the TQ Core Component and each Occupational Specialist Component, including the recommended Guided Learning hours for both delivery and assessment of each such part of each such Component, provided that (i) such recommended hours are between a minimum of 900 hours and a maximum of 1400 hours and (ii) the maximum number of hours within the recommended range for the TQ Core Component are no more than 50%, and no less than 20%, of the overall time for the TQ. The Supplier shall provide a clear and detailed rationale for such recommended Guided Learning hours as part of its Assessment Strategy included with the Submission for Interim Milestone 4 to the Authority and the Authority shall consider whether such proposed recommended Guided Learning hours may be included as part of the Specification of Content, provided always that the Authority's decision as to whether such recommended Guided Learning hours may be included as part of the Specification of Content shall be final.</p> <p>10 Combination of Occupational Specialist Components. Where a T Level features more than one Occupational Specialist Component these should be specified as options from which a Student will typically select one Occupational Specialist Component. Where a Student is required to study two Occupational Specialist Components, the Supplier shall specify any prohibited combinations of Occupational Specialist Components, for example where there is overlap between the Occupational Specialist Component content or where there would be insufficient time to study a particular combination. The Supplier shall make it clear that Approved Providers can select the Occupational Specialist Component(s) they wish to deliver within these rules. Where rules of combination are given, the Supplier shall provide a clear and detailed rationale as part of its Assessment Strategy for Submission at Interim Milestone 1 which explains how any combinations are compatible and achievable within the duration of the TQ.</p> <p>11 Where, in exceptional circumstances, the Supplier proposes to give Students the option to study more than two Occupational Specialist Components, it must provide a clear and detailed rationale as part of its Assessment Strategy for Submission at Interim Milestone 1 to the</p>
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		Authority and the Authority shall consider whether such rules of combination are appropriate, provided always that the Authority's decision as to whether such rules of combination are appropriate shall be final.
Service Requirement 2: Assessment design and delivery		
<p>Outcomes</p> <p>The TQ provides for optimal assessment and reliable evidence of a Student's attainment in relation to the knowledge, understanding, skills and behaviours specified in the Outline Content.</p> <p>The TQ supports fair access to attainment for all Students who take the TQ.</p>	<p>SR 2.1</p> <p>Assessment quality</p>	<p>1 The Supplier shall ensure that:</p> <p>(a) the Scheme of Assessment, the TQ Specimen Assessment Materials and the TQ Live Assessment Materials provide the optimum balance of the assessment principles set out below; and</p> <p>(b) the Assessment Strategy sets out a detailed rationale to explain how the TQ Specification, the TQ Specimen Assessment Materials and the TQ Live Assessment Materials meet these assessment principles.</p> <p>Assessment principles</p> <p>1 Validity. The extent to which the TQ assessments (including the TQ Specimen Assessment Materials and the TQ Live Assessment Materials) effectively measure what they are intended to measure. This includes the extent to which TQ assessments (including the TQ Specimen Assessment Materials and the TQ Live Assessment Materials) allow Students to produce assessment evidence for the TQ that clearly corresponds to the Specification of Content and ensures the Specification of Content is not under-represented or misrepresented.</p>

		<p>2 Reliability. This is about consistency and so concerns the extent to which the various stages in the TQ assessment process generate outcomes that would be replicated were the assessment repeated. The reliability of an assessment is affected by a range of factors, such as the sampling of assessment tasks and inconsistency in marking by human assessors. Reliability is critical to ensuring standards of attainment are equivalent over time (comparable performance).</p> <p>3 Comparable performance. The extent to which the same grade for a Component with the same title indicates a comparable level of Student performance across Approved Providers (nationally) and over time.</p> <p>4 Minimising bias. Ensuring that a TQ assessment (including the TQ Specimen Assessment Materials and the TQ Live Assessment Materials) does not produce unreasonably adverse outcomes for Students who share a particular characteristic. The Supplier should seek to ensure all Students are treated fairly and the assessment (including the TQ Specimen Assessment Materials and the TQ Live Assessment Materials) complies with all applicable Law.</p> <p>5 Minimising malpractice. Ensuring the TQ design (including the TQ Specimen Assessment Materials and the TQ Live Assessment Materials) and processes relating to the delivery of the TQ assessments limit malpractice, including attempts by candidates to communicate with each other during an assessment and failures by Provider staff to comply with Supplier instructions regarding storage of Student assessment evidence.</p> <p>6 Appropriate demand. This relates to the level of difficulty of a TQ assessment task (including within the TQ Specimen Assessment Materials and the TQ Live Assessment Materials) and the requirements of the relevant part of the Specification of Content which is to be assessed and any expectations of performance at specified grades. Demand should be appropriate to a level 3 qualification.</p>
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		<p>7 Manageability. The feasibility of carrying out the TQ assessment processes. A manageable assessment process is one that has reasonable expectations of Students, Approved Providers and (where appropriate) Employers. This will be based on the impact of the assessment process on Students, Approved Providers and (where appropriate) Employers as against the usefulness of the outcomes.</p>
	<p>SR 2.2</p> <p>General assessment delivery requirements</p>	<p>The Supplier shall:</p> <ol style="list-style-type: none"> 1 specify when the TQ assessments can be undertaken during the relevant Academic Year (taking into account any dates prescribed by the Key Dates Schedule for the relevant Academic Year) so that Students have sufficient time to generate assessment evidence and/or demonstrate the required knowledge, understanding, skills and behaviours; 2 notwithstanding the number of Assessors (and Moderators where permitted in accordance with the Approved Assessment Strategy) identified in the Implementation Plan and/or the Resource Plan, ensure a sufficient number of qualified and trained Assessors (and such Moderators) are available to assess Students' assessment evidence for the TQ; 3 train Assessors (and Moderators where permitted in accordance with the Approved Assessment Strategy) so that their judgements in relation to the TQ assessments are consistent and accurate and applied in line with the standards defined by or through such training; 4 sample the marking of live TQ assessments (to ensure accuracy and consistency) and, where such marking is not accurate and/or consistent, take all such steps as are necessary to ensure that such marking is accurate and consistent;

		<p>5 ensure the TQ Live Assessment Materials are made available to Approved Providers in English (online and/or in hard copy (as applicable));</p> <p>6 ensure the TQ Live Assessment Materials are available at the right time (online and/or in hard copy (as applicable)) in accordance with this Contract;</p> <p>7 ensure that TQ Live Assessment Materials are free from errors and where any errors are identified in the TQ Live Assessment Materials they are dealt with appropriately, including through the issue of an erratum and by taking all such actions as are necessary to ensure that Students are not disadvantaged as a result of such errors;</p> <p>8 where Student assessment evidence for the TQ is required to be generated under supervised conditions:</p> <p>(a) ensure that the nature of the supervised conditions and the hours for such supervised conditions are detailed in the TQ Specification; and</p> <p>(b) provide a clear and detailed rationale as part of its Assessment Strategy for Submission at Interim Milestone 4 to the Authority and the Authority shall consider whether such hours are appropriate, provided always that the Authority's decision as to whether such hours are appropriate shall be final;</p> <p>9 ensure that Approved Providers comply with the Approved Provider's Quality Assurance Process, including:</p> <p>(a) keeping Students' assessment evidence for the TQ secure during and after assessment; and</p>
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		<p>(b) verifying that a Student's assessment evidence for the TQ has been solely produced by that Student;</p> <p>10 following IfATE Approval, monitor the delivery of the TQ to identify any feature which could disadvantage a group of Students who share a particular characteristic and shall, as soon as reasonably practicable following identification of such a feature, take such steps as are necessary to minimise the feature being an unnecessary barrier to Student attainment;</p> <p>11 monitor and investigate instances of malpractice and/or maladministration relating to the TQ in accordance with paragraph 3 (TQ Provider Approval and monitoring services) of Part 1 of this Service Requirements;</p> <p>12 ensure final marks awarded by Assessors (and Moderator final marks and/or judgements, where permitted in accordance with the Approved Assessment Strategy) in relation to the TQ are collected for each Student and checked for accuracy by the relevant date specified in the Implementation Plan; and</p> <p>13 where marking is to be applied to Student assessment evidence for the TQ by Assessors (and/or by assessors employed or engaged by Approved Providers and/or Moderation is to be undertaken in relation to such marking (in circumstances where the Approved Assessment Strategy allows for use of assessors employed or engaged by the Approved Provider)), ensure:</p> <p>(a) such Assessors (and assessors and Moderators) are appropriately trained and competent;</p> <p>(b) such Assessors (and Moderators) have no personal interest in the outcome of the marking; and</p>
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		(c) marking and Moderation is conducted in a way which secures the accuracy of marking and a consistent approach to marking, provided always that where the Supplier determines that such marking and/or Moderation is not being undertaken accurately and consistently, it shall correct any inaccuracies and/or inconsistencies and shall take (or shall (where necessary) procure that the relevant Approved Provider and/or Moderator shall take (as the case may be)) all necessary steps to prevent any future recurrence of such inaccuracy and/or inconsistency.
	SR 2.3 Confidentiality of TQ Live Assessment Materials	<p>1 The Supplier shall ensure that it has all necessary processes in place to ensure that, where TQ Live Assessment Materials are confidential (including the content of or information about such TQ Live Assessment Materials), all such TQ Live Assessment Materials remain confidential.</p> <p>2 If, notwithstanding the processes referred to above, a breach of confidentiality in relation to the TQ Live Assessment Materials does occur (including through the loss, theft or transmission of confidential TQ Live Assessment Materials) or is either suspected by the Supplier or alleged by any other person (and where there are reasonable grounds for that suspicion or allegation), such matter shall be notified to the Authority in accordance with paragraph 3.2 of Part 1 of this Service Requirements and the provisions of paragraphs 3.3 to 3.5 (inclusive) of such Part 1 of this Service Requirements shall apply.</p>
	SR2.4 Reasonable Adjustments	<p>“Reasonable Adjustments” means such adjustments to and/or exemptions from the TQ Live Assessment Materials (as applicable) as are necessary and reasonable (in the context of what is being assessed) to enable a Student with special educational needs and/or disabilities to demonstrate his or her knowledge, understanding, skills and behaviours to the level of attainment required.</p> <p>The Supplier shall:</p> <p>1 have in place clear arrangements for making Reasonable Adjustments;</p>

		<p>2 explain (in the Assessment Strategy) how Reasonable Adjustments will be made to support fair access to attainment; and</p> <p>3 provide details of such arrangements to Approved Providers,</p> <p>in each case, taking into account and (where applicable) implementing the process, approach and/or system agreed between the T Level Awarding Organisations pursuant to paragraph 2.1.8 of Schedule 4 (Co-operation).</p>
	<p>SR2.5</p> <p>Special Consideration</p>	<p>“Special Consideration” means consideration to be given to a Student who has experienced a temporary illness, injury or other event outside of the Student’s control and which has had, or is reasonably likely to have had, a material effect on that Student’s ability to take a TQ assessment or demonstrate his or her level of attainment in a TQ assessment.</p> <p>The Supplier shall:</p> <p>1 have in place clear arrangements for Special Consideration;</p> <p>2 explain (in the Assessment Strategy) how Special Considerations will be applied to support fair access to attainment; and</p> <p>3 provide details to Approved Providers of how to request such Special Consideration,</p>

		in each case, taking into account and (where applicable) implementing the process, approach and/or system agreed between the T Level Awarding Organisations pursuant to paragraph 2.1.8 of Schedule 4 (<i>Co-operation</i>).
	SR 2.6 TQ Core Component assessment design and delivery	<p>1 The TQ assessments must be appropriately weighted. Where there is more than one Occupational Specialist Component for the TQ, the Supplier shall not weight the assessment of the TQ Core Component more heavily towards any one Occupational Specialist Component. This is to ensure fairness for all Students, to support learning in their chosen Occupational Specialist Component.</p> <p>2 The Supplier shall assess the TQ Core Component using two distinct methods, as follows:</p> <p style="padding-left: 40px;">(a) the core knowledge and understanding shall be assessed using an External Examination; and</p> <p style="padding-left: 40px;">(b) the core skills and relevant aspects of core knowledge shall be assessed through the Employer Set Project in accordance with paragraph 3 below,</p> <p style="padding-left: 40px;">in each case, as referred to in the Specification of Content.</p> <p>3 Evidence generated by a Student in assessments of the Employer Set Project should be marked by an Assessor. However, in very exceptional circumstances set out in the Approved Assessment Strategy, an Approved Provider may be permitted to mark assessment evidence generated by a Student only where the Supplier: (i) puts in place robust arrangements which ensure that such marking achieves valid and reliable outcomes; (ii) uses an approach that is as close to complete independence as possible (such arrangements and approach to be</p>

		<p>detailed in the Approved Assessment Strategy); and (iii) procures that all such marking is subject to Moderation.</p>
		<p>4 Assessment objectives. The Supplier shall:</p> <p>(a) set out the assessment objectives for each of the External Examination and the Employer Set Project; and</p> <p>(b) specify the relevant weightings as between the External Examination and the Employer Set Project,</p> <p>in each case, in the Scheme of Assessment.</p>
		<p>5 Minimum performance requirements for the TQ Core Component must be clearly defined. The Supplier shall ensure that:</p> <p>(a) the External Examination and the Employer Set Project are each assessed using compensatory assessment methods, such that high performance in one part of the TQ Core Component assessment compensates for lower performance in another; and</p> <p>(b) the minimum performance requirements for each judgemental grade required for the TQ Core Component shall reference each of the External Examination and the Employer Set Project.</p>
		<p>6 Devise the External Examination to assess the full range of knowledge and understanding outlined in the TQ Core Component. The Supplier shall ensure that:</p>

		<p>(a) the External Examination will sample from the full breadth of relevant parts of the Specification of Content; and</p> <p>(b) an indicative sampling grid for the Term is included within the Assessment Strategy.</p>
	7	<p>Assessment of core skills and relevant aspects of knowledge through Employer Set Project. The Supplier shall develop briefs for Employer Set Projects and shall ensure that:</p> <p>(a) such briefs are developed in collaboration with Employers;</p> <p>(b) each such brief enables a Student to demonstrate core skills and relevant aspects of core knowledge in an occupationally relevant context; and</p> <p>(c) the Assessment Strategy outlines how such briefs will continue to be relevant to the TQ Core Component throughout the Term and how the Supplier will ensure that such Employer Set Projects do not become predictable and how they will keep pace with the needs of industry,</p> <p>in each case, so that new briefs for Employer Set Projects are made available by the Supplier in each Academic Year.</p>
	8	<p>Engage with relevant Employers to set clear project briefs. The Supplier shall:</p> <p>(a) engage with Employers to ensure that sufficient project brief(s) is/are made available to enable Students to demonstrate skills across the breadth of the available</p>

		<p>Occupational Specialist Component(s), provided always that where the Supplier proposes to make available only one project brief in respect of the TQ to Students and/or proposes to utilise a project brief in respect of more than one Occupational Specialist Component, then:</p> <ul style="list-style-type: none"> (i) the Supplier shall provide a detailed rationale for such proposals as part of its Assessment Strategy included with the Submission for Interim Milestone 1 to the Authority; (ii) the Authority shall consider whether such proposals are acceptable; and (iii) the Authority's decision as to whether such proposals are acceptable shall be final; <p>(b) engage with Employers to ensure that each project brief:</p> <ul style="list-style-type: none"> (i) has clear objectives, which align with the Specification of Content and which aim to motivate Students; (ii) requires Students to solve a real world problem; (iii) enables Students to generate sufficient assessment evidence to meet the objectives referred to in (i) immediately above; (iv) clearly sets out the arrangements and restrictions for Approved Providers to support Students in carrying out and completing the Employer Set Project; and
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		<p>(v) allows sufficient time to enable Students to generate sufficient assessment evidence; and</p> <p>(c) obtain evidence of validation from each Employer involved in setting the brief(s) that they approve such brief(s) (and the Supplier shall make available to the Authority a copy of such evidence on request by the Authority).</p>
	<p>SR 2.7</p> <p>Occupational Specialist Component assessment design and delivery</p>	<p>1 Assessment of performance outcomes. The Supplier shall ensure that:</p> <p>(a) the assessment materials for each Occupational Specialist Component assess all performance outcomes detailed in the Specification of Content for that Occupational Specialist Component; and</p> <p>(b) so far as is reasonably practicable, each assessment is synoptic to reflect how knowledge, understanding, skills and behaviours are drawn together and implemented to develop meaningful occupationally relevant Student assessment evidence, which attests to Threshold Competence, provided always that where the Supplier reasonably determines that it is not possible to assess performance outcomes synoptically, the Supplier shall provide a clear and detailed rationale as part of its Assessment Strategy for Submission at Interim Milestone 1 to the Authority and the Authority shall consider whether it is acceptable not to assess performance outcomes synoptically, provided always that the Authority's decision as to whether such approach is appropriate shall be final.</p> <p>2 Evidence generated by a Student in assessments of each Occupational Specialist Component should be marked by an Assessor. However, in very exceptional circumstances set out in the Approved Assessment Strategy, an Approved Provider may be permitted to mark assessment evidence generated by a Student only where the Supplier: (i) puts in place robust arrangements</p>

		<p>which ensure that such marking achieves valid and reliable outcomes; (ii) uses an approach that is as close to complete independence as possible (such arrangements and approach to be detailed in the Approved Assessment Strategy); and (iii) procures that all such marking is subject to Moderation.</p> <p>3 Exemplifying the expected standards of attainment. The Supplier shall, for each Occupational Specialist Component, produce Guide Standard Exemplification Materials (which shall be validated by Employers) for the purposes of IfATE Approval and for the First Teach Cohort and, for each Academic Year following grade awarding for the First Teach Cohort, produce Grade Standard Exemplification Materials (which shall be validated by Employers).</p>
Service Requirement 3: Grading and Awarding		
Outcomes Grades awarded for the TQ Core Component and each Occupational Specialist Component are reliable and allow Employers and other end-users (including higher education providers) to accurately identify a Student's level of attainment and	SR 3.1	<p>1 The Supplier shall undertake grading and awarding in accordance with the relevant part of the Approved Assessment Strategy.</p>

<p>effectively differentiate their performance.</p> <p>The TQ supports fair access to attainment for all Students who take the TQ.</p> <p>The minimum pass grade standard for each Occupational Specialist Component attests to Threshold Competence, meets Employer expectations, and is as close to full occupational competence as possible.</p>		
<p>Service Requirement 4: Provider Approval</p>		
<p>Outcomes</p> <p>Approved Providers are capable of delivering the TQ to</p>	<p>SR4.1</p>	<p>1 The Supplier shall receive and process applications from Eligible Providers to become Approved Providers in accordance with the relevant part of the Approved Assessment Strategy.</p>

meet the required standards and expectations.		<p>2 The Supplier shall (within 30 Working Days) following receipt of an application for Provider Approval from an Eligible Provider:</p> <p>(a) assess that Eligible Provider against the Provider Approval Criteria to determine whether such Eligible Provider satisfies all of the requirements of the Provider Approval Criteria;</p> <p>(b) notify that Eligible Provider of the outcome of its application; and</p> <p>(c) where the Eligible Provider satisfies all of the requirements of the Provider Approval Criteria, grant Provider Approval in respect of such Eligible Provider.</p>
Service Requirement 5: Provider Support		
<p>Outcomes</p> <p>Approved Providers are fully supported to plan and deliver (including to properly prepare Students for assessment) the TQ to meet the required standards and expectations.</p>	SR 5.1	<p>The Supplier shall ensure that Approved Providers are fully supported to promote, plan and deliver the TQ, including:</p> <p>1 setting out in the TQ Specification any guidance and support available to the Approved Provider in respect of the TQ, which may include guidance as to sequencing of assessment of any Component;</p>

		<p>2 providing a telephone, email and internet facility and ensuring that sufficient, suitably trained contact staff are available to:</p> <ul style="list-style-type: none"> (a) answer Approved Providers' queries regarding the Provider Services and/or the TQ (including enquiries and/or queries about results); (b) deal with complaints in relation to the Provider Services and/or the TQ; and (c) ensure that such queries and/or complaints (and any queries about the T Level Programme, including different programme elements and work placements) are directed to the relevant individual at the Supplier, the Authority or other Stakeholder (as applicable); <p>3 ensuring that such training, resources and other information relating to the TQ, as is necessary to assist Approved Providers' administration and examination officers, is available, including in relation to:</p> <ul style="list-style-type: none"> (a) key dates for administration of the TQ; (b) how to use any systems to upload materials; and (c) which forms should be used to enable Approved Providers to claim completion of the TQ by the relevant Student;
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		<p>4 ensuring that such training, resources and other information relating to the TQ, as is necessary to assist Approved Providers' teaching staff, is available to ensure the requirements of the TQ are clear and Students can be well prepared for assessment for the TQ, including:</p> <p>(a) exemplifying (through the provision of and/or training in relation to the application of the Guide Standard Exemplification Materials) the expected standards of performance for the TQ for the First Teach Cohort, so that the Approved Providers are able to design effective courses and have a clear understanding of the quality and standards their Students need to achieve; and</p> <p>(b) through the provision of sample questions/tasks (in addition to the TQ Specimen Assessment Materials), which can be used by Approved Providers to effectively prepare Students for live TQ assessments;</p> <p>5 undertaking intermittent reviews to ensure that the support remains fit for purpose, taking account of feedback from Approved Providers and amending the support packages as necessary;</p> <p>6 aligning training and resources with any wider FE Professional Readiness to Deliver T Levels training and support offered by the Authority; and</p> <p>7 supporting Approved Providers on agreed promotional activity, as appropriate following any reasonable request from the Authority.</p>

Service Requirement 6: Student registration and Student entry		
Outcomes Unique identification of Students	SR 6.1	The Supplier shall procure that Approved Providers register each Student undertaking the TQ in a way that permits the Student to be clearly and uniquely identified.
Service Requirement 7: TQ Results		
Outcomes Accurate and complete results	SR 7.1	The Supplier shall ensure that all results which it issues are accurate and complete and reflect the outcome of the awarding process.
Service Requirement 8: TQ Post-Results Services		
Outcomes	SR 8.1	

<p>The TQ provides for optimal assessment and reliable evidence of a Student's attainment in relation to the knowledge, understanding, skills and behaviours specified in the Outline Content.</p> <p>The TQ supports fair access to attainment for all Students who take the TQ.</p>	<p>Assessment Review</p>	<p>The Supplier shall ensure a transparent and effective process for review of marks (or (where applicable) Review of Moderation (as defined in Annex 10 (Additional Services) to this Service Requirements) for each Component.</p>
	<p>SR 8.2</p> <p>Appeals Process</p>	<p>1 The Supplier shall operate an appeals process, which enables Approved Providers to appeal:</p> <p>(a) the results of TQ assessments undertaken by Students or (in the case of an appeal in respect of an individual Student) results of TQ assessments undertaken by that Student (including in either case the outcome of a Review of Marking and/or Review of Moderation);</p> <p>(b) any decisions regarding Reasonable Adjustments and/or Special Consideration for Students or (in the case of an appeal in respect of an individual Student) decisions regarding Reasonable Adjustments and/or Special Consideration for that Student; and</p>

		<p>(c) decisions which have resulted in action taken against that Approved Provider or (in the case of an appeal in respect of an individual Student) that Student in relation to the TQ, in either case, following an investigation into malpractice or maladministration,</p> <p>(together or individually (as the case may be) an “Appeal”).</p>
	2	<p>Where, as a result of an Appeal, the Supplier identifies that there is or was (as the case may be) a failure in its TQ assessment process affecting more than one Student, it shall:</p> <p>(a) notify the Authority of such failure (including full details of the impact of such failure);</p> <p>(b) identify all Students who have (or who may reasonably be expected to have) been affected by the failure;</p> <p>(c) correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure; and</p> <p>(d) take all such steps as are necessary to ensure that such failure does not recur in the future,</p> <p>and the provisions of paragraphs 3.2 to 3.5 (inclusive) of Part 1 of this Service Requirements shall apply in respect of such failure.</p>

Service Requirement 9: Reporting		
Outcomes Accurate and timely information and data is available throughout the Term	SR 9.1	<p>The Supplier shall ensure that the Management Information is provided to the Authority as follows. In the case of:</p> <ol style="list-style-type: none"> 1 the Development Phase Report, in accordance with clause 5.5 (Developing the TQ and achieving IfATE Approval and Accreditation); 2 the Operational Delivery Report, in accordance with paragraph 3.1 of Schedule 15 (<i>Monitoring of Performance</i>); 3 the information and data generated pursuant to paragraph 5 of Part 1 of this Service Requirements, in accordance with paragraph 5.4 of Part 1 of this Service Requirements; 4 the information and data generated pursuant to paragraph 8 of Part 1 of this Service Requirements, in accordance with paragraph 8.2 of Part 1 of this Service Requirements; 5 the information and data relating to the delivery of the Additional Services in accordance with paragraphs 5.3, 6.1.3 and 9.1.2 of Part 1 of this Service Requirements, in each Contract Month; and 6 the information and data relating to adjustment to the Fees pursuant to clauses 4.12 and 4.13 (<i>Pricing and payments</i>), in accordance with clause 4.13.1 (<i>Pricing and payments</i>).

Part 3 – Product Descriptions

This Part 3 sets out the Product Description for each Product.

Product	Description
Assessment Strategy	<p>A clear and detailed explanation for how the TQ meets the outcomes/overall measures and requirements for each Service.</p> <p>In relation to the design of the TQ, the Assessment Strategy shall include details of and a clear and detailed rationale for:</p> <ul style="list-style-type: none">• how the design of the TQ will ensure compliance (including ongoing compliance) with all relevant requirements of this Service Requirements;• (i) individual assessment time for each TQ assessment, for example in terms of covering the required part of the Specification of Content effectively and balancing reliability and manageability, and (ii) combined assessment time for the different TQ assessments;• the number of marks for each individual TQ assessment, for example in terms of covering the required part of the Specification of Content effectively and balancing reliability and manageability;• how the design of the TQ will ensure appropriate compensation taking into account the requirements of SR 2.6 (5) (a) of Service Requirement 2;• the approach to differentiating for the available grade range in each case;

Product	Description
	<ul style="list-style-type: none"> • how Students' interests will be protected if there are changes to the Specification of Content; • the Guided Learning hours for each Component, taking into account the requirements of SR 1.1 (9) of Service Requirement 1; • if applicable, why Students have been given the option to study more than two Occupational Specialist Components; • the approach to how assessments will be structured, for example in terms of covering the required part of the Specification of Content effectively and achieving the optimum balance of the assessment principles set out in SR 2.1 of Service Requirement 2, including: <ul style="list-style-type: none"> ○ the number of tasks and assessments in the External Examination; ○ the number of tasks and assessments in the Employer Set Project; ○ the relative weightings of the External Examination and the Employer Set Project; ○ the number of tasks and assessments for each Occupational Specialist Component; ○ for Occupational Specialist Components, why it is not possible to assess performance outcomes synoptically (if applicable); and ○ how Outline Content will be covered over the life of the Contract including any proposed approach to sampling. • in very exceptional circumstances where the Supplier considers that there is justification for any assessments in relation to the Employer Set Project and/or the Occupational Specialist Components to be marked by an Approved Provider and not externally marked by an Assessor, a detailed rationale which explains why this is necessary in terms of achieving an optimum balance of the assessment principles set out in SR 2.1 of Service Requirement 2 and a detailed explanation of the approach to Moderation. Exceptional circumstances shall include the following factors: <ul style="list-style-type: none"> ○ where the assessment evidence generated by Students is likely to arise spontaneously and/or be ephemeral in nature and where this may lead to significant or insurmountable logistical difficulties in terms of the Supplier arranging to be present for every assessment;

Product	Description
	<ul style="list-style-type: none"> ○ where the assessment would require repeat measurement over an extended period of time, potentially including measurement of multiple aspects across multiple Students, rather than measurement on a single occasion and where this may lead to significant or insurmountable logistical difficulties in terms of the Supplier being present for the whole period of the assessment; ○ where the presence of an Assessor could significantly affect the assessment, for example because it may place undue pressure on Students and therefore undermine fairness, or could require the assessment to be designed and/or completed in an artificial way which would undermine validity; and ○ where the presence of an Assessor is not possible owing to issues of sensitivity and/or confidentiality with respect to individuals required to participate in the assessment(s), <p>provided always that the factor(s) giving rise to a claim by the Supplier of the existence of any exceptional circumstances are relevant to the content of the TQ, the risks to the validity or manageability of the assessment arising as a result of such factor(s) are significant and such factor(s) and/or risk(s) cannot be managed or mitigated without marking being undertaken by an Approved Provider;</p> <ul style="list-style-type: none"> • the approach to coverage of the Outline Content, including: <ul style="list-style-type: none"> ○ how Outline Content has been covered overall and in each TQ assessment; ○ how Outline Content has been elaborated on where necessary; ○ if applicable, why it is necessary to move elements of the Outline Content which relate to one Component into another Component; and ○ if applicable, why it is necessary to include entirely new content that is not included in the Outline Content in the Specification of Content; • the approach to: <ul style="list-style-type: none"> ○ mapping of the Specification of Content in TQ Specimen Assessment Materials; ○ coverage of the Specification of Content over time; and ○ ensuring the assessments for the TQ Core Component and each Occupational Specialist Component support fair access to attainment, including the approach to Reasonable Adjustments and Special Consideration;

Product	Description
	<ul style="list-style-type: none"> • the assessment objectives and weightings for the External Examination and the Employer Set Project; • the approach to targeting assessment objectives in the External Examination and the Employer Set Project, and to targeting performance outcomes in each Occupational Specialist Component; • the approach to each TQ assessment, including: <ul style="list-style-type: none"> ○ an explanation of: <ul style="list-style-type: none"> ▪ the range of task types to be used (e.g. multiple-choice, short answer, extended response, practical assignment) and how these will support valid assessment of the Specification of Content; and ▪ the approach to mark scheme and assessment criteria design, including for different task types, and an explanation of how resulting mark schemes and assessment criteria will support reliable application by Assessors (and any assessors employed or engaged by any Approved Provider and any Moderators where permitted in accordance with the Approved Assessment Strategy); ○ sample question/tasks which may be from the TQ Specimen Assessment Materials, and associated mark schemes and assessment criteria, representing the range to be used in each such TQ assessment, with commentaries explaining the approaches; ○ an indicative sampling grid for the External Examination; and ○ how the requirements of SR 2.6 (7) and SR 2.6(8) of Service Requirement 2 have been taken into account. • the approach to availability of TQ assessments, including: <ul style="list-style-type: none"> ○ when assessments will be scheduled for the External Examination, the Employer Set Project and each Occupational Specialist Component; ○ how the approach is appropriate, including consideration of: the amount and weight of material to be covered; the extent to which different aspects would be covered sequentially or concurrently; how coherence with the overall T Level Programme will be promoted; the need to ensure that enough time is available for sufficient learning to have taken place (including how Approved

Product	Description
	<p>Providers will be supported so that they enter Students for a Component's assessments in an appropriate Academic Year and in an appropriate assessment series within that Academic Year, in each case, within the two-year programme for the T Level); and how the approach will support standard setting;</p> <ul style="list-style-type: none"> ○ when the first assessment cycle will be held for the First Teach Cohort, taking into account the need to ensure that standards are set appropriately in the first Academic Year so they are appropriate to be carried forward to future assessment cycles; ○ arrangements for Students to retake, in full, any or all of the External Examination, the Employer Set Project and each Occupational Specialist Component; and ○ the type of assessment (eg. online and/or paper-based) for the External Examination, Employer Set Project and each Occupational Specialist Component; and <ul style="list-style-type: none"> • quality assuring the design and development of the TQ and its component assessments in line with the requirements set out in the Service Requirements and in line with the Assessment Strategy. <p>Taking into account the approach to availability of TQ assessments, the Assessment Strategy shall include a clear and detailed explanation of any risks that have been identified, how these will be mitigated, and how particular challenges will be addressed, including:</p> <ul style="list-style-type: none"> • ensuring comparability of assessments; • minimising predictability of assessments; • ensuring security and confidentiality of assessments; and • in relation to the Employer Set Project, how the Employer Set Projects will continue to be relevant to the TQ Core Component throughout the Term and how they will not become predictable and will keep pace with the needs of industry.

Product	Description
	<p>In relation to the delivery of the TQ, the Assessment Strategy shall include:</p> <ul style="list-style-type: none"> • details of and a clear and detailed rationale for how the delivery of the TQ will ensure ongoing compliance with all relevant requirements of this Service Requirements; • clear details of the process for developing TQ assessment materials (including TQ Specimen Assessment Materials and TQ Live Assessment Materials), including different stages and Supplier Staff involved, how evidence regarding functioning of previous assessments is used, any differences by assessment type and item setting arrangements; • clear details of the approach to training individuals who will be responsible for setting TQ assessments and/or items, including ensuring security and mitigating any conflicts of interest; • details of the nature of and number of hours of supervised conditions that will be required to deliver the TQ; • clear details of the approach to training and standardising the approach of Assessors (and any assessors employed or engaged by any Approved Provider and any Moderators where permitted in accordance with the Approved Assessment Strategy), together with details of standardisation procedures and any wider training; • a clear and detailed explanation of how the marking processes for Student assessment evidence for the TQ will operate, including any variation between the External Examination, the Employer Set Project and each Occupational Specialist Component; • a clear and detailed explanation of the process that will be in place: <ul style="list-style-type: none"> ○ to monitor accuracy and consistency of marking by Assessors (and Moderation by Moderators where permitted in accordance with the Approved Assessment Strategy) and issuing of results, and

Product	Description
	<ul style="list-style-type: none"> ○ to take remedial action where such process does not deliver accuracy and consistency of marking (and/or Moderation by Moderators where permitted in accordance with the Approved Assessment Strategy) and/or issuing of results; • a clear and detailed explanation of how malpractice will be minimised and addressed and the approach to maintaining security and confidentiality of TQ assessments, including any differences by assessment; • a clear and detailed explanation as to how live issues during assessments for the TQ will be dealt with (i.e. where the design/delivery mitigations have failed); • a clear and detailed explanation as to how results data for each Component and the TQ will be provided to the Authority in line with the Key Dates Schedule for the relevant Academic Year; and • a clear and detailed explanation as to how each Post-Results Service (referred to in paragraph 9 (<i>TQ Post-Results Services</i>) of Part 1 of this Service Requirements) will be delivered. <p>In relation to Eligible Providers and Approved Providers, the Assessment Strategy shall include a summary of the proposed approach to ensuring that Approved Providers are able to prepare for and undertake the TQ assessments, together with a clear and detailed explanation of:</p> <ul style="list-style-type: none"> • the approach to approving Eligible Providers as Approved Providers, in line with the Provider Approval Criteria; • the approach to ensuring that all Approved Providers have appropriate and consistent quality assurance measures in place for the delivery of the TQ and ensuring that such Approved Providers maintain ongoing compliance with those quality assurance measures;

Product	Description
	<ul style="list-style-type: none"> the approach to the provision of guidance and training to Approved Providers in connection with the delivery of the TQ assessments for the Employer Set Project and the Occupational Specialist Components; the approach to monitoring Approved Providers in relation to TQ assessments for the Employer Set Project and the Occupational Specialist Components, including how this approach will ensure that such assessments remain fit for purpose on delivery; how Guide Standard Exemplification Materials will be produced, with input from Employers; and how Grade Standard Exemplification Materials will be produced, and kept under review, with input from Employers. <p>In relation to awarding, the Assessment Strategy shall include a clear and detailed explanation of:</p> <ul style="list-style-type: none"> the technical methodology employed in the awarding process, including the Supplier Staff involved and their roles; how the decisions from the awarding process are approved within the Supplier and the Supplier Staff involved in this; how comparability between different versions of assessments and different types of assessment (e.g. online vs paper-based) is ensured, both where these are available at the same time and on an ongoing basis;

Product	Description
	<ul style="list-style-type: none"> • how comparability between any options in the TQ will be ensured; • how any evidence in relation to the comparability of the TQ with the technical education qualification element for other applicable T Levels within the same Route (including those offered by other T Level Awarding Organisations) will be used to inform decisions on standard setting; • how grades are calculated, including judgemental and arithmetic grade boundaries, aggregation of marks between the External Examination and Employer Set Project, and the use of any conversion scales; and • the approach to and range of qualitative and quantitative evidence used to inform grading and awarding decisions and the weight given to different sources, together with: <ul style="list-style-type: none"> ○ a rationale for this approach in the light of the TQ design and Cohort make-up; and ○ details of how this approach will be kept under review and may be adjusted, including any variation between initial standard setting and maintenance of standards, <p>and in relation to such qualitative and quantitative evidence:</p> <ul style="list-style-type: none"> ○ qualitative evidence shall include (for the TQ Core Component and each Occupational Specialist Component as a whole and for each TQ assessment): <ul style="list-style-type: none"> ▪ views of senior examiners about the quality of Student assessment evidence for the TQ; ▪ views of senior examiners about the demand of TQ assessments; ▪ performance descriptions informed by Employer views; ▪ Guide Standard Exemplification Materials and Grade Standard Exemplification Materials informed by Employer views; ▪ archive Student assessment evidence for the TQ from previous series (where applicable); and ▪ if necessary, cognate Student assessment evidence for the TQ, for example from related qualifications; and ○ quantitative evidence shall include (for the TQ Core Component and each Occupational Specialist Component as a whole and for each TQ assessment): <ul style="list-style-type: none"> ▪ mark distribution;

Product	Description
	<ul style="list-style-type: none"> ▪ mean mark; ▪ standard deviation; ▪ item-level data, such as facility and discrimination indices; ▪ percentage of Students achieving each grade in previous series; and ▪ information about Students' prior/concurrent attainment. <p>The Assessment Strategy shall also include an explanation as to how innovation will be appropriately tested before implementation to secure on-going compliance by the Supplier with its obligations under this Service Requirements.</p>
TQ Specification	<p>Specification of Content</p> <p>The Specification of Content shall set out the knowledge, understanding, skills and behaviours that Students need to learn for the TQ Core Component and each Occupational Specialist Component. The Specification of Content for the TQ Core Component and each Occupational Specialist Component must be clear and unambiguous and adequately cover (and where necessary build on) the Outline Content (and not simply replicate it). The Specification of Content shall detail the recommended Guided Learning hours for each Component (including recommended Guided Learning hours for both delivery and assessment of each Component), taking into account the requirements of SR 1.1 (9) of Service Requirement 1.</p> <p>Scheme of Assessment</p> <p><i>TQ Core Component – External Examination – knowledge and understanding</i></p>

Product	Description
	<p>The Scheme of Assessment shall clearly set out (in relation to the External Examination) an explanation for Approved Providers of:</p> <ul style="list-style-type: none"> • the assessment objectives and their weightings; • the method and number of assessments (if more than one); • the duration of the/each assessment; • the number of marks in the/each assessment; • how and when the/each assessment will be made available; • the grades available for the TQ Core Component and that these grades are for the External Examination and the Employer Set Project in combination; and • any relevant design features for the External Examination, such as the range of different question types that will be used and any access there will be to stimulus/pre-release materials. <p><i>TQ Core Component – Employer Set Project</i></p> <p>The Scheme of Assessment shall clearly set out (in relation to the Employer Set Project) an explanation for Approved Providers of:</p> <ul style="list-style-type: none"> • the assessment objectives and their weightings; • the assessment tasks available, i.e. options; • the duration of the assessment; • the number of marks for the assessment; • how and when the assessment will be made available;

Product	Description
	<ul style="list-style-type: none"> the assessment criteria that will be applied (including, in very exceptional circumstances set out in the Approved Assessment Strategy, where any assessments in relation to the Employer Set Project are to be marked by an Approved Provider and not externally marked by an Assessor, details of how marks should be allocated); the conditions under which assessment evidence must be generated; the forms of assessment evidence that must be retained by the Approved Provider and the expectations around this; the grades available for the TQ Core Component and that these grades are for the External Examination and Employer Set Project in combination; and (in very exceptional circumstances set out in the Approved Assessment Strategy, where any assessments in relation to the Employer Set Project are to be marked by an Approved Provider and not externally marked by an Assessor) details of how Moderation will be conducted. <p>The Scheme of Assessment shall also:</p> <ul style="list-style-type: none"> specify the relevant weightings as between the External Examination and the Employer Set Project; and outline the minimum performance requirements for each judgemental grade required for the TQ Core Component (and each judgemental grade shall reference both the External Examination and Employer Set Project). <p><i>Occupational Specialist Components</i></p> <p>The Scheme of Assessment shall clearly set out (in relation to each Occupational Specialist Component) an explanation for Approved Providers of:</p> <ul style="list-style-type: none"> the performance outcomes and how these are mapped to the Outline Content;

Product	Description
	<ul style="list-style-type: none"> • the assessment task(s) for the relevant Occupational Specialist Component; • the duration of the assessment; • the number of marks for the assessment; • how and when the TQ Live Assessment Materials will be made available; • the assessment criteria that will be applied (including, in very exceptional circumstances set out in the Approved Assessment Strategy, where any assessments in relation to the relevant Occupational Specialist Component are to be marked by an Approved Provider and not externally marked by an Assessor, details of how marks should be allocated); • the conditions under which Student assessment evidence must be generated; • the forms of Student assessment evidence that must be retained by the Approved Provider and the expectations around this; • any permissions/prohibitions with respect to different Occupational Specialist Components being taken in combination; • the grades available for the relevant Occupational Specialist Component; and • (in very exceptional circumstances set out in the Approved Assessment Strategy, where any assessments in relation to the relevant Occupational Specialist Component are to be marked by an Approved Provider and not externally marked by an Assessor) details of how Moderation will be conducted. <p>Approved Provider's Quality Assurance Process</p> <p>This part of the TQ Specification shall set out details of the Approved Provider's role in quality assuring the TQ assessments, to ensure compliance by the Supplier with its quality assurance obligations in the relevant part of the Supplier Response, for example:</p>

Product	Description
	<ul style="list-style-type: none"> • authentication – ensuring Students’ assessment evidence is their own; • malpractice – for example during controlled conditions; and • any other activity required of Approved Providers by the Supplier to ensure regulatory/contractual requirements are met. <p>Additional Information for Approved Providers</p> <p>The TQ Specification shall also clearly set out:</p> <ul style="list-style-type: none"> • the Qualification Purpose; and • the prior learning requirements for the TQ (if applicable). <p>The TQ Specification shall also clearly set out, or provide appropriate links to, information regarding:</p> <ul style="list-style-type: none"> • calculating grades (e.g. aggregation and scaling); • submitting general queries; • access arrangements, Reasonable Adjustments and Special Consideration; • enquiries about results and Appeals; • retakes; and • any guidance in relation to delivery of the TQ.

Product	Description
TQ Specimen Assessment Materials	<p>The TQ Specimen Assessment Materials shall comprise examples of assessments that are representative of the approach the Assessment Strategy proposes is used in live operation and shall be produced to the same quality standard. The TQ Specimen Assessment Materials shall cover each of the following:</p> <ul style="list-style-type: none"> • TQ Core Component – External Examination – sample question paper and mark scheme for the/each assessment, together with mapping to the Outline Content and sampling approach proposed; • TQ Core Component – Employer Set Project – assessment tasks/requirements for each available option and assessment criteria; and • Occupational Specialist Component – practical assessment tasks/requirements and assessment criteria for each Occupational Specialist Component.
TQ Live Assessment Materials	<p>The live assessment materials (modelled on the TQ Specimen Assessment Materials and taking into account (as applicable) performance demonstrated by previous TQ Live Assessment Materials) that are to form the basis of assessment for the TQ for the relevant Academic Year.</p>
Exemplification Materials	<p>Guide Standard Exemplification Materials</p> <p>Guide Standard Exemplification Materials shall include indicative ‘guide’ examples of Student assessment evidence which the Supplier judges would be likely to meet the minimum requirements for Threshold Competence and higher grades in each Occupational Specialist Component. Guide Standard Exemplification Materials will be produced in consultation with and validated by Employers.</p>

Product	Description
	<p>Grade Standard Exemplification Materials</p> <p>Grade Standard Exemplification Materials shall include actual marked examples of Students' assessment evidence, selected after awarding, which:</p> <ul style="list-style-type: none"> • have met the minimum requirements for Threshold Competence and higher grades in each Occupational Specialist Component; • are produced (and reviewed on an ongoing basis) in consultation with and validated by Employers; • may be used to train Assessors (and any assessors employed or engaged by an Approved Provider and any Moderators where permitted in accordance with the Approved Assessment Strategy) to ensure that Student assessment evidence is assessed to the correct standard consistently, provided always that if the materials are used to train such Assessors (and any assessors and Moderators), the Supplier shall ensure that the spread of marks covered by the materials (including the Grade Standard Exemplification Materials) that are used for such training shall not be restricted to the grade boundaries but shall include material at a range of other marks; and • meet the requirements of SR 2.7(3) of Service Requirement 2.
<p>Implementation Plan</p>	<p>A detailed explanation of the Supplier's proposed approach to successfully designing, developing and delivering the TQ throughout the Term (the level of detail in respect of the whole (and each relevant part of such Term) being commensurate with the level of detail that can reasonably be expected to be known by and/or available to the Supplier from time to time in respect of such whole or part of the Term), including evidence of the achievability of the proposed approach against the TQ Critical Path Diagram.</p> <p>It shall present a clear and achievable overall timetable for the delivery of all of the Services.</p> <p>The Implementation Plan shall include information about the Supplier's:</p>

Product	Description
	<ul style="list-style-type: none"> • programme and project management approach and project expertise to develop and deliver the TQ, including details of delivery risks and plan to mitigate such risks; • financial modelling on cost of design, development and delivery of the TQ and delivery of the Services; • approach to working with Stakeholders (including the T Level Panel up to Interim Milestone 1) in relation to the design, development, delivery and update of the TQ and the Services (including consultation with Eligible Providers to ensure the quality of the Initial TQ Deliverables at each Milestone); • approach to working with Stakeholders and organisations associated with and/or providing advice and/or guidance in relation to Students with special educational needs and disabilities in the design, development, delivery and update of the TQ and the Services, including a process for regularly reporting on progress; • approach to sharing early and/or amended drafts of the Initial TQ Deliverables and TQ Deliverables with Eligible Providers and/or Approved Providers (as applicable), including how such documents will be shared and when; • capacity to scale up in relation to demand and in response to delivery challenges to ensure overall delivery remains on track; • ability to develop innovative solutions; • approach to ensuring that Management Information is interoperable with the Authority's systems and processes during the design, development and live operation of the TQ; • proposals for efficiently supporting Providers to deliver the TQ and to answer related enquiries and address related complaints (including Post-Result Services) made by telephone, by post and by other electronic correspondence efficiently and effectively; • process for raising delays or concerns; and • details of proposed joint working between T Level Awarding Organisations (as contemplated by Schedule 4 (<i>Co-operation</i>)) to support (amongst other things) the effective and efficient delivery of the T Level Programme and to streamline administration relating to the T Levels Programme in the interests of Students and Providers. <p>The Implementation Plan shall evidence that the Supplier has, or will have:</p> <ul style="list-style-type: none"> • IT infrastructure and systems to support the design, development, delivery and award of the TQ; • secured any relevant third party contracts to support delivery of the TQ; and

Product	Description
	<ul style="list-style-type: none"> processes for the design, development, delivery and award of the TQ.
Resource Plan	<p>A detailed explanation of the Supplier's proposed approach to resourcing to ensure performance of the Services, and the successful design, development and delivery of the TQ, which shall be in the format of the template Resource Plan issued by the Authority as part of the procurement process leading to the award of this Contract.</p> <p>The Resource Plan shall include detail about:</p> <ul style="list-style-type: none"> all types of resources required for delivery of the Services, including a distinction between those that will be dedicated to the TQ and those that will be used for other qualifications or business areas; the resources that will be internal and those that will be external; the skills and experience profiles for the required resources; any existing skills or knowledge gaps that may exist with resources already in place and how and when additional resources will be recruited, mobilised, trained and managed; the number of resources required (including the number of Assessors (and any Moderators where permitted in accordance with the Approved Assessment Strategy) required); what the resources would be required to deliver and by when; how long the relevant resources would be engaged; processes, measures and strategies that will ensure proper, effective and resilient resourcing so that the TQ will at all times operate in accordance with the Service Requirements; processes for keeping resource requirements under review; the proposed approach to the recruitment (including the timescales for and number) of Assessors (and any Moderators where permitted in accordance with the Approved Assessment Strategy) which have recent relevant industry experience, including the trajectory that will be required to be maintained to meet the requirements for the provision of Assessors (and (where applicable) Moderators) under this Service Requirements; the proposed approach to the training (including the timescales) of Assessors (and any Moderators where permitted in accordance with the Approved Assessment Strategy) which have recent relevant industry experience, including the trajectory that will be required to be maintained to meet the requirements for the provision of Assessors (and (where applicable) Moderators) under this Service Requirements;

Product	Description
	<ul style="list-style-type: none"> the assessment expertise, which will be used to deliver assessment design and processes set out in the Assessment Strategy; and the occupationally specific subject expertise needed to devise and assess Occupational Specialist Components.
Submission Issues Log	The log of issues raised by the Authority in respect of the Initial TQ Deliverables following a Submission and the Supplier's detailed description of how each such issue has been resolved.
Risk Register	The Supplier's register detailing any events, matters and/or circumstances which it reasonably foresees (acting in accordance with Good Industry Practice) may impact upon and/or risk the successful performance of the Services by the Supplier in accordance with this Contract (or, where the Supplier has failed to create, maintain and/or update such register, such register as would detail such events, matters and/or circumstances if the Supplier was complying with its obligations under this Contract).
Issues Log	The Supplier's log detailing any events, matters and/or circumstances which have occurred and which may impact (or have impacted) upon and/or risk the successful performance of the Services by the Supplier in accordance with this Contract (or, where the Supplier has failed to create, maintain and/or update such log, such log as would detail such events, matters and/or circumstances if the Supplier was complying with its obligations under this Contract).
Provider Approval Criteria	<p>The Supplier's criteria for the approval of Eligible Providers to deliver the TQ which shall:</p> <ul style="list-style-type: none"> ensure that the Eligible Provider's ability to deliver the TQ to the required standards and expectations is assessed and verified; ensure that the expertise of the Eligible Provider to deliver the TQ to the required standards and expectations is assessed and verified; ensure that resources available to the Eligible Provider to deliver the TQ in line with the required standards and expectations is assessed and verified; promote accessibility of the TQ to all Eligible Providers;

Product	Description
	<ul style="list-style-type: none"> • not impose any undue and/or overburdensome administrative, financial and/or operational requirements and/or require any change in the existing administrative, financial and/or operational aspects of an Eligible Provider's business and/or operations, in either case, which could not reasonably be expected by an Eligible Provider as being strictly necessary to deliver the TQ (having regard to the administrative, financial and/or operational aspects of the business and/or operations within which Providers (operating in the same or substantially similar business and/or operations as the Eligible Provider) operate; and • not be inconsistent with and/or lead to a breach of the requirements of clause 7.1 (<i>Interaction with Providers</i>).

ANNEX 1 – QUALIFICATION PURPOSE

The purpose of the level 3 TQ is to ensure Students have the knowledge, skills and behaviours needed to progress into skilled employment or higher level technical training relevant to the T Level.¹

To achieve this, each level 3 TQ must:

- provide reliable evidence of Students' attainment in relation to:
 - the core knowledge and skills relevant to the Route and Occupational Specialist Component(s) covered by the TQ; and
 - the knowledge, skills and behaviours required for at least one Occupational Specialist Component relevant to the TQ;
- be up-to-date, ensuring the knowledge, skills and behaviours needed for the Occupations have continued currency among Employers and other end-users;
- ensure maths, English and digital skills are developed and applied where they are essential to achieve occupationally relevant outcomes;
- ensure the minimum pass grade standard for Occupational Specialist Components attests to Threshold Competence, meets employer expectations, and is as close to full occupational competence as possible;
- allow end users to accurately identify Students' level of attainment and effectively differentiate their performance;
- provide a clear and coherent basis for development of suitably demanding high-quality level 3 courses, which enable Students to realise their potential;
- provide Students with the opportunity to manage and improve their own performance; and
- support fair access to attainment for all Students who take the TQ, including those with special educational needs and disabilities.

¹ The Authority may only grant IfATE Approval of the qualification "if satisfied that by obtaining the qualification a person demonstrates that he or she has attained as many of the outcomes set out in the standards as may reasonably be expected to be attained by undertaking a course of education" (sA2DA(3) of the 2009 Act).

ANNEX 2

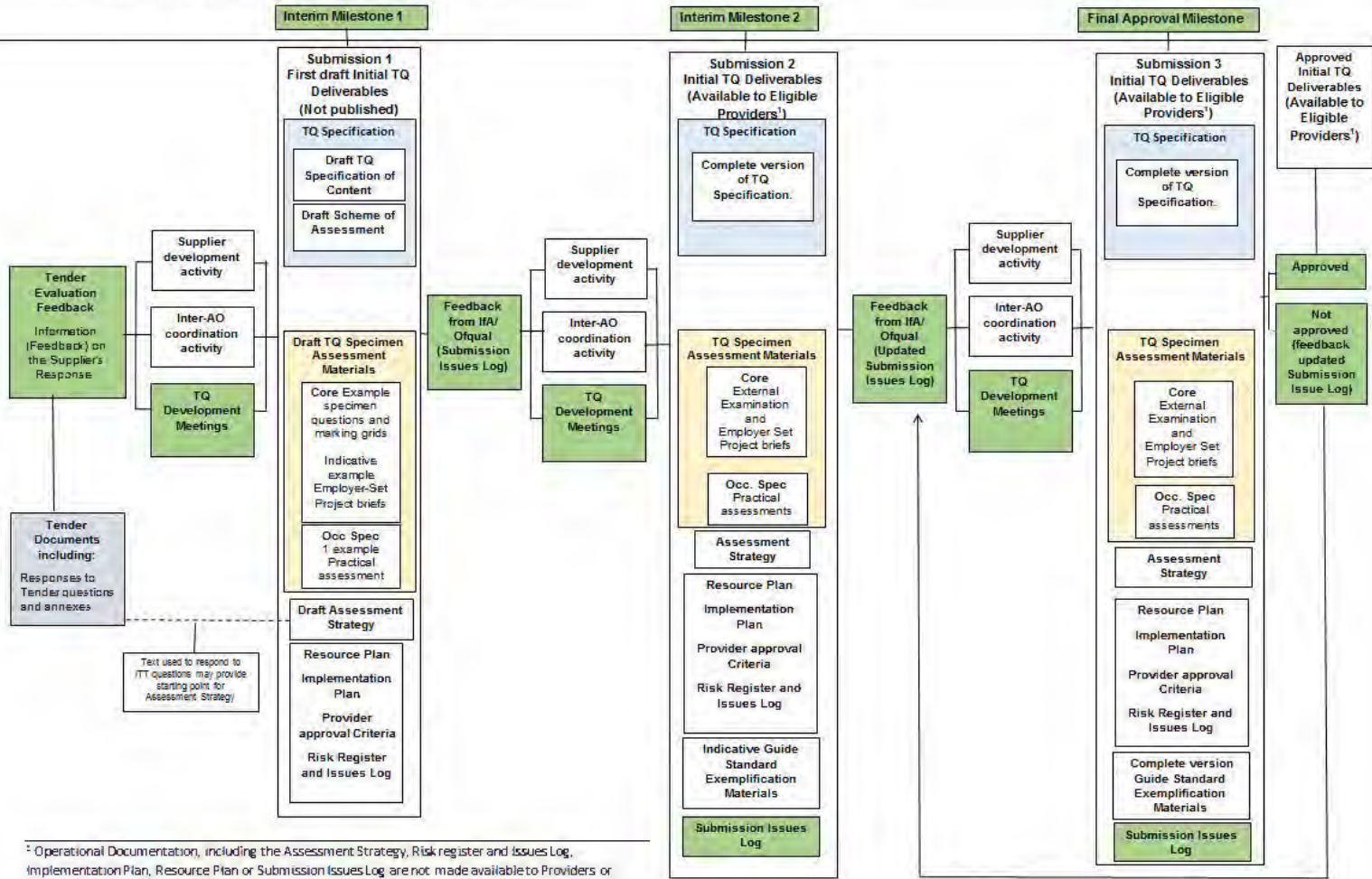
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ANNEX 3 – OUTLINE CONTENT

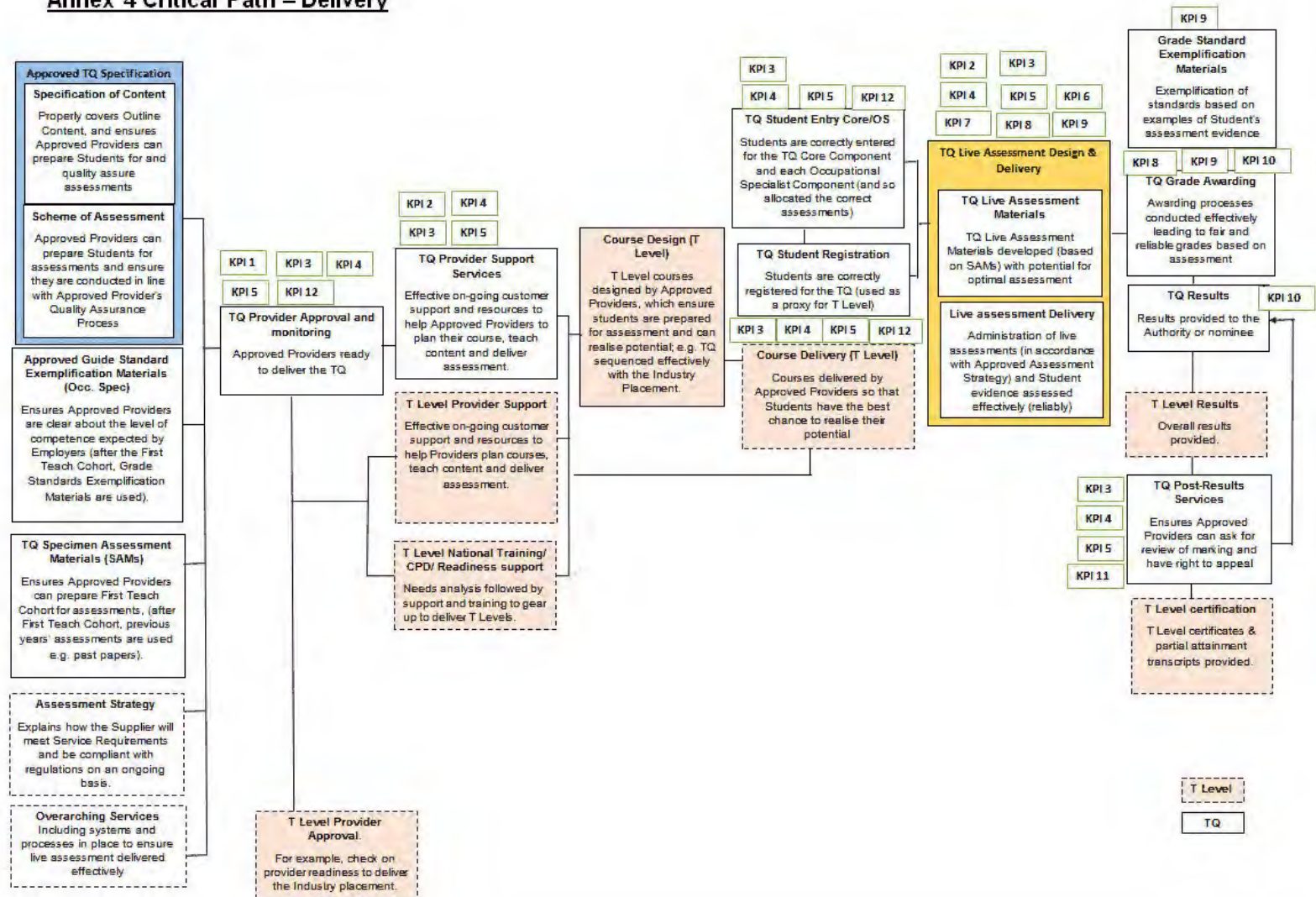
The content for this Annex is contained in document entitled
S2_A3_Lot7_Outline_Content

ANNEX 4 – TQ CRITICAL PATH DIAGRAM

Annex 4 TQ Critical Path - Development



Annex 4 Critical Path – Delivery



ANNEX 5 – INDICATIVE KEY DATES SCHEDULE²

To meet the requirements of Schedule 4 (*Co-operation*) the Supplier, working with other T Level Awarding Organisations, will need to produce a Key Dates Schedule, which secures the efficient and effective delivery of each assessment series for the TQ. Within the Key Dates Schedule, the deadline for submitting TQ Student registration data to the Authority must be in November in the first year of study. For a summer assessment series results must be issued on or no later than the date A level results are issued.

For a summer assessment series the key dates could include but are not restricted to:

Key Date	Description	Assessment series
November (Yr1)	Deadline for submitting TQ Student registration data to the Authority	All
3 rd week Feb	Deadline for entries for assessments by Approved Providers	June
3 rd week Feb	Final date for submitting Reasonable Adjustment requests to the Supplier by Approved Providers	June
4 th week Feb	Assessment timetable issued	June

² This is an indicative Key Dates Schedule. Exact dates and further key dates will need to be agreed between the Supplier and other T Level Awarding Organisations through Schedule 4 (*Co-operation*) and the resulting Key Dates Schedule must be Approved by the Authority.

Key Date	Description	Assessment series
2 nd week May	First date for submitting Special Consideration requests to the Supplier	June
2 nd week May-3 rd week June	Assessments take place	June
3 rd week August	Restricted release of T Level results to Approved Providers by the Authority	June
3 rd week August	Release of results to Students by the Authority	June
3 rd week August	Release of more detailed TQ results data from the Supplier	June
3 rd week September	Appeals and assessment review requests made	June
4 th week Nov	T Level certificates and statements of achievement issued by the Department (or the function may be delegated to the Authority)	All

ANNEX 6 – TQ CONTENT UPDATING SCHEDULE

TQ Content Updating Schedule: Inclusive TQ Changes

Schedule Date	Activity
By end November (Academic Year X ³ -1)	Where the Authority carries out an annual review contemplated by clause 8.4, the Authority shall (where the Authority considers that the outcome of that review gives rise to any one or more Inclusive TQ Changes that the Authority requires to be implemented in accordance with this TQ Content Updating Schedule) submit to the Supplier an annual guidance note setting out such Inclusive TQ Changes.
December to February (Academic Year X-1)	The Supplier shall reflect any Inclusive TQ Changes arising out of the relevant annual guidance note (and any additional updates the Supplier proposes should be included as part of the annual review) in the Approved Initial TQ Deliverables or the TQ Deliverables (as the case may be) and/or any other Products and/or documents associated with the TQ (as applicable).
By end February (Academic Year X-1)	The Supplier shall submit the relevant Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents (as the case may be) as amended to reflect the Inclusive TQ Changes in question to the Authority for agreement.
March (Academic Year X-1)	<p>(a) The Authority shall either:</p> <ul style="list-style-type: none"> • confirm to the Supplier its agreement to the relevant amended Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents; or • notify the Supplier that the whole or part of such amended Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents are not agreed (and provide details of the comments and/or objections that the Authority has in relation to such documents).

³ Where Academic Year X shall be the Academic Year in which the agreed amended documents reflecting the relevant Inclusive TQ Changes shall (where applicable) be implemented by Approved Providers for the new Cohort of Students.

	<p>(b) The Supplier shall (as soon as reasonably practicable following receipt of the Authority's notice) make such amendments to the whole or relevant part (as the case may be) of the Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents as are necessary to address any comments and/or objections of the Authority and resubmit such amended documents to the Authority for agreement, to which the provisions of paragraph (a) (immediately above) shall apply.</p>
<p>The earlier of the end of March (Academic Year X-1) and (where applicable) the date of agreement by the Authority to the relevant amended documents</p>	<p>The Supplier shall make available any agreed amended Approved Initial TQ Deliverables or TQ Deliverables and (where applicable) any Products and/or documents to Approved Providers and facilitate the implementation by Approved Providers of such amended Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents, provided always that where part of any such amended document is subject to further amendment (as required by the Authority pursuant to paragraph (a) above), the Supplier shall not (unless otherwise agreed with the Authority) make any part of that relevant Approved Initial TQ Deliverable, TQ Deliverable, Product or document available to Approved Providers until the Supplier has made such amendments as are necessary to address the comments and/or objections of the Authority referred to in paragraph (a) above and the Authority has either confirmed its agreement to the resubmitted document or notified the Supplier that such document (containing only those amendments that have been agreed by the Authority) may be made available to Approved Providers.</p>
<p>September (Academic Year X)</p>	<p>Any agreed amended Approved Initial TQ Deliverables or TQ Deliverables and (where applicable) any Products and/or documents shall be implemented by Approved Providers for the new Cohort of Students.</p>

TQ Content Updating Schedule: Exclusive TQ Changes

Schedule Date	Activity
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End May (Academic Year X ⁴ -2)	Where the Authority carries out an annual review contemplated by clause 8.4, the Authority shall (where the Authority considers that the outcome of that review gives rise to any one or more Exclusive TQ Changes that the Authority requires to be implemented in accordance with this TQ Content Updating Schedule) submit to the Supplier an annual guidance note setting out such Exclusive TQ Changes.
June (Academic Year X-2) to September (Academic Year X-1)	The Supplier shall reflect any Exclusive TQ Changes arising out of the relevant annual guidance note in the Approved Initial TQ Deliverables or the TQ Deliverables (as the case may be) and/or any other Products and/or documents associated with the TQ (as applicable).
By End September (Academic Year X-1)	The Supplier shall submit the relevant Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents (as the case may be) as amended to reflect the Exclusive TQ Changes in question to the Authority for IfATE Approval.
October to November (Academic Year X-1)	<p>(a) The Authority shall either:</p> <ul style="list-style-type: none"> confirm to the Supplier that the relevant amended Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents meet the requirements for IfATE Approval; or notify the Supplier that the whole or part of such amended Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents do not meet the requirements for IfATE Approval (and provide details of the comments and/or objections that the Authority has in relation to such documents). <p>(b) The Supplier shall (as soon as reasonably practicable following receipt of the Authority's notice) make such amendments to the whole or relevant part (as the case may be) of the Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents as are necessary to address any comments and/or objections of the Authority and resubmit such amended documents to the Authority for IfATE Approval, to which the provisions of paragraph (a) (immediately above) shall apply.</p>

⁴ Where Academic Year X shall be the Academic Year in which the agreed amended documents reflecting the relevant Exclusive TQ Changes shall (where applicable) be implemented by Approved Providers for the new Cohort of Students.

<p>The earlier of the beginning of December (Academic Year X-1) and (where applicable) the date of IfATE Approval being achieved in relation to the relevant amended documents</p>	<p>The Supplier shall make available any amended Approved Initial TQ Deliverables or TQ Deliverables and (where applicable) any Products and/or documents that have achieved IfATE Approval to Approved Providers and facilitate the implementation by Approved Providers of such amended Approved Initial TQ Deliverables, TQ Deliverables, Products and/or documents, provided always that where part of any such amended document is subject to further amendment (as required by the Authority pursuant to paragraph (a) above), the Supplier shall not (unless otherwise agreed with the Authority) make any part of that relevant Approved Initial TQ Deliverable, TQ Deliverable, Product or document available to Approved Providers until the Supplier has made such amendments as are necessary to address the comments and/or objections of the Authority referred to in paragraph (a) above and the Authority has either confirmed that such amended resubmitted document has achieved IfATE Approval or notified the Supplier that such document (containing only those amendments on which the Authority would be prepared to award IfATE Approval) may be made available to Approved Providers.</p>
<p>September (Academic Year X)</p>	<p>Any amended Approved Initial TQ Deliverables or TQ Deliverables and (where applicable) any Products and/or documents that have achieved IfATE Approval shall be implemented by Approved Providers for the new Cohort of Students.</p>

ANNEX 7 – INITIAL DEVELOPMENT MILESTONES

In the event of any conflict and/or inconsistency between the provisions of this Annex 7 and the provisions of Annex 4 (*TQ Critical Path Diagram*) to this Service Requirements, the provisions of this Annex 7 shall prevail.

Milestone	Submission Date	Submission
Interim Milestone 1	1 February 2021	<p>TQ Specification. A draft version of the TQ Specification, which takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting, and which includes:</p> <ul style="list-style-type: none">(e) a complete Specification of Content for all Components which fully covers the Outline Content;(f) the proposed Guided Learning hours for each Component;(g) a draft of the Scheme of Assessment which:<ul style="list-style-type: none">(i) specifies the assessment objectives for each part of the TQ Core Component;(ii) defines each assessment method to be used for each Component;

Milestone	Submission Date	Submission
		<p>(iii) specifies indicative weightings for the assessments within the Components.</p> <p>TQ Specimen Assessment Materials. Sample indicative assessment tasks, and assessment criteria/mark schemes which takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting for:</p> <p>(h) each part of the TQ Core Component; and</p> <p>(i) at least one Occupational Specialist Component.</p> <p>The submission must support the exemplification of the proposals within the assessment design walkthrough and include as a minimum the following:</p> <p>(j) exemplar questions that cover the variety of questions types and accompanying mark scheme including indicative content;</p> <p>(k) exemplar tasks for one example of an Employer Set Project together with an exemplar mark scheme and indicative content; and</p> <p>(l) exemplar tasks for one Occupational Specialist Component Assignment together with an exemplar mark scheme including indicative content.</p> <p>s</p>

Milestone	Submission Date	Submission
		<p>Assessment Strategy. A draft of the Assessment Strategy, which contains a clear explanation of the structure of the assessment design and strategy for example, the proposed number of assessments and/or assessment tasks, the duration of each and the conditions under which each would be taken. For the Employer Set Project and the Occupational Specialisms, the draft of the Assessment Strategy should also set out the proposed approach to marking and how students' application of skills and knowledge will be assessed. The draft of the Assessment Strategy shall meet (so far as is reasonably practicable having regard to the timing of Interim Milestone 1) all of the requirements of the Product Description for the Assessment Strategy and take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>The Submission must include an:</p> <p>(a) Assessment design slide deck. A slide deck which contains a clear explanation of the structure of the assessment design and explanation of the design decision rationale for the TQ Core Component and Occupational Specialist Component. The slide deck must contain the structural elements and rationale in accordance with any guidance on the Service Requirements issued by the Authority and take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting. The assessment design slide deck will be used to facilitate a walkthrough with the Authority shortly following the submission.</p>

Milestone	Submission Date	Submission
		<p>Implementation Plan. A complete version of the Implementation Plan, which meets (so far as is reasonably practicable having regard to the timing of Interim Milestone 1) all of the requirements of the Product Description for the Implementation Plan and which also takes in account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting</p> <p>Resource Plan. A complete version of the Resource Plan, which meets (so far as is reasonably practicable having regard to the timing of Interim Milestone 1) all of the requirements of the Product Description for the Resource Plan and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Provider Approval Criteria. A complete version of the Provider Approval Criteria, which meets (so far as is reasonably practicable having regard to the timing of Interim Milestone 1) all of the requirements of the Product Description for the Provider Approval Criteria and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p>

Milestone	Submission Date	Submission
		Risk Register and Issues Log. An updated and complete version of each of the Risk Register and the Issues Log which meet all of the requirements of the Product Description for the Risk Register or Issues Log (as applicable) and which take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier in respect of the Supplier's Response and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.
Interim Milestone 2	15 February 2021	<p>TQ Specimen Assessment Materials. a complete version of the TQ Core Exam, which meet all of the requirements of the Product Description for the TQ Specimen Assessment Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Submission Issues Log. An updated Submission Issues Log which meets all of the requirements of the Product Description for the Submission Issues Log, and which explains how each issue raised by the Authority to date has been dealt with in this Submission.</p>
Interim Milestone 3	1 March 2021	TQ Specimen Assessment Materials. a complete version of the TQ Employer Set Project, which meet all of the requirements of the Product Description for the TQ Specimen Assessment Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.

Milestone	Submission Date	Submission
		<p>Submission Issues Log. An updated Submission Issues Log which meets all of the requirements of the Product Description for the Submission Issues Log, and which explains how each issue raised by the Authority to date has been dealt with in this Submission.</p>
Interim Milestone 4	29 March 2021	<p>TQ Specification. a complete version of the TQ Specification, which meets all of the requirements of the Product Description for the TQ Specification and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>TQ Specimen Assessment Materials. a complete version of the TQ Occupational Specialist Component, which meet all of the requirements of the Product Description for the TQ Specimen Assessment Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Assessment Strategy. A complete version of the Assessment Strategy, which meets all of the requirements of the Product Description for the Assessment Strategy and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier</p>

Milestone	Submission Date	Submission
		<p>at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Implementation Plan. A complete version of the Implementation Plan, which meets all of the requirements of the Product Description for the Implementation Plan and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Resource Plan. A complete version of the Resource Plan, which meets all of the requirements of the Product Description for the Resource Plan and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Provider Approval Criteria. A complete version of the Provider Approval Criteria which meets (so far as is reasonably practicable having regard to the timing of Interim Milestone 4) all of the requirements of the Product Description for the Provider Approval Criteria and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p>

Milestone	Submission Date	Submission
		<p>Risk Register and Issues Log. A complete version of each of the Risk Register and the Issues Log which meet all of the requirements of the Product Description for the Risk Register or Issues Log (as applicable) and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at Interim Milestone 1 and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Submission Issues Log. An updated Submission Issues Log which meets all of the requirements of the Product Description for the Submission Issues Log, and which explains how each issue raised by the Authority to date has been dealt with in this Submission.</p>
Interim Milestone 5	3 May 2021	<p>TQ Specimen Assessment Materials. A complete version of each part of the TQ Core Component, which meet all of the requirements of the Product Description for the TQ Specimen Assessment Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Submission Issues Log. An updated Submission Issues Log which meets all of the requirements of the Product Description for the Submission Issues Log, and which explains how each issue raised by the Authority to date has been dealt with in this Submission.</p>

Milestone	Submission Date	Submission
Interim Milestone 6	31 May 2021	<p>TQ Specimen Assessment Materials. A complete version of each part of the Occupational Specialist Component, which meet all of the requirements of the Product Description for the TQ Specimen Assessment Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Submission Issues Log. An updated Submission Issues Log which meets all of the requirements of the Product Description for the Submission Issues Log, and which explains how each issue raised by the Authority to date has been dealt with in this Submission.</p>
Final Approval Milestone	19 July 2021	<p>TQ Specification. A complete version of the TQ Specification, which meets all of the requirements of the Product Description for the TQ Specification and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>TQ Specimen Assessment Materials. A complete version of the TQ Specimen Assessment Materials, which meet all of the requirements of the Product Description for the TQ Specimen Assessment Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p>

Milestone	Submission Date	Submission
		<p>Assessment Strategy. A complete version of the Assessment Strategy, which meets all of the requirements of the Product Description for the Assessment Strategy and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Implementation Plan. A complete version of the Implementation Plan, which meets all of the requirements of the Product Description for the Implementation Plan and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Resource Plan. A complete version of the Resource Plan, which meets all of the requirements of the Product Description for the Resource Plan and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Provider Approval Criteria. A complete version of the Provider Approval Criteria, which meets all of the requirements of the Product Description for the Provider Approval Criteria and which also takes into account any comments, objections, recommendations and/or requirements notified by the Authority to</p>

Milestone	Submission Date	Submission
		<p>the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Risk Register and Issues Log. A complete version of each of the Risk Register and the Issues Log which meet all of the requirements of the Product Description for the Risk Register or Issues Log (as applicable) and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Exemplification Materials. A complete version of the Guide Standard Exemplification Materials for each Occupational Specialist Component, which meet all of the requirements of the Product Description for the Guide Standard Exemplification Materials and which also take into account any comments, objections, recommendations and/or requirements notified by the Authority to the Supplier at any previous Interim Milestone and/or arising out of or in connection with the submission of such Product at any previous TQ Development Meeting.</p> <p>Submission Issues Log. An updated Submission Issues Log which meets all of the requirements of the Product Description for the Submission Issues Log, and which explains how each issue raised by the Authority to date has been dealt with in this Submission.</p>

ANNEX 8 – ELIGIBLE PROVIDERS

Part 1 – Eligible Providers 2021 Cohort

The Eligible Providers for the Academic Year commencing 2021 are published on the .gov.uk website here:

<https://www.gov.uk/government/publications/providers-selected-to-deliver-t-levels/further-providers-selected-to-deliver-t-levels-from-the-2021-to-2022-academic-year>.

Part 2 – Eligible Providers Subsequent Cohorts

The Authority shall, not later than 12 months prior to the commencement of the relevant Academic Year, notify the Supplier of the Eligible Providers for such Academic Year.

ANNEX 9 – MANAGEMENT INFORMATION

Information/ report	Description
Development Phase Report	<p>In the period prior to IfATE Approval, the Supplier shall prepare and provide a dashboard report (in such form as the Authority may specify from time to time) summarising:</p> <ul style="list-style-type: none"> • the Supplier’s progress against and compliance (to date) with the Implementation Plan (including progress against any milestones (including any Milestones)) and the Resource Plan; • how the Supplier is managing any risks and issues identified in the updated Risk Register and/or Issues Log, including the Supplier’s progress against any steps required by the Authority to be carried out by the Supplier in accordance with paragraph 11.1.2 of Part 1 of this Service Requirements; • how Employers (and other end users, including higher education providers) have been consulted in relation to the design of the TQ; and • such other information as the Authority may reasonably require from time to time.
Operational Delivery Report	<p>Monthly Performance Report</p> <p>The Supplier shall prepare and provide a dashboard report (in such form as the Authority may specify from time to time) summarising:</p> <ul style="list-style-type: none"> • the Supplier’s progress against and compliance (to date) with the Implementation Plan, the Resource Plan and the Key Dates Schedule for the relevant Academic Year; • how the Supplier is managing any risks and issues identified in the updated Risk Register and/or Issues Log, including the Supplier’s progress against any steps required by the Authority to be carried out by the Supplier in accordance with paragraph 11.1.2 of Part 1 of this Service Requirements; • for each KPI in respect of which the Performance Monitoring Period ends in that Contract Month: <ul style="list-style-type: none"> ○ the actual performance achieved by the Supplier for that KPI during that Performance Monitoring Period; and

Information/ report	Description
	<ul style="list-style-type: none"> ○ details of any Service Failure that occurred in respect of that KPI, together with the proposed KPI Improvement Plan; • details of the Supplier's progress against each KPI Improvement Plan that the Supplier is (or should be, if it was complying with its obligations under this Contract) carrying out and/or completing during the relevant Contract Month; • the Supplier's progress in carrying out any Designated Action notified by the Authority pursuant to clause 13.2 (<i>What may happen if there are issues with your provision of the Services</i>); • without prejudice to clause 13.1 (<i>What may happen if there are issues with your provision of the Services</i>), any Critical Service Failures occurring in the relevant Contract Month; • any areas of the Services (and/or the performance of the Services) where the Supplier reasonably considers that there could be innovations and/or improvements in the delivery and/or performance of the Services, including key risks and potential benefits; • progress in implementing, and the actual impact of, any innovations and/or improvements previously notified by the Supplier; • evidence demonstrating that the Supplier is achieving the overarching outcomes for each element of the Services, as set out in the first column of the Service Definitions Table; • the monitoring undertaken by the Supplier in accordance with paragraph 3.1.2 of Part 1 of this Service Requirements in the relevant Contract Month; • any events, matters and/or circumstances referred to in paragraph 3.2 of Part 1 of this Service Requirements occurring in the relevant Contract Month, together with the progress (during the relevant Contract Month) of the Eligible Provider or Approved Provider (as the case may be) and the Supplier in taking the steps and/or actions referred to in paragraphs 3.3 and 3.4 of Part 1 of this Service Requirements; and • such other information as the Authority may reasonably require from time to time having regard to, amongst other things, the period in the Academic Year within which the relevant Contract Month falls. <p>In relation to the assessment of the Supplier's performance against each KPI, the Supplier shall submit all such evidence as is referred to in the fifth column of the Table set out in Annex 1 to Schedule 15 (<i>Monitoring of Performance</i>), other than where</p>

Information/ report	Description
	<p>such evidence is stated to be obtained via a survey. Notwithstanding the evidence that the Supplier is required to provide (referred to in the fifth column of the Table set out in Annex 1 to Schedule 15 (<i>Monitoring of Performance</i>)) to enable the assessment of the Supplier's performance against each KPI, the Supplier shall also include within this Monthly Performance Report the following data and information (broken down by KPI):</p> <ul style="list-style-type: none"> • KPI 1 (Provider approval and monitoring): <ul style="list-style-type: none"> ○ the number of Eligible Providers applying to become Approved Providers, broken down into those Eligible Providers that are seeking a full approval and those Eligible Providers that are seeking to extend an existing approval; ○ the number and details of Eligible Providers that have submitted an application to become an Approved Provider and who have (i) not become an Approved Provider and (ii) become an Approved Provider; ○ the number and details of Eligible Providers that are awaiting a decision on their application to become an Approved Provider; ○ the number and details of Eligible Providers in respect of which a decision has been made within 30 Working Days of receipt by the Supplier of the relevant application; and ○ details of the actual monitoring of Approved Providers undertaken by the Supplier in the relevant Contract Month. • KPI 2 (Approved Provider preparedness).⁵ • KPI 3 (Queries from Eligible Providers and Approved Providers): <ul style="list-style-type: none"> ○ the number of letters and other forms of electronic correspondence received (broken down by letter and each other form of electronic correspondence) and number of telephone calls received, in each case, in the relevant Contract Month; ○ a summary of key topics or queries being asked; ○ details of the percentage of such queries being resolved within the Target Service Level (broken down by letter (and each other form of electronic correspondence) and telephone calls); and

⁵ To be measured by a survey undertaken or commissioned by the Authority.

Information/ report	Description
	<ul style="list-style-type: none"> ○ details of any repeat queries (including where any such queries have been raised and/or resolved in any previous Contract Month). • KPI 4 (Complaints): <ul style="list-style-type: none"> ○ the number of complaints received in the relevant Contract Month; ○ a summary of the nature of each such complaint; ○ details of the percentage of such complaints being resolved within the applicable Target Service Level; ○ details of why any complaints that have not been resolved within the applicable Target Service Level have not been so resolved; and ○ details of any repeat complaints or further complaints linked to a previous complaint (including where any such complaints have been made and/or resolved in any previous Contract Month). • KPI 5 (Provider satisfaction).⁶ • KPI 6 (Numbers of appropriately qualified and trained Assessors (and (where applicable) Moderators)): <ul style="list-style-type: none"> ○ details of the actual number of Assessors (and (where applicable) Moderators) that have been recruited, trained and retained in the relevant Contract Month; and ○ details of the number of Assessors (and (where applicable) Moderators) contemplated by the relevant Contract Month (or in line with the trajectory (as the case may be)) as set out in the then current Implementation Plan and/or Resource Plan. The Authority may require the Supplier to provide this data more frequently than monthly during the key assessment delivery period. • KPI 7 (Quality of TQ Live Assessment Materials): <ul style="list-style-type: none"> ○ a summary of the actual quality assurance activity undertaken by the Supplier in the relevant Contract Month; ○ a summary of the quality assurance activity (if any) that is contemplated in the Assessment Strategy as being undertaken by the Supplier in or during (as the case may be) the relevant Contract Month; and ○ details of any errors reported in the TQ Live Assessment Materials in the relevant Contract Month.

⁶ To be measured by a survey undertaken or commissioned by the Authority.

Information/ report	Description
	<ul style="list-style-type: none"> • KPI 8 (Student assessment evidence assessed and processed): <ul style="list-style-type: none"> ○ a summary of the actual quality assurance activity undertaken by the Supplier to verify the quality of the processing of Student assessment evidence for awarding in the relevant Contract Month, together with evidence that such processing has been undertaken accurately and consistently; ○ a summary of the quality assurance activity (if any) that is contemplated in the Assessment Strategy as being undertaken by the Supplier to verify the quality of the processing of Student assessment evidence for awarding in or during (as the case may be) the relevant Contract Month; ○ details of the cumulative volume and percentages of Student assessment evidence processed (broken down to the TQ Core Component and each Occupational Specialist Component) by the end of the relevant Contract Month, as against the planned trajectory and dates in the Implementation Plan applicable to that Contract Month; and ○ details of any errors, inaccuracies and/or inconsistencies identified in any processed Student assessment evidence in the relevant Contract Month. • KPI 9 (Validation of Grade Standard Exemplification Materials).⁷ • KPI 10 (Student assessment results submitted by relevant date): <ul style="list-style-type: none"> ○ details of the cumulative volume and percentages of Student results submitted by the Supplier to the Authority (or the Authority's nominee (as applicable)) by the end of the relevant Contract Month; and ○ details of the cumulative volume and percentages of Student results envisaged in the Implementation Plan to be submitted by the Supplier to the Authority (or the Authority's nominee (as the case may be)) by the end of the relevant Contract Month. • KPI 11 (Post-Results Services): <ul style="list-style-type: none"> ○ the total volume of Post-Results Services (broken down by service) and percentage of each Post-

⁷ To be assessed by the receipt and review by the Authority of evidence of validation from Employers in the relevant Contract Month.

Information/ report	Description
	<p>Results Service (as against total Post-Results Services) undertaken by the Supplier in the relevant Contract Month;</p> <ul style="list-style-type: none"> ○ detail of the timing of delivery of Post-Results Services against the applicable timeframes in Annex 10 (<i>Additional Services</i>) of this Service Requirements as contemplated by the Supplier's Response; and ○ detail of the proportion of remarks and Appeals which have resulted in grade increases or decreases (and summary of key reasons for any changes made). <ul style="list-style-type: none"> • KPI 12 (Submission of information): <ul style="list-style-type: none"> ○ details of the Management Information submitted in respect of the relevant Contract Month; ○ details of the Management Information anticipated to be submitted in respect of the relevant Contract Month; and ○ details of any errors, inaccuracies and/or inconsistencies identified in any Management Information submitted in respect of the relevant Contract Month (and/or any previous Contract Month). <p>Ongoing Development Services Report</p> <p>A dashboard report (in such form as the Authority may specify from time to time) summarising:</p> <ul style="list-style-type: none"> • the Supplier's progress against and compliance (to date) with the TQ Content Updating Schedule (including progress against any milestones); • any proposed amendments and/or updates made to any Product during the relevant Contract Month pursuant to paragraphs 2.5 and/or 2.6 of Part 1 of this Service Requirements; and • such other information as the Authority may reasonably require from time to time. <p>Annual Services Report</p> <p>By the end of August each year, a high level overview of the Supplier's assessment of its performance during that Academic Year, summarising:</p>

Information/ report	Description
	<ul style="list-style-type: none"> the key successes and areas for improvement in the delivery of the Services and/or the TQ; in respect of the assessment cycles in that Academic Year, what important lessons were learned and how these will be addressed in following assessment cycles; the key issues for the next following Academic Year; how Employers have been consulted in relation to (and been involved in the design and delivery of) TQ assessment; and (where appropriate), the preparations for handover at the end of the Term. <p>The Supplier shall also provide an updated Exit Plan in accordance with paragraph 2 of Schedule 12 (<i>Exit Management</i>).</p> <p>Annual Penetration Testing Report</p> <p>By the end of August each year, a summary of:</p> <ul style="list-style-type: none"> the Supplier's findings of independent penetration testing undertaken to test the security of any IT systems and hosting environments that are used to handle, store or process IfATE Data; and details of any necessary remedial works required as a result of such penetration testing.
Student registrations and Student entries (as referred to in paragraph 5 of Part 1 of this Service Requirements)	<p>In relation to the Supplier's obligations in paragraph 5.4 of Part 1 of this Service Requirements, the Supplier shall report the following information and data (in a spreadsheet but in such form as the Authority may specify from time to time):</p> <ul style="list-style-type: none"> the number of Students registered for the TQ by Approved Provider (including late registrations and/or registration amendments and very late registrations and/or registration amendments (each as referred to in Annex 10 to this Service Requirements)): <ul style="list-style-type: none"> in the current Academic Year; and in aggregate (including for the current Academic Year) during the Term to date; the number of Student entries by Approved Provider (including late entries and/or entry amendments and very late entries and/or entry amendments (each as referred

Information/ report	Description
	<p>to in Annex 10 to this Service Requirement)) in the relevant Academic Year for:</p> <ul style="list-style-type: none"> ○ the TQ Core Component; and ○ each Occupational Specialist Component, <p>together with the number of such entries in aggregate (including for the current Academic Year) for each of the TQ Core Component and each Occupational Specialist Component for all Academic Years during the Term to date;</p> <ul style="list-style-type: none"> • the number of withdrawn entries in the relevant Academic Year (by Approved Provider) for: <ul style="list-style-type: none"> ○ the TQ Core Component; and ○ each Occupational Specialist Component, <p>together with the number of such withdrawals in aggregate (including for the current Academic Year) for each of the TQ Core Component and each Occupational Specialist Component for all Academic Years during the Term to date; and</p> • such other information as the Authority may reasonably require from time to time.
TQ results (as referred to in paragraph 8 of Part 1 of this Service Requirements)	<p>In relation to the Supplier's obligations in paragraph 8.2 of Part 1 of this Service Requirements, the Supplier shall report the following information and data (in such form as the Authority may specify from time to time) to the Authority (or the Authority's nominee (as applicable)):</p> <ul style="list-style-type: none"> • results for each Student for the TQ Core Component and each Occupational Specialist Component that such Student has undertaken including: <ul style="list-style-type: none"> ○ Unique Learner Number; ○ name of Approved Provider; ○ Supplier name; ○ details of the TQ achieved; ○ the grade awarded for each Component; ○ date of achievement; • the outcome of any Appeals, Clerical Check, Expedited Review of Marking, Review of Marking, and/or Review of Moderation (each as referred to in Annex 10 (<i>Additional Services</i>) to this Service Requirements)), including details of the nature of the Appeal and a summary of the grounds for the Appeal; and • such other information as the Authority may reasonably require from time to time,

Information/ report	Description
	to enable, amongst other things, the aggregation for T Level certification and inclusion in any Provider performance tables.
Additional Services	Data and information on the volume and nature of Additional Services being delivered to Approved Providers in the relevant Contract Month, in aggregate for the Academic Year to date and in aggregate (including for the current Academic Year) for all Academic Years during the Term to date (in spreadsheet format and in such form as the Authority may specify from time to time).
Adjustments to Fees	<p>In advance of its publication and availability to Approved Providers and in accordance with clause 4.13 (<i>Pricing and payments</i>), proposed adjustments to the Fees for the following Academic Year.</p> <p>In accordance with clause 4.13 (<i>Pricing and payments</i>), proposed adjustments to the Rate Card for the following Academic Year.</p> <p>The information for each of the proposed adjustments to the Fees and the proposed adjustments to the Rate Card will be submitted separately in a spreadsheet format (in such form as the Authority may specify from time to time) and will include any proposed annual percentage change in each proposed Fee and each proposed rate in the Rate Card, as such proposed change shall be calculated in accordance with clauses 4.12 and 4.13 (<i>Pricing and payments</i>).</p>

ANNEX 10 – ADDITIONAL SERVICES

Additional Service	Additional Service Requirements
Access to Student assessment evidence	The Supplier shall within 10 Working Days following receipt of a request from the relevant Approved Provider, send (in such form as such Approved Provider shall request) to that Approved Provider a copy (including, as applicable, a PDF copy) of the relevant original marked Student assessment evidence or the whole or the relevant part (as the case may be) of the original TQ Live Assessment Materials to which the Student assessment evidence relates, to help the Approved Provider (or relevant Student (as the case may be)) decide whether to request a Review of Marking or Review of Moderation (each as defined below).
Additional Approved Provider support visit	The Supplier shall, as soon as reasonably practicable following receipt of a request from an Approved Provider, attend such Approved Provider's premises and provide such additional support as such Approved Provider reasonably requires, such as support in relation to misinterpretation of the TQ Specification.
Appeal	<p>The Supplier shall:</p> <p>(i) within 20 Working Days following receipt of a request from an Approved Provider for an Appeal, undertake a detailed review of all information, data and/or documents relating to the Appeal, including the assessment evidence relating to the whole or the</p>

Additional Service	Additional Service Requirements
	<p>relevant part of a Cohort or an individual Student (as the case may be); and</p> <p>(ii) within 20 Working Days following receipt of a request from an Approved Provider for an Appeal hearing, hold an Appeal hearing in which the Approved Provider or its representative(s) can make submissions in relation to the Appeal, including (where applicable) explaining its dissatisfaction with any grade(s) awarded in relation to the whole or any part of a Cohort or an individual Student (as the case may be),</p> <p>following which the Supplier shall notify the Approved Provider of the outcome of such Appeal and, where necessary, adjust the marks awarded to the whole or any part of a Cohort or an individual Student (as the case may be) and issue new results to the Authority (or its nominee (as the case may be)), provided always that this Additional Service shall only be deemed to be an Additional Service in respect of which a Fee shall be payable by the Approved Provider if, following the determination of such Appeal, the Approved Provider is not successful in the Appeal.</p>
Clerical Check	<p>The Supplier within 10 Working Days following receipt of a request from an Approved Provider, undertake a detailed review of the relevant Student's assessment evidence and recount all of the marks that such Student has been awarded to ensure that the total number of marks awarded to such Student (leading to the award of the relevant grade(s)) equal the number of marks that should have been awarded to such Student and, where</p>

Additional Service	Additional Service Requirements
	necessary, adjust the marks awarded to the Student, notify the Approved Provider of such adjustment and issue new results to the Authority (or its nominee (as the case may be)).
Expedited Review of Marking	The Supplier shall within 10 Working Days following receipt of a request from an Approved Provider, undertake an expedited Review of Marking (as defined below), provided always that this Additional Service shall only be deemed to be an Additional Service in respect of which a Fee shall be payable by the Approved Provider if, following the carrying out and completion of such an expedited Review of Marking, the grade(s) awarded to such Student is not changed.
Late entry or entry amendment	Where, following the entry deadline for the TQ Core Component and/or relevant Occupational Specialist Component specified in the Key Dates Schedule for the relevant Academic Year until the very late entry deadline for the TQ Core Component and/or relevant Occupational Specialist Component specified in the Key Dates Schedule for the relevant Academic Year, an Approved Provider requires a new Student to be entered for the TQ Core Component and/or relevant Occupational Specialist Component and/or an existing entry for a Student to be amended, the Supplier shall following receipt of a request from an Approved Provider no later than 20 Working Days prior to the commencement of the relevant assessment as determined in accordance with the relevant Key Dates Schedule, enter that Student for the TQ Core Component and/or relevant Occupational Specialist Component or amend that Student's entry for the TQ Core Component and/or

Additional Service	Additional Service Requirements
	relevant Occupational Specialist Component (as the case may be).
Late registration or registration amendment	<p>Where, following the registration deadline for the TQ specified in the Key Dates Schedule for the relevant Academic Year until the very late registration deadline for the TQ specified in the Key Dates Schedule for the relevant Academic Year, an Approved Provider requires a new Student to be registered for the TQ and/or an existing registration for a Student to be amended, the Supplier shall following receipt of a request from an Approved Provider no later than 20 Working Days prior to the commencement of the relevant assessment as determined in accordance with the relevant Key Dates Schedule, register that Student for the TQ or amend that Student's registration for the TQ (as the case may be).</p>
Re-take	<p>Where, in the period following the publication of the TQ results in accordance with paragraph 8 of Part 1 of this Service Requirements until two years after the end of the final Academic Year for the Cohort within which the relevant Student is included, an Approved Provider requests that a Student wishes to re-take all or any of the assessments for:</p> <ul style="list-style-type: none"> • the TQ Core Component - External Examination; • the TQ Core Component - Employer Set Project; and/or • an Occupational Specialist Component, <p>the Supplier shall carry out and complete its obligations in paragraphs 6.1.3 (<i>TQ live assessment and delivery</i>), 7 (<i>TQ grade awarding</i>), 8 (<i>TQ Results</i>) and 9 (<i>TQ Post Results Services</i>) (save to the extent that compliance with such obligations in that</p>

Additional Service	Additional Service Requirements
	<p>paragraph 9 (<i>TQ Post Results Services</i>) would otherwise require the performance of a further Additional Service and in respect of which the provisions applicable to that further Additional Service shall apply) in each case of Part 1 of this Service Requirements in respect of such Student.</p>
Review of Marking	<p>The Supplier shall within 25 Working Days following receipt of a request from an Approved Provider, undertake a detailed review of the relevant Student's assessment evidence alongside the TQ Live Assessment Materials applicable to such assessment evidence to ensure that the marking scheme has been complied with in full in relation to the marking of that Student's assessment evidence, provided always that this Additional Service shall only be deemed to be an Additional Service in respect of which a Fee shall be payable by the Approved Provider if, following the carrying out and completion of such review, the grade(s) awarded to such Student is not changed.</p>
Review of Moderation	<p>The Supplier shall within 25 Working Days following receipt of a request from an Approved Provider, undertake a detailed review of the relevant Cohort's assessment evidence alongside the assessment criteria within the Scheme of Assessment to ensure that the assessment criteria has been complied with in full in relation to the marking of that Cohort's assessment evidence, provided always that this Additional Service shall only be deemed to be an Additional Service in respect of which a Fee shall be payable by the Approved Provider if, following the carrying out and completion of such Review of Moderation, the grade(s) awarded to any Student is not changed.</p>

Additional Service	Additional Service Requirements
Very late entry or entry amendment	Where, following the very late entry deadline for the TQ Core Component and/or relevant Occupational Specialist Component specified in the Key Dates Schedule for the relevant Academic Year until the date on which entries or amendments to entries finally closes for the TQ Core Component and/or relevant Occupational Specialist Component as specified in the Key Dates Schedule for the relevant Academic Year, an Approved Provider requires a new Student to be entered for the TQ Core Component and/or relevant Occupational Specialist Component and/or an existing entry for a Student to be amended, the Supplier shall (where reasonably practicable having regard to the nature of the assessment) following receipt of a request from an Approved Provider within the period not greater than 20 Working Days prior to the commencement of the relevant assessment as determined in accordance with the relevant Key Dates Schedule, enter that Student for the TQ Core Component and/or relevant Occupational Specialist Component or amend that Student's entry for the TQ Core Component and/or relevant Occupational Specialist Component (as the case may be).
Very late registration or registration amendment	Where, following the very late registration deadline for the TQ specified in the Key Dates Schedule for the relevant Academic Year until the date on which registration for the TQ finally closes as specified in the Key Dates Schedule for the relevant Academic Year, an Approved Provider requires a new Student to be registered for the TQ and/or an existing registration for a Student to be amended, the Supplier shall (where reasonably practicable having regard to the nature of the assessment), following receipt of a request from an Approved Provider within the period not greater than 20 Working Days prior to the commencement of the

Additional Service	Additional Service Requirements
	relevant assessment as determined in accordance with the relevant Key Dates Schedule, register that Student for the TQ or amend that Student's registration for the TQ (as the case may be).

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
(CITY & GUILDS)
DETAILED PLAN**

ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
0	T-Level Implementation Plan - Management and Administration	Tue 01/09/20	Fri 30/11/29											
1	Project Management & Reporting	Thu 01/10/20	Mon 03/09/29											
2	Project Planning	Thu 01/10/20	Fri 31/08/29											
3	Kick-off meeting	Fri 30/10/20	Fri 30/10/20			Project Management,Associate Management,Finance,First Line Customer Support,Industry and Stakeholder Engagement,IT and Systems,Learning	Meeting with main resources involved in Programme delivery to go through the plans, activities and							
4	Finalise Project Plan	Mon 02/11/20	Fri 06/11/20	3		Project Management								
5	Maintain Project Plan	Mon 09/11/20	Fri 31/08/29	4		Project Management								
6	Finalise Resource Plan	Thu 01/10/20	Fri 02/10/20			Project Management								
7	Maintain resource plan	Mon 05/10/20	Thu 30/08/29	6		Project Management								
8	Reporting & Controlling	Thu 01/10/20	Mon 03/09/29											
9	Meetings	Thu 01/10/20	Mon 03/09/29											
10	Project Board Meetings (monthly)	Thu 01/10/20	Fri 31/08/29			Project Management								
11	The Authority and C&G Project meetings (Monthly)	Thu 01/10/20	Fri 31/08/29											
12	Authority Project Updates (weekly)	Thu 01/10/20	Fri 31/08/29			Project Management,Assessment and Development								
13	Project Reports (frequency as required)	Thu 01/10/20	Fri 31/08/29			Project Management								
14	Design reports	Thu 01/10/20	Fri 31/08/29			Project Management								
15	TQ Development Meetings	Thu 01/10/20	Thu 11/04/24			Assessment and Development								
16	Inter-AO Coordination activity	Thu 01/10/20	Fri 31/08/29			Project Management,Operational Delivery,Assessment and								
17	Design Principles Group Monthly Meeting	Thu 01/10/20	Fri 31/08/29											
19	Management Information	Thu 01/10/20	Fri 31/08/29					SR9.1						
20	Implementation Plan Report (Monthly)	Thu 01/10/20	Fri 31/08/29			Project Management								
21	Resource plan report (Monthly)	Thu 01/10/20	Fri 31/08/29			Project Management								
22	Risk and issues register & report (Monthly)	Thu 01/10/20	Fri 31/08/29			Project Management								
23	Highlight Report (Monthly)	Thu 01/10/20	Fri 31/08/29			Project Management								
24	Development Phase Report	Thu 01/10/20	Fri 02/09/22			Assessment and Development,Project Management								
25	Operational Report (Monthly)	Thu 01/10/20	Fri 31/08/29			Operational Delivery,Project Management								
26	Developing the Technical Qualification	Thu 01/10/20	Tue 27/08/24											

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
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DETAILED PLAN**

ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
27	Project Initiation and Scoping	Thu 01/10/20	Tue 06/10/20											
28	Project Initiation Meeting (PIM)	Thu 01/10/20	Thu 01/10/20			Project Management, Industry and Stakeholder Engagement, Learning Resources, Assessment and	Meeting with WSLs to talk through contract win and planning...							
29	Confirm Subject Matter Experts	Thu 01/10/20	Thu 01/10/20			Assessment and Development, Industry and								
30	TQ Initial development meeting, training and briefing	Thu 01/10/20	Tue 06/10/20			Assessment and Development								
31	Scoping and training complete	Thu 01/10/20	Thu 01/10/20			Assessment and Development								
32	Qualification & assessment development - DRAFT	Mon 05/10/20	Mon 04/01/21											
33	Core Content Elaboration	Mon 05/10/20	Fri 11/12/20					SR1.1						
34	Content production process Core	Mon 05/10/20	Fri 16/10/20	30SS		Assessment and Development								
35	Consultation on core content elaboration	Mon 19/10/20	Fri 06/11/20	34		Assessment and Development, Industry and								
36	Sign-off core content elaboration	Mon 09/11/20	Mon 09/11/20	35		Assessment and Development, Industry and								
37	Core content elaboration signed off	Fri 11/12/20	Fri 11/12/20			Assessment and Development								
38	Occupational Specialism Content Elaboration	Mon 05/10/20	Fri 11/12/20					SR1.1						
39	Occupational Specialism Content Elaboration - 1 - (Business Improvement)	Mon 05/10/20	Fri 11/12/20					SR1.1						
40	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20	30SS		Assessment and Development								
41	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20	40		Assessment and Development, Industry and								
42	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20			Assessment and Development, Industry and								
43	<i>Occupational Specialism Content Elaboration - 1 (Business Improvement) signed off</i>	Fri 11/12/20	Fri 11/12/20	42FF		Assessment and Development								
44	Occupational Specialism Content Elaboration - 2 - (Team Leadership/Management)	Mon 05/10/20	Fri 11/12/20					SR1.1						
45	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20	30SS		Assessment and Development								
46	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20	45		Assessment and Development, Industry and								
47	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20			Assessment and Development, Industry and								
48	<i>Occupational Specialism Content Elaboration - 2 (Team Leadership/Management) signed off</i>	Fri 11/12/20	Fri 11/12/20			Assessment and Development								
49	Occupational Specialism Content Elaboration - 3 - (Business Support)	Mon 05/10/20	Fri 11/12/20					SR1.1						
50	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20	30SS		Assessment and Development								
51	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20	50		Assessment and Development, Industry and								
52	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20			Assessment and Development, Industry and								
53	<i>Occupational Specialism Content Elaboration - 3 (Business Support) signed off</i>	Fri 11/12/20	Fri 11/12/20			Assessment and Development								

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
54	Occupational Specialism Content Elaboration - 4 - (Information Management)	Mon 05/10/20	Fri 11/12/20					SR1.1						
55	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20	30SS		Assessment and Development								
56	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20	55		Assessment and Development, Industry and								
57	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20			Assessment and Development, Industry and								
58	<i>Occupational Specialism Content Elaboration - 4 (Information Management) signed off</i>	Fri 11/12/20	Fri 11/12/20			Assessment and Development								
59	Draft TQ Specimen Assessment Materials (SAMs) - Indicative Example	Mon 26/10/20	Fri 20/11/20					SR2.1, 2.2, 2.3, 2.7						
60	Training SME team	Mon 26/10/20	Fri 30/10/20			Assessment and Development	Initial training of SMEs taken place, further training required following Assessment Strategy approval							
61	Sample indicative assessment development	Mon 02/11/20	Fri 20/11/20	60		Assessment and Development								
62	Assessment Strategy development	Mon 26/10/20	Fri 20/11/20					SR2.1, 2.2, 2.3, 2.4, 2.5,						
63	Assessment Strategy documented	Mon 26/10/20	Thu 19/11/20	59SS		Assessment and Development, Quality Assurance								
64	Initial Draft Assessment Strategy signed off	Fri 20/11/20	Fri 20/11/20	63		Assessment and Development, Quality Assurance								
65	Provider approval criteria development	Mon 16/11/20	Mon 14/12/20					SR4.1						
66	First completion of provider approval criteria	Mon 16/11/20	Mon 14/12/20	62SS		Quality Assurance, Quality Delivery								
67	Submission Validation & sign-off	Mon 16/11/20	Fri 18/12/20											
68	TQ Specification Production	Mon 16/11/20	Fri 27/11/20	33SS,		Assessment and Development								
69	Draft TQ scheme of assessment and QA arrangement produced	Mon 30/11/20	Fri 11/12/20	59,62		Assessment and Development								
70	Rationale document produced for the Authority (re any proposed changes to content)	Mon 14/12/20	Fri 18/12/20	68FF,		Assessment and Development								
71	Internal Validity and Compliance Panel	Mon 14/12/20	Fri 18/12/20			Validity and Compliance Panel, Assessment and								
72	Qualification & Assessment Submission signed off	Fri 18/12/20	Fri 18/12/20	71FF		Assessment and Development								
73	Submission Milestone 1: First Draft Initial TQ deliverables	Mon 04/01/21	Mon 04/01/21	72		Assessment and Development, Project Management, Quality Delivery								
74	Qualification & Assessment Development - FULL DRAFT	Tue 05/01/21	Wed 05/05/21											
75	Feedback on submission	Tue 05/01/21	Mon 22/02/21											
76	6 week review period	Tue 05/01/21	Mon 15/02/21	73		Authority								
77	Feedback on first submission (Institute/Ofqual)	Mon 15/02/21	Mon 15/02/21	76FF		Authority								
78	Feedback review	Tue 16/02/21	Mon 22/02/21	77		Assessment and Development, Industry and								
79	Update Submission Issues Log	Mon 22/02/21	Mon 22/02/21	78FF		Assessment and Development								

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
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DETAILED PLAN**

ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
80	Core and Occupational Specialism Content elaboration	Tue 16/02/21	Mon 15/03/21					SR1.1						Core and Occupational Specialism Content elaboration signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
81	Review and refine content (if required, Inter-AO Activity & update Logs)	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
82	Consultation (if required)	Tue 23/02/21	Mon 08/03/21	81		Assessment and Development, Industry and								
83	Sign-off content elaboration	Tue 09/03/21	Mon 15/03/21	82		Assessment and Development, Industry and								
84	<i>Content elaboration signed off</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	83FF		Assessment and Development								Content elaboration signed off - 1 (Business Improvement) 15/03/2021
85	Core sample assessment development	Tue 16/02/21	Mon 15/03/21											Core sample assessment development signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
86	Core Examination Sample Assessment Materials (SAMs) Development	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.6						Core Examination Sample Assessment Materials Development signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
87	Review feedback	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
88	Assessment Content Development	Tue 23/02/21	Mon 08/03/21	87		Assessment and Development								
89	QA of SAMs	Tue 09/03/21	Mon 15/03/21	88		Assessment and Development, Industry and								
90	<i>Core Examination Sample Assessment Materials signed off</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	89FF		Assessment and Development								Core Examination Sample Assessment Materials signed off - 1 (Business Improvement) 15/03/2021
91	Core Employer Set Project Sample Assessment Materials (SAMs) Development	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.6						Core Employer Set Project Sample Assessment Materials Development signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
92	Review feedback	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
93	Assessment Content Development	Tue 23/02/21	Mon 08/03/21	92		Assessment and Development								
94	<i>Core Employer Set Project Sample Assessment Materials (SAMs) signed off</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	96FF		Assessment and Development								Core Employer Set Project Sample Assessment Materials signed off - 1 (Business Improvement) 15/03/2021
95	Specialism sample assessment development	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.7						Specialism sample assessment development signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
96	QA of SAMs	Tue 09/03/21	Mon 15/03/21	93		Assessment and Development, Industry and								
97	Specialism Sample Assessment Development - 1 - (Business Improvement)	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.7						Specialism Sample Assessment Development - 1 - (Business Improvement) signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
98	Review feedback	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
99	Assessment Content Development	Tue 23/02/21	Mon 08/03/21	98		Assessment and Development								
100	QA of SAMs	Tue 09/03/21	Mon 15/03/21	99		Assessment and Development, Industry and								
101	<i>Specialism Sample Assessment Materials signed off - 1 (Business Improvement)</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	100FF		Assessment and Development								Specialism Sample Assessment Materials signed off - 1 (Business Improvement) 15/03/2021
102	Specialism Sample Assessment Development - 2 - (Team Leadership/Management)	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.7						Specialism Sample Assessment Development - 2 - (Team Leadership/Management) signed off - 1 (Business Improvement) 16/02/2021 15/03/2021
103	Review feedback	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
104	Assessment Content Development	Tue 23/02/21	Mon 08/03/21	103		Assessment and Development								
105	QA of SAMs	Tue 09/03/21	Mon 15/03/21	104		Assessment and Development, Industry and								
106	<i>Specialism Sample Assessment Materials signed off - 2 - (Team Leadership/Management)</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	105FF		Assessment and Development								Specialism Sample Assessment Materials signed off - 2 - (Team Leadership/Management) 15/03/2021

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ID	Task Name	Start	Finish	Predecessors	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
107	Specialism Sample Assessment Development - 3 - (Business Support)	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.7						Specialism Sample Assessment Development - 3 - (Business Support) 16/02/2021 15/03/21
108	Review feedback	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
109	Assessment Content Development	Tue 23/02/21	Mon 08/03/21	108		Assessment and Development								
110	QA of SAMs	Tue 09/03/21	Mon 15/03/21	109		Assessment and Development, Industry and								
111	<i>Specialism Sample Assessment Materials signed off - 3- (Business Support)</i>	Mon 15/03/21	Mon 15/03/21	110FI		Assessment and Development								Specialism Sample Assessment Materials signed off - 3- (Business Support) 15/03/21
112	Specialism Sample Assessment Development - 4 - (Information Management)	Tue 16/02/21	Mon 15/03/21					SR2.1, 2.2, 2.3, 2.7						Specialism Sample Assessment Development - 4 - (Information Management) 16/02/2021 15/03/21
113	Review feedback	Tue 16/02/21	Mon 22/02/21	78SS		Assessment and Development, Industry and								
114	Assessment Content Development	Tue 23/02/21	Mon 08/03/21	113		Assessment and Development								
115	QA of SAMs	Tue 09/03/21	Mon 15/03/21	114		Assessment and Development, Industry and								
116	<i>Specialism Sample Assessment Materials signed off - 4 (Information Management)</i>	Mon 15/03/21	Mon 15/03/21	115FI		Assessment and Development								Specialism Sample Assessment Materials signed off - 4 (Information Management) 15/03/21
117	Indicative Guide Exemplification Materials Development	Tue 02/03/21	Wed 24/03/21					SR2.1, 2.2, 2.3, 2.7						Indicative Guide Exemplification Materials Development 02/03/2021 24/03/21
118	Production of indicative guide exemplification materials	Tue 02/03/21	Mon 08/03/21	85SS+ days, 1		Assessment and Development								
119	Consultation on indicative guide exemplification materials	Tue 09/03/21	Mon 22/03/21	118		Assessment and Development, Industry and								
120	QA of indicative guide exemplification materials	Tue 23/03/21	Wed 24/03/21	119		Assessment and Development, Industry and								
121	Indicative guide exemplification materials signed off	Wed 24/03/21	Wed 24/03/21	120FI		Assessment and Development								Indicative guide exemplification materials signed off 24/03/21
122	Assessment Strategy development - Final	Tue 23/02/21	Mon 22/03/21					SR2.1, 2.2, 2.3, 2.4, 2.5,						Assessment Strategy development - Final 23/02/2021 22/03/21
123	Assessment Strategy Documented	Tue 23/02/21	Mon 22/03/21	85SS+ days, 1		Assessment and Development, Quality Assurance								
124	<i>Assessment Strategy signed off - final</i>	Mon 22/03/21	Mon 22/03/21	123FI		Assessment and Development, Quality Assurance								Assessment Strategy signed off - final 22/03/21
125	Provider approval criteria development	Tue 23/02/21	Mon 22/03/21					SR4.1						Provider approval criteria development 23/02/2021 22/03/21
126	Update provider approval criteria	Tue 23/02/21	Mon 22/03/21	122SS		Quality Assurance, Quality Delivery								
127	Submission Validation & sign-off - Full draft	Tue 16/02/21	Fri 09/04/21											Submission Validation & sign-off - Full draft 16/02/2021 09/04/21
128	TQ Specification Production	Tue 16/02/21	Mon 15/03/21	80FF		Assessment and Development								
129	Revised scheme of assessment and QA arrangements	Thu 25/02/21	Wed 24/03/21	117FI		Assessment and Development								
130	Internal Validity and Compliance Panel	Thu 25/03/21	Mon 29/03/21	128, 1		Validity and Compliance Panel, Assessment and								
131	Contingency for Full Draft sign-off	Tue 30/03/21	Fri 09/04/21	130										
132	Qualification & Assessment Submission signed off	Mon 29/03/21	Mon 29/03/21	130FI		Assessment and Development								Qualification & Assessment Submission signed off 29/03/21
133	Submission 2 Milestone: Initial TQ Deliverables	Tue 04/05/21	Tue 04/05/21	132		Assessment and Development, Project Management, Quality Delivery								Submission 2 Milestone: Initial TQ Deliverables 04/05/21

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
134	Full draft documents available to providers on existing website	Wed 05/05/21	Wed 05/05/21	133		Assessment and Development, Marketing Comms and								Full draft documents available to providers on existing website 05/05/21
135	Qualification & Assessment Development - FULL FINAL	Wed 05/05/21	Wed 18/08/21											Qualification & Assessment Development 05/05/21
136	Feedback on submission	Wed 05/05/21	Tue 01/06/21											Feedback on submission 05/05/21
137	3 Week Review Period	Wed 05/05/21	Tue 25/05/21	133		Authority								
138	Feedback review	Wed 26/05/21	Tue 01/06/21	137		Assessment and Development, Industry and								
139	Update Submission Issues Log	Tue 01/06/21	Tue 01/06/21	138		Assessment and Development								
140	Core and Occupational Specialism Content Elaboration	Wed 26/05/21	Wed 09/06/21					SR1.1						Core and Occupational Specialism Content Elaboration 26/05/21
141	Review and refine content (if required)	Wed 26/05/21	Tue 01/06/21	138		Assessment and Development, Industry and								
142	Consultation (if required)	Wed 02/06/21	Tue 08/06/21	141		Assessment and Development, Industry and								
143	Sign-off content elaboration	Wed 09/06/21	Wed 09/06/21	142		Assessment and Development, Industry and								
144	Content elaboration signed off	Wed 09/06/21	Wed 09/06/21	143		Assessment and Development								Content elaboration signed off 09/06/21
145	Core sample assessment development	Wed 26/05/21	Fri 02/07/21											Core sample assessment development 26/05/21
146	Core Examination Sample Assessment Materials (SAMs) Development	Wed 26/05/21	Fri 02/07/21					SR2.1, 2.2, 2.3, 2.5, 2.6						Core Examination Sample Assessment Materials (SAMs) Development 26/05/21
147	Review feedback	Wed 26/05/21	Fri 28/05/21	138		Assessment and Development, Industry and								
148	Assessment Content Development	Mon 31/05/21	Fri 25/06/21	147		Assessment and Development								
149	QA of SAMs	Mon 28/06/21	Fri 02/07/21	148		Assessment and Development, Industry and								
150	Core Examination Sample Assessment Materials signed off	Fri 02/07/21	Fri 02/07/21	149		Assessment and Development								Core Examination Sample Assessment Materials signed off 02/07/21
151	Core Employer Set Project Sample Assessment Materials (SAMs) Development	Wed 26/05/21	Fri 02/07/21					SR2.1, 2.2, 2.3, 2.5, 2.6						Core Employer Set Project Sample Assessment Materials (SAMs) Development 26/05/21
152	Review feedback	Wed 26/05/21	Fri 28/05/21	138		Assessment and Development, Industry and								
153	Assessment Content Development	Mon 31/05/21	Fri 25/06/21	152		Assessment and Development								
154	QA of SAMs	Mon 28/06/21	Fri 02/07/21	153		Assessment and Development, Industry and								
155	Core Employer Set Project Sample Assessment Materials (SAMs) signed off	Fri 02/07/21	Fri 02/07/21	154		Assessment and Development								Core Employer Set Project Sample Assessment Materials (SAMs) signed off 02/07/21
156	Specialism sample assessment development	Wed 26/05/21	Fri 02/07/21											Specialism sample assessment development 26/05/21
157	Specialism Sample Assessment Development - 1 - (Business Improvement)	Wed 26/05/21	Fri 02/07/21					SR2.1, 2.2, 2.3, 2.7						Specialism Sample Assessment Development - 1 - (Business Improvement) 26/05/21
158	Review feedback	Wed 26/05/21	Fri 28/05/21	138		Assessment and Development, Industry and								
159	Assessment Content Development	Mon 31/05/21	Fri 25/06/21	158		Assessment and Development								
160	QA of SAMs	Mon 28/06/21	Fri 02/07/21	159		Assessment and Development, Industry and								

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
161	Specialism Sample Assessment Materials signed off - 1 (Business Improvement)	Fri 02/07/21	Fri 02/07/21	160FF		Assessment and Development								
162	Specialism Sample Assessment Development - 2 - (Team Leadership/Management)	Wed 26/05/21	Fri 02/07/21					SR2.1, 2.2, 2.3, 2.7						
163	Review feedback	Wed 26/05/21	Fri 28/05/21	138SS		Assessment and Development, Industry and								
164	Assessment Content Development	Mon 31/05/21	Fri 25/06/21	163		Assessment and Development								
165	QA of SAMs	Mon 28/06/21	Fri 02/07/21	164		Assessment and Development, Industry and								
166	Specialism Sample Assessment Materials signed off - 2 - (Team)	Fri 02/07/21	Fri 02/07/21	165FF		Assessment and Development								
167	Specialism Sample Assessment Development - 3 - (Business Support)	Wed 26/05/21	Fri 02/07/21					SR2.1, 2.2, 2.3, 2.7						
168	Review feedback	Wed 26/05/21	Fri 28/05/21	138SS		Assessment and Development, Industry and								
169	Assessment Content Development	Mon 31/05/21	Fri 25/06/21	168		Assessment and Development								
170	QA of SAMs	Mon 28/06/21	Fri 02/07/21	169		Assessment and Development, Industry and								
171	Specialism Sample Assessment Materials signed off - 3 - (Business Support)	Fri 02/07/21	Fri 02/07/21	170FF		Assessment and Development								
172	Specialism Sample Assessment Development - 4 - (Information Management)	Wed 26/05/21	Fri 02/07/21					SR2.1, 2.2, 2.3, 2.7						
173	Review feedback	Wed 26/05/21	Fri 28/05/21	138SS		Assessment and Development, Industry and								
174	Assessment Content Development	Mon 31/05/21	Fri 25/06/21	173		Assessment and Development								
175	QA of SAMs	Mon 28/06/21	Fri 02/07/21	174		Assessment and Development, Industry and								
176	Specialism Sample Assessment Materials signed off - 4 (Information Management)	Fri 02/07/21	Fri 02/07/21	175FF		Assessment and Development								
177	Full guide exemplification materials development	Mon 05/07/21	Wed 21/07/21											
178	Full Guide Exemplification Materials Development - 1 - (Business Improvement)	Mon 05/07/21	Wed 21/07/21					SR2.1, 2.2, 2.3, 2.7						
179	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21	157		Assessment and Development								
180	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	179		Assessment and Development, Industry and								
181	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	180SS		Assessment and Development, Industry and								
182	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21	181,1		Assessment and Development, Industry and								
183	Indicative guide exemplification materials signed off 1 - (Business Improvement)	Wed 21/07/21	Wed 21/07/21	182FF		Assessment and Development								
184	Full Guide Exemplification Materials Development - 2 - (Team)	Mon 05/07/21	Wed 21/07/21					SR2.1, 2.2, 2.3, 2.7						
185	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21	162		Assessment and Development								
186	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	185		Assessment and Development, Industry and								
187	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	186SS		Assessment and Development, Industry and								

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1	
188	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21	187,1		Assessment and Development,Industry and									
189	Indicative guide exemplification materials signed off - 2 - (Team	Wed 21/07/21	Wed 21/07/21	188FI		Assessment and Development									Indicative guide exemplification materials signed off - 2 - (Team)
190	Full Guide Exemplification Materials Development - 3 - (Business Support)	Mon 05/07/21	Wed 21/07/21					SR2.1, 2.2, 2.3, 2.7							Full Guide Exemplification Materials Development - 3 - (Business Support)
191	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21	167		Assessment and Development									
192	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	191		Assessment and Development,Industry and									
193	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	192SS		Assessment and Development,Industry and									
194	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21	193,1		Assessment and Development,Industry and									
195	Indicative guide exemplification materials signed off - 3- (Business Support)	Wed 21/07/21	Wed 21/07/21	194FI		Assessment and Development									Indicative guide exemplification materials signed off - 3- (Business Support)
196	Full Guide Exemplification Materials Development - 4 - (Information Management)	Mon 05/07/21	Wed 21/07/21					SR2.1, 2.2, 2.3, 2.7							Full Guide Exemplification Materials Development - 4 - (Information Management)
197	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21	172		Assessment and Development									
198	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	197		Assessment and Development,Industry and									
199	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21	198SS		Assessment and Development,Industry and									
200	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21	199,1		Assessment and Development,Industry and									
201	Indicative guide exemplification materials signed off - 4 (Information Management)	Wed 21/07/21	Wed 21/07/21	200FI		Assessment and Development									Indicative guide exemplification materials signed off - 4 (Information Management)
202	Assessment Strategy Development - Full	Wed 02/06/21	Fri 09/07/21					SR2.1, 2.2, 2.3, 2.4, 2.5,							Assessment Strategy Development - Full
203	Assessment Strategy documented	Wed 02/06/21	Fri 09/07/21	145SS		Assessment and Development,Quality Assurance									
204	Assessment Strategy signed off -Full	Fri 09/07/21	Fri 09/07/21	203FI		Assessment and Development,Quality Assurance									Assessment Strategy signed off -Full
205	Provider approval criteria development	Wed 02/06/21	Fri 09/07/21					SR4.1							Provider approval criteria development
206	Final update provider approval criteria	Wed 02/06/21	Fri 09/07/21	202SS		Quality Assurance,Quality Delivery									
207	Submission Validation & sign-off	Thu 27/05/21	Thu 29/07/21												Submission Validation & sign-off
208	TQ Specification Production	Thu 27/05/21	Wed 09/06/21	140FI		Assessment and Development									
209	Revised scheme of assessment and QA arrangements	Thu 08/07/21	Wed 21/07/21	177FI		Assessment and Development									
210	Internal Validity and Compliance Panel	Thu 22/07/21	Mon 26/07/21	208,2		Quality Assurance,Validity and Compliance Panel,Assessment and									
211	Contingency for Full Final sign-off	Tue 27/07/21	Thu 29/07/21	210											
212	Qualification & Assessment Submission signed off	Mon 26/07/21	Mon 26/07/21	210FI		Assessment and Development									Qualification & Assessment Submission signed off
213	Submission 3 Milestone: Final submission TQ deliverables	Mon 02/08/21	Mon 02/08/21	212		Assessment and Development,Project Management,Quality Delivery									Submission 3 Milestone: Final submission TQ deliverables
214	All TQ Documents published on website	Tue 03/08/21	Tue 03/08/21	213		Assessment and Development,Marketing Comms and									All TQ Documents published on website

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1	
215	Milestone: Final approval gained	Wed 04/08/21	Tue 17/08/21	214		Authority									Milestone: Final
216	Final Approved TQ Specifications / documents on website	Wed 18/08/21	Wed 18/08/21	215		Assessment and Development,Marketing Comms and									Final Approved TQ Specifications
217	Live assessment production Year 1	Wed 18/08/21	Mon 02/05/22					SR2.1, 2.2, 2.3, 2.4, 2.5,							Live assessment 18/08/2021
218	Live assessment production	Wed 18/08/21	Fri 31/12/21	215		Assessment and Development									
219	QA of assessment production	Mon 03/01/22	Fri 29/04/22	218		Assessment and Development,Validity and Compliance Panel									
220	Final live assessments for year 1 and contingency	Mon 02/05/22	Mon 02/05/22	219		Assessment and Development									Final live assessments
221	Master data build on internal systems	Wed 18/08/21	Mon 20/06/22												Master data build 18/08/2021
222	Product Build	Wed 18/08/21	Tue 05/10/21	215		Operational Delivery,Assessment and Development									
223	E-Volve Set Up	Tue 03/05/22	Mon 20/06/22	220		Operational Delivery,Assessment and Development	This will be required if we have an online version of any of the exams; if decided during Assessment Strategy development.								
224	MyMarkis Set Up	Tue 03/05/22	Thu 26/05/22	220		Operational Delivery,Assessment and Development									
225	Moderation Portal Set up (If Moderation is being done)	Tue 03/05/22	Mon 30/05/22	220		Operational Delivery,Assessment and Development,Quality Assurance									
226	Examination typesetting	Tue 03/05/22	Mon 09/05/22	220		Operational Delivery,Assessment and Development									
227	Digital Learning Resources Development	Thu 06/05/21	Wed 08/09/21					SR5.1							Digital Learning Resources 06/05/2021
228	Scoping	Thu 06/05/21	Wed 02/06/21	74		Learning Resources									
229	Internal sign off on DLR approach	Thu 03/06/21	Thu 03/06/21	228		Learning Resources									
230	Communicate to Institute on agreed approach	Fri 04/06/21	Fri 04/06/21	229		Learning Resources									
231	Development	Thu 06/05/21	Fri 03/09/21	74		Learning Resources									
232	Production	Thu 06/05/21	Wed 01/09/21	74		Learning Resources									
233	Insert content to Smartscreen	Thu 02/09/21	Wed 08/09/21	232		Learning Resources									
234	Live assessment production Year 2	Wed 01/12/21	Mon 22/08/22					SR2.1, 2.2, 2.3, 2.4, 2.5,							Live assessment 01/12/21
235	Live assessment production	Wed 01/12/21	Fri 15/04/22			Assessment and Development									
236	QA of assessment production	Mon 18/04/22	Fri 12/08/22	235		Assessment and Development,Validity and Compliance Panel									
237	Employer support and validation for grade standard exemplification	Mon 18/04/22	Fri 12/08/22	236SS		Industry and Stakeholder Engagement,Assessment and									
238	Final live assessments for year 2 and contingency	Mon 15/08/22	Mon 15/08/22	236,2		Assessment and Development									Final live assessments
239	Master data build on internal systems	Tue 16/08/22	Mon 22/08/22	238		Operational Delivery									
240	Live assessment production Year 3	Mon 12/12/22	Tue 29/08/23					SR2.1, 2.2, 2.3, 2.4, 2.5,							

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
241	Live assessment production	Mon 12/12/22	Wed 26/04/23			Assessment and Development								
242	QA of assessment production	Thu 27/04/23	Mon 21/08/23	241		Assessment and Development, Validity and Compliance Panel								
243	Employer support and validation for grade standard exemplification	Thu 27/04/23	Mon 21/08/23	242SS		Industry and Stakeholder Engagement, Assessment and								
244	Final live assessments for year 3 and contingency	Tue 22/08/23	Tue 22/08/23	242,2		Assessment and Development								
245	Master data build on internal systems	Wed 23/08/23	Tue 29/08/23	244		Operational Delivery								
246	Live assessment production Year 4	Mon 11/12/23	Tue 27/08/24					SR2.1, 2.2, 2.3, 2.4, 2.5,						
247	Live assessment production	Mon 11/12/23	Wed 24/04/24			Assessment and Development								
248	QA of assessment production	Thu 25/04/24	Mon 19/08/24	247		Assessment and Development, Validity and Compliance Panel								
249	Employer support and validation for grade standard exemplification	Thu 25/04/24	Mon 19/08/24	248SS		Industry and Stakeholder Engagement, Assessment and								
250	Final live assessments for year 4 and contingency	Tue 20/08/24	Tue 20/08/24	248,2		Assessment and Development								
251	Master data build on internal systems	Wed 21/08/24	Tue 27/08/24	250		Operational Delivery								
252	Developing Operational Capability	Tue 01/09/20	Mon 03/09/29										Developing Operational	
253	Marketing	Wed 02/09/20	Mon 30/08/27					SR5.1					Marketing	
254	Develop Marketing Strategy	Wed 02/09/20	Tue 15/09/20			Industry and Stakeholder Engagement, Marketing Comms and								
255	Develop Marketing Plan	Wed 16/09/20	Tue 22/09/20	254		Industry and Stakeholder Engagement, Marketing Comms and								
256	Execute Marketing Plan- including ongoing reviews	Mon 30/11/20	Mon 30/08/27			Marketing Comms and Events, Industry and Stakeholder								
257	Develop T-Level landing page on existing website	Thu 01/10/20	Tue 06/10/20			Marketing Comms and Events, Industry and Stakeholder								
258	Stakeholder communications	Tue 01/09/20	Thu 30/09/27					SR5.1					Stakeholder communi	
259	Event Schedule	Tue 01/09/20	Thu 30/09/27										Event Schedule	
260	Event Schedule for Employers	Tue 01/09/20	Mon 24/01/22										Event Schedule for I	
261	Employer Webinar – welcome	Thu 01/10/20	Thu 01/10/20			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							
262	TQ development launch webinar	Thu 01/10/20	Thu 01/10/20			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							
263	TQ review and feedback webinar	Tue 01/12/20	Tue 01/12/20			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							
264	TQ review and feedback webinar	Mon 01/02/21	Mon 01/02/21			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							
265	TQ launch event x1	Mon 01/02/21	Tue 02/02/21			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							
266	TQ review and feedback webinar	Mon 01/02/21	Mon 01/02/21			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							
267	TQ review and feedback webinar	Tue 01/06/21	Tue 01/06/21			Marketing Comms and Events, Industry and Stakeholder	This is preparation, delivery and follow-up							

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
268	TQ review and feedback webinar	Thu 01/07/21	Thu 01/07/21			Marketing Comms and Events,Industry and Stakeholder	This is preparation, delivery and follow-up							
269	Year 2	Wed 01/09/21	Sun 01/06/25											01/09/2021
270	Webinar update on T Levels - in September	Wed 01/09/21	Wed 01/09/21			Marketing Comms and Events,Industry and Stakeholder								
271	Webinar update on T Levels - in March	Tue 01/03/22	Tue 01/03/22											
272	Face to Face workshop update on T Levels - in June	Wed 01/06/22	Wed 01/06/22			Marketing Comms and Events,Industry and Stakeholder								
273	Year 3	Thu 01/09/22	Sun 01/06/25											
274	Webinar update on T Levels - in September	Thu 01/09/22	Thu 01/09/22			Marketing Comms and Events,Industry and Stakeholder								
275	Webinar update on T Levels - in March	Wed 01/03/23	Wed 01/03/23			Marketing Comms and Events,Industry and Stakeholder								
276	Face to Face workshop update on T Levels - in June	Thu 01/06/23	Thu 01/06/23			Marketing Comms and Events,Industry and Stakeholder								
277	Year 4	Fri 01/09/23	Sun 01/06/25											
278	Webinar update on T Levels - in September	Fri 01/09/23	Fri 01/09/23			Marketing Comms and Events,Industry and Stakeholder								
279	Webinar update on T Levels - in March	Fri 01/03/24	Fri 01/03/24			Marketing Comms and Events,Industry and Stakeholder								
280	Face to Face workshop update on T Levels - in June	Sat 01/06/24	Sat 01/06/24			Marketing Comms and Events,Industry and Stakeholder								
281	Year 5	Sun 01/09/24	Sun 01/06/25											
282	Webinar update on T Levels - in September	Sun 01/09/24	Sun 01/09/24			Marketing Comms and Events,Industry and Stakeholder								
283	Webinar update on T Levels - in March	Sat 01/03/25	Sat 01/03/25			Marketing Comms and Events,Industry and Stakeholder								
284	Face to Face workshop update on T Levels - in June	Sun 01/06/25	Sun 01/06/25			Marketing Comms and Events,Industry and Stakeholder								
285	Event Schedule for Providers	Thu 01/10/20	Wed 23/02/22									01/10/2020		Event Schedule for
286	Provider Webinar – welcome	Thu 01/10/20	Thu 01/10/20			Marketing Comms and Events,Industry and Stakeholder								
287	TQ development launch webinar	Thu 01/10/20	Thu 01/10/20			Marketing Comms and Events,Industry and Stakeholder								
288	TQ review and feedback webinar	Tue 01/12/20	Tue 01/12/20			Marketing Comms and Events,Industry and Stakeholder								
289	TQ review and feedback webinar	Mon 01/02/21	Mon 01/02/21			Marketing Comms and Events,Industry and Stakeholder								
290	TQ launch event x1	Mon 01/02/21	Mon 01/02/21			Marketing Comms and Events,Industry and Stakeholder								
291	TQ review and feedback webinar	Tue 01/06/21	Tue 01/06/21			Marketing Comms and Events,Industry and Stakeholder								
292	National TQ events networks regional May-June x 8	Sat 01/05/21	Fri 21/05/21			Marketing Comms and Events,Industry and Stakeholder								
293	TQ review and feedback webinar	Thu 01/07/21	Thu 01/07/21			Marketing Comms and Events,Industry and Stakeholder								
294	Curriculum planning events Oct-Dec x 8	Fri 01/10/21	Wed 22/12/21			Marketing Comms and Events,Industry and Stakeholder								

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ID	Task Name	Start	Finish	Predecessors	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
295	On-boarding events Feb-June x 8	Tue 01/02/22	Wed 22/06/22			Marketing Comms and Events,Industry and Stakeholder								
296	Operational readiness activities visits - May-Dec 2022	Mon 02/05/22	Fri 23/12/22			Marketing Comms and Events,Industry and Stakeholder								
297	Year 1	Mon 03/10/22	Fri 01/09/23											
298	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Mon 03/10/22	Fri 01/09/23											
299	Oct – Dec 22 Autumn network meetings x 4	Mon 03/10/22	Thu 22/12/22			Marketing Comms and Events,Industry and Stakeholder								
300	Feb – March 23 Spring Network meetings x 4	Wed 01/02/23	Fri 31/03/23			Marketing Comms and Events,Industry and Stakeholder								
301	Sept 23 Weekly telephone surgeries	Fri 01/09/23	Fri 29/09/23			Marketing Comms and Events,Industry and Stakeholder								
302	May 23 - Lessons learnt sessions x 4	Tue 02/05/23	Wed 31/05/23			Marketing Comms and Events,Industry and Stakeholder								
303	Year 2	Mon 02/10/23	Mon 02/09/24											
304	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Mon 02/10/23	Mon 02/09/24											Quarterly
305	Oct – Dec 23 Autumn network meetings x 4	Mon 02/10/23	Fri 22/12/23			Marketing Comms and Events,Industry and Stakeholder								
306	Feb – March 24 Spring Network meetings x 4	Thu 01/02/24	Fri 29/03/24			Marketing Comms and Events,Industry and Stakeholder								
307	Sept 24 Weekly telephone surgeries	Tue 03/09/24	Fri 27/09/24			Marketing Comms and Events,Industry and Stakeholder								
308	May 24 - Lessons learnt sessions x 4	Wed 01/05/24	Fri 31/05/24			Marketing Comms and Events,Industry and Stakeholder								
309	Year 3	Tue 01/10/24	Fri 26/09/25											
310	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Tue 01/10/24	Fri 04/10/24											
311	Oct – Dec 24 Autumn network meetings x 4	Tue 01/10/24	Fri 20/12/24			Marketing Comms and Events,Industry and Stakeholder								
312	Feb – March 25 Spring Network meetings x 4	Mon 03/02/25	Fri 28/03/25			Marketing Comms and Events,Industry and Stakeholder								
313	Sept 25 Weekly telephone surgeries	Mon 01/09/25	Fri 26/09/25			Marketing Comms and Events,Industry and Stakeholder								
314	May 25 - Lessons learnt sessions x 4	Thu 01/05/25	Fri 30/05/25			Marketing Comms and Events,Industry and Stakeholder								
315	Year 4	Wed 01/10/25	Tue 01/09/26											
316	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Wed 01/10/25	Tue 01/09/26											
317	Oct – Dec 25 Autumn network meetings x 4	Wed 01/10/25	Wed 01/10/25			Marketing Comms and Events,Industry and Stakeholder								
318	Feb – March 26 Spring Network meetings x 4	Mon 02/02/26	Fri 27/03/26			Marketing Comms and Events,Industry and Stakeholder								
319	Sept 26 Weekly telephone surgeries	Tue 01/09/26	Fri 25/09/26			Marketing Comms and Events,Industry and Stakeholder								
320	May 26 - Lessons learnt sessions x 4	Fri 01/05/26	Fri 29/05/26			Marketing Comms and Events,Industry and Stakeholder								
321	Year 5	Tue 01/09/26	Thu 30/09/27											

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
322	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Tue 01/09/26	Mon 26/10/26											
323	Oct – Dec 26 Autumn network meetings x 4	Thu 01/10/26	Fri 18/12/26			Marketing Comms and Events, Industry and Stakeholder								
324	Feb – March 27 Spring Network meetings x 4	Mon 01/02/27	Fri 26/03/27			Marketing Comms and Events, Industry and Stakeholder								
325	Sept 27 Weekly telephone surgeries	Wed 01/09/27	Thu 30/09/27			Marketing Comms and Events, Industry and Stakeholder								
326	May 27 - Lessons learnt sessions x 4	Mon 03/05/27	Fri 28/05/27			Marketing Comms and Events, Industry and Stakeholder								
327	Create Contact strategy for Providers	Thu 01/10/20	Wed 17/02/21			Marketing Comms and Events, Industry and Stakeholder								
328	Create Contact Strategy for Employers	Thu 01/10/20	Wed 17/02/21			Marketing Comms and Events, Industry and Stakeholder								
329	Develop Communication plan	Wed 16/09/20	Tue 13/10/20			Marketing Comms and Events, Industry and Stakeholder								
330	Employer/Provider Communications strategy	Thu 01/10/20	Mon 02/08/21			Marketing Comms and Events, Industry and Stakeholder								
331	Produce quarterly e-bulletin on key dates for TQ delivery	Thu 01/10/20	Wed 31/12/25			Marketing Comms and Events, Industry and Stakeholder								
332	Produce newsletters on key dates for TQ delivery - termly	Wed 06/01/21	Tue 07/04/26			Marketing Comms and Events, Industry and Stakeholder								
333	Produce regular updates for key dates and admin activities	Wed 06/01/21	Tue 07/04/26			Marketing Comms and Events, Industry and Stakeholder								
334	Provider approval	Fri 01/10/21	Mon 31/08/26					SR4.1						
335	Qualification Approval Y1	Fri 01/10/21	Wed 31/08/22			Quality Delivery								
336	Provider approval Y1	Fri 01/10/21	Wed 31/08/22			Quality Delivery								
337	Qualification Approval Y2	Mon 03/10/22	Thu 31/08/23			Quality Delivery								
338	Provider approval Y2	Mon 03/10/22	Thu 31/08/23			Quality Delivery								
339	Qualification Approval Y3	Tue 03/10/23	Fri 30/08/24			Quality Delivery								
340	Provider approval Y3	Tue 03/10/23	Fri 30/08/24			Quality Delivery								
341	Qualification Approval Y4	Wed 02/10/24	Tue 02/09/25			Quality Delivery								
342	Provider approval Y4	Wed 02/10/24	Tue 02/09/25			Quality Delivery								
343	Qualification Approval Y5	Wed 01/10/25	Mon 31/08/26			Quality Delivery								
344	Provider approval Y5	Wed 01/10/25	Mon 31/08/26			Quality Delivery								
345	Provider support documentation	Fri 01/10/21	Thu 05/05/22					SR5.1						
346	Creation of Welcome Pack	Fri 01/10/21	Thu 05/05/22			Industry and Stakeholder Engagement, Marketing Comms and								
347	Checklist of dates included in welcome pack	Fri 01/10/21	Thu 05/05/22			Industry and Stakeholder Engagement, Marketing Comms and								
348	Exam timetables	Fri 01/10/21	Thu 01/09/22			Industry and Stakeholder Engagement, Marketing Comms and								

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1	
349	Guide - Teaching & learning	Fri 01/10/21	Thu 05/05/22			Industry and Stakeholder Engagement,Marketing Comms and									
350	Guide - Portal	Fri 01/10/21	Thu 05/05/22			Industry and Stakeholder Engagement,Marketing Comms and									
351	Provider support (Face to Face Events) Year 1 of delivery	Thu 01/09/22	Fri 30/06/23					SR5.1							
352	TQ Networking seminars (Autumn)	Mon 03/10/22	Fri 16/12/22			Industry and Stakeholder Engagement									
353	TQ Networking seminars(Spring)	Wed 01/02/23	Fri 31/03/23			Industry and Stakeholder Engagement									
354	TQ Networking seminars(Summer) - Feedback & Reflection - sharing good practice	Tue 02/05/23	Fri 30/06/23			Industry and Stakeholder Engagement									
355	Weekly surgeries - technical queries	Thu 01/09/22	Fri 30/06/23			Industry and Stakeholder Engagement									
356	Employer events	Thu 01/09/22	Fri 28/04/23			Industry and Stakeholder Engagement									
357	On-going Provider support	Fri 01/09/23	Fri 30/06/28					SR5.1							
358	Events Y2	Fri 01/09/23	Wed 02/07/25			Industry and Stakeholder Engagement									
359	Development of resources Y3	Tue 03/10/23	Mon 06/05/24			Industry and Stakeholder Engagement,Marketing Comms and									
360	Events Y3	Sun 01/09/24	Wed 01/07/26			Industry and Stakeholder Engagement									
361	Development of resources Y4	Wed 02/10/24	Tue 06/05/25			Industry and Stakeholder Engagement,Marketing Comms and									
362	Events Y4	Tue 02/09/25	Fri 02/07/27			Industry and Stakeholder Engagement									
363	Development of resources Y5	Wed 01/10/25	Tue 05/05/26			Industry and Stakeholder Engagement,Marketing Comms and									
364	Events Y5	Tue 01/09/26	Fri 30/06/28			Industry and Stakeholder Engagement									
365	Provider support/customer services	Wed 02/09/20	Mon 03/09/29					SR5.1							
366	Provider support training with customer support teams	Wed 02/09/20	Tue 13/10/20			First Line Customer Support,Industry and Stakeholder Engagement									
367	Sector specific knowledge - ongoing customer facing teams training	Wed 02/09/20	Tue 13/10/20			First Line Customer Support,Industry and Stakeholder Engagement									
368	Provider Queries FLCs activities - ongoing	Thu 01/10/20	Mon 03/09/29			First Line Customer Support									
369	Provider complaints/ malpractice/appeals - ongoing	Thu 01/09/22	Fri 31/08/29			First Line Customer Support									
370	Provider registrations and booking support - ongoing	Thu 01/09/22	Fri 31/08/29			First Line Customer Support									
371	Associate recruitment and training	Thu 01/09/22	Fri 14/05/27					SR2.2							
372	Associate Recruitment & Selection Y1	Thu 01/09/22	Tue 31/01/23			Associate Management									
373	Associate Training Y1	Wed 01/02/23	Mon 15/05/23			Associate Management									
374	Associate Recruitment & Selection Y2	Fri 01/09/23	Tue 30/01/24			Associate Management									
375	Associate Training Y2	Thu 01/02/24	Tue 14/05/24			Associate Management									

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
376	Associate Recruitment & Selection Y3	Sun 01/09/24	Mon 27/01/25			Associate Management								
377	Associate Training Y3	Sat 01/02/25	Tue 13/05/25			Associate Management								
378	Associate Recruitment & Selection Y4	Mon 01/09/25	Tue 27/01/26			Associate Management								
379	Associate Training Y4	Sun 01/02/26	Wed 13/05/26			Associate Management								
380	Associate Recruitment & Selection Y5	Wed 02/09/26	Fri 29/01/27			Associate Management								
381	Associate Training Y5	Wed 03/02/27	Fri 14/05/27			Associate Management								
382	Overarching services (systems and processes)	Wed 04/11/20	Tue 09/11/21											
383	Scoping	Wed 04/11/20	Tue 09/02/21											
384	Initial assessment phase	Wed 04/11/20	Tue 10/11/20			IT and Systems,Operational Delivery,Assessment and								
385	Review options	Wed 11/11/20	Tue 01/12/20	384		IT and Systems,Operational Delivery,Assessment and								
386	Gap and impact analysis	Mon 07/12/20	Fri 18/12/20			IT and Systems,Operational Delivery,Assessment and								
387	High level requirements	Mon 21/12/20	Tue 19/01/21	386		IT and Systems,Operational Delivery,Assessment and								
388	High level requirements approved	Wed 20/01/21	Tue 09/02/21	387		IT and Systems								
389	Design	Wed 10/02/21	Wed 31/03/21											
390	High level design document	Wed 10/02/21	Wed 10/03/21	388,2		IT and Systems								
391	Design approved	Thu 11/03/21	Wed 31/03/21	390		IT and Systems								
392	Development	Thu 01/04/21	Mon 02/08/21											
393	Low level design	Thu 01/04/21	Wed 26/05/21	391		IT and Systems								
394	System build	Thu 27/05/21	Wed 21/07/21	393		IT and Systems								
395	Unit test	Thu 22/07/21	Mon 02/08/21	394		IT and Systems								
396	Development complete	Mon 02/08/21	Mon 02/08/21	395		IT and Systems								
397	Testing	Tue 03/08/21	Tue 19/10/21											
398	Integration Testing	Tue 03/08/21	Mon 23/08/21	396		IT and Systems								
399	User Acceptance Testing	Tue 24/08/21	Tue 21/09/21	398		IT and Systems,Industry and Stakeholder Engagement,Operational								
400	Regression Testing	Wed 22/09/21	Tue 12/10/21	399		IT and Systems								
401	Performance Testing	Wed 13/10/21	Tue 19/10/21	400		IT and Systems								
402	Testing complete	Tue 19/10/21	Tue 19/10/21	401		IT and Systems								

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ID	Task Name	Start	Finish	Predecessor	Workstreams	Notes	Service Requirement	2019	2020	2021
								H2	H1	H2
403	Go live	Wed 20/10/21	Tue 09/11/21							
404	Promote change to Production	Wed 20/10/21	Tue 26/10/21	402	IT and Systems					
405	Operate phase	Wed 27/10/21	Tue 09/11/21	404	IT and Systems					
406	System changes live	Tue 09/11/21	Tue 09/11/21	405	IT and Systems					
407	Delivering the Service	Wed 01/09/21	Fri 30/11/29							
408	Year 1	Wed 01/09/21	Wed 31/01/24							
409	Key Date: Final timetable (assessment Timetable issued)	Tue 18/01/22	Mon 28/02/22	421			SR2.2, 5.1			
410	Key date: Submit TQ Registration data to the Authority	Tue 01/11/22	Wed 30/11/22				SR6.1, 9.1			
411	Key date: Deadline for entries for assessments by Approved Providers	Mon 20/02/23	Mon 20/02/23	434FF			SR6.1			
412	Key date: Final date for submitting Reasonable Adjustment requests to the Supplier by Approved	Tue 14/02/23	Mon 20/02/23				SR.2.4			
413	Key Date: First date for submitting Special Consideration requests to the Supplier	Tue 09/05/23	Tue 09/05/23				SR2.5			
414	Key Date: Assessments take place (and shared with the Authority)	Wed 10/05/23	Tue 20/06/23	448SS			SR2.1, 2.2, 2.3, 2.4, 2.5,			
415	Key Date: Restricted release of TQ results to Approved Providers by the Authority	Tue 15/08/23	Mon 21/08/23				SR7.1, 9.1			
416	Key Date: Release of results to Students by the Authority	Tue 15/08/23	Mon 21/08/23				SR7.1, 9.1			
417	Key Date: Release of more detailed TQ results data from the Supplier	Tue 15/08/23	Mon 21/08/23				SR7.1, 9.1			
418	Key Date: Appeals and assessment review requests made	Tue 19/09/23	Mon 25/09/23				SR8.1, 8.2			
419	Produce timetable	Wed 01/09/21	Mon 17/01/22				SR2.2, 5.1			
420	Work with other AOs re timetable	Wed 01/09/21	Tue 07/12/21		Assessment and Development					
421	Draft timetable available	Tue 07/12/21	Mon 17/01/22		Assessment and Development,Operational Delivery					
422	Provider Bookings & Admin	Thu 01/09/22	Thu 04/05/23				SR6.1, 9.1			
423	Provider registrations	Thu 01/09/22	Tue 28/02/23				SR6.1, 9.1			
424	Registration booking window	Thu 01/09/22	Tue 28/02/23							
425	Provider Registration Expected	Thu 01/09/22	Wed 02/11/22		Operational Delivery,First Line Customer Support					
426	Late	Thu 03/11/22	Tue 03/01/23	425	Operational Delivery,First Line Customer Support					
427	Very late	Wed 04/01/23	Tue 28/02/23	426	Operational Delivery,First Line Customer Support					
428	Registrations Amendments	Thu 01/09/22	Tue 28/02/23							
429	Expected	Thu 01/09/22	Wed 02/11/22		Operational Delivery,First Line Customer Support					

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ID	Task Name	Start	Finish	Predecessor	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
430	Late	Thu 03/11/22	Tue 03/01/23	429		Operational Delivery,First Line Customer Support								
431	Very late	Wed 04/01/23	Tue 28/02/23	430		Operational Delivery,First Line Customer Support								
432	Provider Assessment Entries	Thu 01/09/22	Thu 04/05/23					SR2.2, 6.1, 9.1						
433	Assessment booking window opens	Thu 01/09/22	Thu 04/05/23											
434	Provider Assessment Expected Entries	Thu 01/09/22	Mon 20/02/23			Operational Delivery,First Line Customer Support								
435	Late Entries	Tue 21/02/23	Fri 21/04/23	434		Operational Delivery,First Line Customer Support								
436	Very late	Sat 22/04/23	Thu 04/05/23	435		Operational Delivery,First Line Customer Support								
437	Assessment Amendments	Thu 01/09/22	Thu 04/05/23											
438	Expected Entries	Thu 01/09/22	Mon 20/02/23			Operational Delivery,First Line Customer Support								
439	Late Entries	Tue 21/02/23	Fri 21/04/23	438		Operational Delivery,First Line Customer Support								
440	Very late	Sat 22/04/23	Thu 04/05/23	439		Operational Delivery,First Line Customer Support								
441	Cancellations	Thu 01/09/22	Wed 12/04/23					SR6.1, 9.1						
442	Registration Cancellations (on time)	Thu 01/09/22	Tue 10/01/23			Operational Delivery,First Line Customer Support								
443	Registration Cancellation (late)	Wed 11/01/23	Tue 31/01/23	442		Operational Delivery,First Line Customer Support								
444	Entries Cancellations (on time)	Thu 01/09/22	Wed 15/02/23			Operational Delivery,First Line Customer Support								
445	Entries Cancellation (late)	Thu 16/02/23	Wed 12/04/23	444		Operational Delivery,First Line Customer Support								
446	Exam Paper Delivery	Wed 26/04/23	Tue 06/06/23			Operational Delivery								
447	Assessments	Wed 10/05/23	Tue 20/06/23					SR2.1, 2.2, 2.3, 2.4, 2.5,						
448	Core Exam (Paper/Evolve)	Wed 10/05/23	Tue 20/06/23			Operational Delivery,Assessment and Development								
449	Employer Set-Project - submission window	Wed 10/05/23	Tue 20/06/23			Operational Delivery,Assessment and Development								
450	Grading & Awarding	Thu 11/05/23	Wed 20/09/23					SR3.1, 7.1, 8.1, 8.2						
451	Script Return & Scanning	Thu 11/05/23	Tue 04/07/23			Operational Delivery								
452	Standardisation Examination	Wed 17/05/23	Tue 27/06/23			Assessment and Development								
453	Standardisation Employer-set Project	Wed 17/05/23	Tue 27/06/23			Assessment and Development								
454	Marking & Sampling	Thu 18/05/23	Tue 18/07/23			Assessment and Development								
455	Awarding & review panels	Thu 01/06/23	Tue 18/07/23			Assessment and Development								
456	Result release	Tue 08/08/23	Tue 08/08/23			Operational Delivery,Assessment and Development								

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ID	Task Name	Start	Finish	Predecessor	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
457	Appeals window opens	Wed 20/09/23	Wed 20/09/23		Regulation and Compliance								
458	Quality assurance activities (approval revisit - exam audit)	Thu 01/09/22	Thu 31/08/23		Quality Delivery,Quality Assurance								
459	Moderation visits (if required)	Mon 03/04/23	Mon 31/07/23		Quality Delivery,Quality Assurance								
460	Assessment window for retakes and second series (TBC)	Fri 01/12/23	Wed 31/01/24		Operational Delivery,Assessment and Development								
461	Annual review of qualification and service performance	Tue 01/08/23	Thu 31/08/23		Industry and Stakeholder Engagement,Operational								
462	Annual penetration testing performance	Tue 01/08/23	Thu 31/08/23		IT and Systems								
463	Year 2	Fri 04/11/22	Wed 29/01/25										
464	Key Date: Final timetable (assessment Timetable issued)	Tue 21/02/23	Mon 27/02/23	477SS			SR2.2, 5.1						
465	Key Date: Submit TQ Registration data to the Authority	Wed 01/11/23	Thu 30/11/23				SR6.1, 9.1						
466	Key Date: Deadline for entries for assessments by Approved Providers	Mon 19/02/24	Mon 19/02/24	490FF			SR6.1						
467	Key Date: Final date for submitting Reasonable Adjustment requests to the Supplier by Approved	Tue 13/02/24	Mon 19/02/24				SR.2.4						Key
468	Key Date: First date for submitting Special Consideration requests to the Supplier	Wed 08/05/24	Wed 08/05/24				SR2.5						
469	Key Date: Assessments take place (and shared with the Authority)	Wed 08/05/24	Tue 18/06/24	505SS			SR2.1, 2.2, 2.3, 2.4, 2.5, SR7.1, 9.1						
470	Key Date: Restricted release of TQ results to Approved Providers by the Authority	Wed 14/08/24	Tue 20/08/24										
471	Key Date: Release of results to Students by the Authority	Wed 14/08/24	Tue 20/08/24				SR7.1, 9.1						
472	Key Date: Release of more detailed TQ results data from the Supplier	Wed 14/08/24	Tue 20/08/24				SR7.1, 9.1						
473	Key Date: Appeals and assessment review requests made	Wed 18/09/24	Tue 24/09/24				SR8.1, 8.2						
474	Key Date: Certificates issued by Authority	Wed 20/11/24	Tue 26/11/24				SR7.1						
475	Produce timetable	Fri 04/11/22	Mon 27/02/23				SR2.2, 5.1						
476	Work with other AOs re timetable	Fri 04/11/22	Mon 20/02/23		Assessment and Development								
477	Timetable available	Tue 21/02/23	Mon 27/02/23	476	Assessment and Development								
478	Provider Bookings & Admin	Fri 01/09/23	Thu 02/05/24				SR6.1, 9.1						
479	Provider Registrations	Fri 01/09/23	Wed 28/02/24				SR6.1, 9.1						
480	Registration booking window	Fri 01/09/23	Wed 28/02/24										
481	Provider Registration Expected	Fri 01/09/23	Thu 02/11/23		Operational Delivery,First Line Customer Support								
482	Late	Fri 03/11/23	Wed 03/01/24	481	Operational Delivery,First Line Customer Support								
483	Very late	Thu 04/01/24	Wed 28/02/24	482	Operational Delivery,First Line Customer Support								

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ID	Task Name	Start	Finish	Predecessor	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
484	Registrations Amendments	Fri 01/09/23	Wed 28/02/24										
485	Expected	Fri 01/09/23	Thu 02/11/23		Operational Delivery,First Line Customer Support								
486	Late	Fri 03/11/23	Wed 03/01/24	485	Operational Delivery,First Line Customer Support								
487	Very late	Thu 04/01/24	Wed 28/02/24	486	Operational Delivery,First Line Customer Support								
488	Provider Assessment Entries	Fri 01/09/23	Thu 02/05/24				SR2.2, 6.1, 9.1						
489	Assessment booking window opens	Fri 01/09/23	Thu 02/05/24										
490	Provider Assessment Expected Entries	Fri 01/09/23	Mon 19/02/24		Operational Delivery,First Line Customer Support								
491	Late Entries	Tue 20/02/24	Fri 19/04/24	490	Operational Delivery,First Line Customer Support								
492	Very late	Sun 21/04/24	Thu 02/05/24	491	Operational Delivery,First Line Customer Support								
493	Assessment Amendments	Fri 01/09/23	Thu 02/05/24										
494	Expected Entries	Fri 01/09/23	Thu 15/02/24		Operational Delivery,First Line Customer Support								
495	Late Entries	Fri 16/02/24	Wed 17/04/24	494	Operational Delivery,First Line Customer Support								
496	Very late	Fri 19/04/24	Thu 02/05/24	495	Operational Delivery,First Line Customer Support								
497	Cancellations	Fri 01/09/23	Thu 11/04/24				SR6.1, 9.1						
498	Registration Cancellations (on time)	Fri 01/09/23	Wed 10/01/24		Operational Delivery,First Line Customer Support								
499	Registration Cancellation (late)	Thu 11/01/24	Wed 31/01/24	498	Operational Delivery,First Line Customer Support								
500	Entries Cancellations (on time)	Fri 01/09/23	Thu 15/02/24		Operational Delivery,First Line Customer Support								
501	Entries Cancellation (late)	Fri 16/02/24	Thu 11/04/24	500	Operational Delivery,First Line Customer Support								
502	Exam Paper Delivery	Fri 26/04/24	Thu 06/06/24		Operational Delivery								
503	Assessments	Wed 08/05/24	Tue 25/06/24				SR2.1, 2.2, 2.3, 2.4, 2.5,						
504	Core Exam (Paper/Evolve)	Wed 08/05/24	Tue 25/06/24		Operational Delivery,Assessment and Development								
505	Employer Set-Project - submission window	Wed 08/05/24	Tue 25/06/24		Operational Delivery,Assessment and Development								
506	Occupational Specialism - submission window	Wed 08/05/24	Tue 25/06/24		Operational Delivery,Assessment and Development								
507	Grading & Awarding	Sat 11/05/24	Thu 19/09/24				SR3.1, 7.1, 8.1, 8.2						
508	Script Return & Scanning	Sat 11/05/24	Wed 03/07/24		Operational Delivery								
509	Standardisation Examination	Fri 17/05/24	Thu 27/06/24		Assessment and Development								
510	Standardisation Employer-set Project	Fri 17/05/24	Thu 27/06/24		Assessment and Development								

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
(CITY & GUILDS)
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ID	Task Name	Start	Finish	Predecessors	Redacted	Workstreams	Notes	Service Requirement	H2	2019 H1	H2	2020 H1	H2	2021 H1
511	Standardisation Occupational Specialism	Fri 17/05/24	Thu 27/06/24			Assessment and Development								
512	Marking & Sampling	Sat 18/05/24	Wed 17/07/24			Operational Delivery,Assessment and Development								
513	Awarding & review panels	Sat 01/06/24	Wed 17/07/24			Assessment and Development								
514	Result release	Sun 04/08/24	Sun 04/08/24			Operational Delivery								
515	Appeals window opens	Thu 19/09/24	Thu 19/09/24			Regulation and Compliance								
516	Quality assurance activities (approval revisit - exam audit)	Fri 01/09/23	Fri 30/08/24			Quality Delivery,Quality Assurance								
517	Moderation visits (if required)	Wed 03/04/24	Wed 31/07/24			Quality Delivery,Quality Assurance								
518	Assessment window for retakes and second series (TBC)	Sun 01/12/24	Wed 29/01/25			Operational Delivery,Assessment and Development								
519	Annual review of qualification and service performance	Thu 01/08/24	Mon 02/09/24			Industry and Stakeholder Engagement,Operational								
520	Annual penetration testing performance	Thu 01/08/24	Mon 02/09/24			IT and Systems								
521	Year 3	Sat 04/11/23	Mon 02/02/26											
522	Produce timetable	Sat 04/11/23	Thu 30/05/24			Assessment and Development,Operational Delivery		SR2.2, 5.1						
523	Provider Bookings & Admin	Sun 01/09/24	Wed 07/05/25			Operational Delivery,First Line Customer Support		SR6.1, 9.1						
524	Assessment Sitting/ Submission	Sat 10/05/25	Thu 19/06/25			Assessment and Development,Operational Delivery		SR2.1, 2.2, 2.3, 2.4, 2.5,						
525	Grading & Awarding	Sat 10/05/25	Thu 18/09/25			Assessment and Development,Operational Delivery		SR3.1						
526	Key Date: Certificates issued by Authority	Fri 21/11/25	Thu 27/11/25			Authority		SR7.1						
527	Moderation visits (if required)	Tue 01/04/25	Thu 31/07/25			Quality Delivery,Quality Assurance								
528	Quality assurance activities (approval revisit - exam audit)	Sun 01/09/24	Fri 29/08/25											
529	Assessment window for retakes and second series (TBC)	Tue 02/12/25	Mon 02/02/26			Operational Delivery,Assessment and Development								
530	Annual review of qualification and service performance	Fri 01/08/25	Mon 01/09/25			Industry and Stakeholder Engagement,Operational								
531	Annual penetration testing performance	Fri 01/08/25	Mon 01/09/25			IT and Systems								
532	Year 4	Sun 03/11/24	Mon 01/02/27											
533	Produce timetable	Sun 03/11/24	Thu 29/05/25			Assessment and Development,Operational Delivery		SR2.2, 5.1						
534	Provider Bookings & Admin	Sat 30/08/25	Wed 06/05/26			Operational Delivery,First Line Customer Support		SR6.1, 9.1						
535	Assessment Sitting/ Submission	Sat 09/05/26	Thu 18/06/26			Assessment and Development,Operational Delivery		SR2.1, 2.2, 2.3, 2.4, 2.5,						
536	Grading & Awarding	Wed 13/05/26	Tue 22/09/26			Assessment and Development,Operational Delivery		SR3.1						
537	Key Date: Certificates issued by Authority	Sat 21/11/26	Thu 26/11/26			Authority		SR7.1						

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DETAILED PLAN**

ID	Task Name	Start	Finish	Predecessors	Workstreams	Notes	Service Requirement	2019 H2	2019 H1	2020 H2	2020 H1	2021 H2	2021 H1
538	Quality assurance activities (approval revisit - exam audit)	Mon 01/09/25	Mon 31/08/26			Quality Delivery,Quality Assurance							
539	Moderation visits (if required)	Wed 01/04/26	Fri 31/07/26			Quality Delivery,Quality Assurance							
540	Assessment window for retakes and second series (TBC)	Tue 01/12/26	Mon 01/02/27			Operational Delivery,Assessment and Development							
541	Annual review of qualification and service performance	Sat 01/08/26	Fri 28/08/26			Industry and Stakeholder Engagement,Operational							
542	Annual penetration testing performance	Sat 01/08/26	Fri 28/08/26			IT and Systems							
543	Year 5	Thu 06/11/25	Mon 31/01/28										
544	Produce timetable	Thu 06/11/25	Wed 03/06/26			Assessment and Development,Operational Delivery	SR2.2, 5.1						
545	Provider Bookings & Admin	Thu 03/09/26	Tue 11/05/27			Operational Delivery,First Line Customer Support	SR6.1, 9.1						
546	Assessment Sitting/ Submission	Wed 12/05/27	Tue 22/06/27			Assessment and Development,Operational Delivery	SR2.1, 2.2, 2.3, 2.4, 2.5,						
547	Grading & Awarding	Thu 13/05/27	Wed 22/09/27			Assessment and Development,Operational Delivery	SR3.1						
548	Key Date: Certificates issued by Authority	Sat 20/11/27	Thu 25/11/27			Authority	SR7.1						
549	Quality assurance activities (approval revisit - exam audit)	Tue 01/09/26	Tue 31/08/27			Quality Delivery,Quality Assurance							
550	Moderation visits (if required)	Thu 01/04/27	Mon 02/08/27			Quality Delivery,Quality Assurance							
551	Assessment window for retakes and second series (TBC)	Wed 01/12/27	Mon 31/01/28			Operational Delivery,Assessment and Development							
552	Annual review of qualification and service performance	Tue 03/08/27	Tue 31/08/27			Industry and Stakeholder Engagement,Operational							
553	Annual penetration testing performance	Tue 03/08/27	Tue 31/08/27			IT and Systems							
554	Repeat relevant delivery activities to contract end 31/08/28 e.g. for resits	Tue 03/11/26	Fri 30/11/29										

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
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DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
0	T-Level Implementation Plan - Management and Administration	Tue 01/09/20	Fri 30/11/29	T-Level Implementation Plan - Management and Administration																		30/11/2029
1	Project Management & Reporting	Thu 01/10/20	Mon 03/09/29	Project Management & Reporting																		03/09/2029
2	Project Planning	Thu 01/10/20	Fri 31/08/29	Project Planning																		31/08/2029
3	Kick-off meeting	Fri 30/10/20	Fri 30/10/20																			
4	Finalise Project Plan	Mon 02/11/20	Fri 06/11/20																			
5	Maintain Project Plan	Mon 09/11/20	Fri 31/08/29																			
6	Finalise Resource Plan	Thu 01/10/20	Fri 02/10/20																			
7	Maintain resource plan	Mon 05/10/20	Thu 30/08/29																			
8	Reporting & Controlling	Thu 01/10/20	Mon 03/09/29	Reporting & Controlling																		03/09/2029
9	Meetings	Thu 01/10/20	Mon 03/09/29	Meetings																		03/09/2029
10	Project Board Meetings (monthly)	Thu 01/10/20	Fri 31/08/29																			
11	The Authority and C&G Project meetings (Monthly)	Thu 01/10/20	Fri 31/08/29																			
12	Authority Project Updates (weekly)	Thu 01/10/20	Fri 31/08/29																			
13	Project Reports (frequency as required)	Thu 01/10/20	Fri 31/08/29																			
14	Design reports	Thu 01/10/20	Fri 31/08/29																			
15	TQ Development Meetings	Thu 01/10/20	Thu 11/04/24																			
16	Inter-AO Coordination activity	Thu 01/10/20	Fri 31/08/29																			
17	Design Principles Group Monthly Meeting	Thu 01/10/20	Fri 31/08/29																			
19	Management Information	Thu 01/10/20	Fri 31/08/29	Management Information																		31/08/2029
20	Implementation Plan Report (Monthly)	Thu 01/10/20	Fri 31/08/29																			
21	Resource plan report (Monthly)	Thu 01/10/20	Fri 31/08/29																			
22	Risk and issues register & report (Monthly)	Thu 01/10/20	Fri 31/08/29																			
23	Highlight Report (Monthly)	Thu 01/10/20	Fri 31/08/29																			
24	Development Phase Report	Thu 01/10/20	Fri 02/09/22																			
25	Operational Report (Monthly)	Thu 01/10/20	Fri 31/08/29																			
26	Developing the Technical Qualification	Thu 01/10/20	Tue 27/08/24	Developing the Technical Qualification																		27/08/2024

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
27	Project Initiation and Scoping	Thu 01/10/20	Tue 06/10/20																			
28	Project Initiation Meeting (PIM)	Thu 01/10/20	Thu 01/10/20																			
29	Confirm Subject Matter Experts	Thu 01/10/20	Thu 01/10/20																			
30	TQ Initial development meeting, training and briefing	Thu 01/10/20	Tue 06/10/20																			
31	Scoping and training complete	Thu 01/10/20	Thu 01/10/20																			
32	Qualification & assessment development - DRAFT	Mon 05/10/20	Mon 04/01/21	ent - DRAFT :021																		
33	Core Content Elaboration	Mon 05/10/20	Fri 11/12/20	20																		
34	Content production process Core	Mon 05/10/20	Fri 16/10/20																			
35	Consultation on core content elaboration	Mon 19/10/20	Fri 06/11/20																			
36	Sign-off core content elaboration	Mon 09/11/20	Mon 09/11/20																			
37	Core content elaboration signed off	Fri 11/12/20	Fri 11/12/20	ed off 20																		
38	Occupational Specialism Content Elaboration	Mon 05/10/20	Fri 11/12/20	aboration 20																		
39	Occupational Specialism Content Elaboration - 1 - (Business Improvement)	Mon 05/10/20	Fri 11/12/20	(Business Improvement) 20																		
40	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20																			
41	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20																			
42	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20																			
43	Occupational Specialism Content Elaboration - 1 (Business Improvement) signed off	Fri 11/12/20	Fri 11/12/20	iness Improvement) signed off 20																		
44	Occupational Specialism Content Elaboration - 2 - (Team Leadership/Management)	Mon 05/10/20	Fri 11/12/20	m Leadership/Management) 20																		
45	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20																			
46	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20																			
47	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20																			
48	Occupational Specialism Content Elaboration - 2 (Team Leadership/Management) signed off	Fri 11/12/20	Fri 11/12/20	adership/Management) signed off 20																		
49	Occupational Specialism Content Elaboration - 3 - (Business Support)	Mon 05/10/20	Fri 11/12/20	3 - (Business Support) 20																		
50	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20																			
51	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20																			
52	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20																			
53	Occupational Specialism Content Elaboration - 3 (Business Support) signed off	Fri 11/12/20	Fri 11/12/20	usiness Support) signed off 20																		

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DETAILED PLAN

ID	Task Name	Start	Finish																												
				H2	2022	H1	H2	2023	H1	H2	2024	H1	H2	2025	H1	H2	2026	H1	H2	2027	H1	H2	2028	H1	H2	2029	H1	H2	2030	H1	H2
54	Occupational Specialism Content Elaboration - 4 - (Information Management)	Mon 05/10/20	Fri 11/12/20	Information Management) 20																											
55	Content production process (Occupational Specialism)	Mon 05/10/20	Fri 23/10/20																												
56	Consultation on Occupational Specialism Content Elaboration	Mon 26/10/20	Fri 13/11/20																												
57	Sign-off Occupational Specialism Content Elaboration	Mon 23/11/20	Mon 23/11/20																												
58	<i>Occupational Specialism Content Elaboration - 4 (Information Management) signed off</i>	Fri 11/12/20	Fri 11/12/20	Information Management) signed off 20																											
59	Draft TQ Specimen Assessment Materials (SAMs) - Indicative Example	Mon 26/10/20	Fri 20/11/20) - Indicative Example 20																											
60	Training SME team	Mon 26/10/20	Fri 30/10/20																												
61	Sample indicative assessment development	Mon 02/11/20	Fri 20/11/20																												
62	Assessment Strategy development	Mon 26/10/20	Fri 20/11/20	nent 20																											
63	Assessment Strategy documented	Mon 26/10/20	Thu 19/11/20																												
64	Initial Draft Assessment Strategy signed off	Fri 20/11/20	Fri 20/11/20	igned off 20																											
65	Provider approval criteria development	Mon 16/11/20	Mon 14/12/20	opment 20																											
66	First completion of provider approval criteria	Mon 16/11/20	Mon 14/12/20																												
67	Submission Validation & sign-off	Mon 16/11/20	Fri 18/12/20	n-off 20																											
68	TQ Specification Production	Mon 16/11/20	Fri 27/11/20																												
69	Draft TQ scheme of assessment and QA arrangement produced	Mon 30/11/20	Fri 11/12/20																												
70	Rationale document produced for the Authority (re any proposed changes to content)	Mon 14/12/20	Fri 18/12/20																												
71	Internal Validity and Compliance Panel	Mon 14/12/20	Fri 18/12/20																												
72	Qualification & Assessment Submission signed off	Fri 18/12/20	Fri 18/12/20	ion signed off 20																											
73	Submission Milestone 1: First Draft Initial TQ deliverables	Mon 04/01/21	Mon 04/01/21	ial TQ deliverables 2021																											
74	Qualification & Assessment Development - FULL DRAFT	Tue 05/01/21	Wed 05/05/21	opment - FULL DRAFT 15/05/2021																											
75	Feedback on submission	Tue 05/01/21	Mon 22/02/21	ion 2/2021																											
76	6 week review period	Tue 05/01/21	Mon 15/02/21																												
77	Feedback on first submission (Institute/Ofqual)	Mon 15/02/21	Mon 15/02/21																												
78	Feedback review	Tue 16/02/21	Mon 22/02/21																												
79	Update Submission Issues Log	Mon 22/02/21	Mon 22/02/21																												

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DETAILED PLAN**

ID	Task Name	Start	Finish	2022		2023		2024		2025		2026		2027		2028		2029		2030	
				H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	
80	Core and Occupational Specialism Content elaboration	Tue 16/02/21	Mon 15/03/21	Content elaboration																	
81	Review and refine content (if required, Inter-AO Activity & update Logs)	Tue 16/02/21	Mon 22/02/21																		
82	Consultation (if required)	Tue 23/02/21	Mon 08/03/21																		
83	Sign-off content elaboration	Tue 09/03/21	Mon 15/03/21																		
84	<i>Content elaboration signed off</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	igned off																	
85	Core sample assessment development	Tue 16/02/21	Mon 15/03/21	development																	
86	Core Examination Sample Assessment Materials (SAMs) Development	Tue 16/02/21	Mon 15/03/21	aterials (SAMs) Development																	
87	Review feedback	Tue 16/02/21	Mon 22/02/21																		
88	Assessment Content Development	Tue 23/02/21	Mon 08/03/21																		
89	QA of SAMs	Tue 09/03/21	Mon 15/03/21																		
90	<i>Core Examination Sample Assessment Materials signed off</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	ent Materials signed off																	
91	Core Employer Set Project Sample Assessment Materials (SAMs) Development	Tue 16/02/21	Mon 15/03/21	t Materials (SAMs) Development																	
92	Review feedback	Tue 16/02/21	Mon 22/02/21																		
93	Assessment Content Development	Tue 23/02/21	Mon 08/03/21																		
94	<i>Core Employer Set Project Sample Assessment Materials (SAMs) signed off</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	ent Materials (SAMs) signed off																	
95	Specialism sample assessment development	Tue 16/02/21	Mon 15/03/21	it development																	
96	QA of SAMs	Tue 09/03/21	Mon 15/03/21																		
97	Specialism Sample Assessment Development - 1 - (Business Improvement)	Tue 16/02/21	Mon 15/03/21	t - 1 - (Business Improvement)																	
98	Review feedback	Tue 16/02/21	Mon 22/02/21																		
99	Assessment Content Development	Tue 23/02/21	Mon 08/03/21																		
100	QA of SAMs	Tue 09/03/21	Mon 15/03/21																		
101	<i>Specialism Sample Assessment Materials signed off - 1 (Business Improvement)</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	ed off - 1 (Business Improvement)																	
102	Specialism Sample Assessment Development - 2 - (Team Leadership/Management)	Tue 16/02/21	Mon 15/03/21	- (Team Leadership/Management)																	
103	Review feedback	Tue 16/02/21	Mon 22/02/21																		
104	Assessment Content Development	Tue 23/02/21	Mon 08/03/21																		
105	QA of SAMs	Tue 09/03/21	Mon 15/03/21																		
106	<i>Specialism Sample Assessment Materials signed off - 2 - (Team</i>	<i>Mon 15/03/21</i>	<i>Mon 15/03/21</i>	(Team Leadership/Management) signed off																	

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DETAILED PLAN**

ID	Task Name	Start	Finish	2022		2023		2024		2025		2026		2027		2028		2029		2030	
				H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	
107	Specialism Sample Assessment Development - 3 - (Business Support)	Tue 16/02/21	Mon 15/03/21			ent - 3 - (Business Support)															
108	Review feedback	Tue 16/02/21	Mon 22/02/21																		
109	Assessment Content Development	Tue 23/02/21	Mon 08/03/21																		
110	QA of SAMs	Tue 09/03/21	Mon 15/03/21																		
111	Specialism Sample Assessment Materials signed off - 3- (Business Support)	Mon 15/03/21	Mon 15/03/21			igned off - 3- (Business Support)															
112	Specialism Sample Assessment Development - 4 - (Information Management)	Tue 16/02/21	Mon 15/03/21			- 4 - (Information Management)															
113	Review feedback	Tue 16/02/21	Mon 22/02/21																		
114	Assessment Content Development	Tue 23/02/21	Mon 08/03/21																		
115	QA of SAMs	Tue 09/03/21	Mon 15/03/21																		
116	Specialism Sample Assessment Materials signed off - 4 (Information Management)	Mon 15/03/21	Mon 15/03/21			l off - 4 (Information Management)															
117	Indicative Guide Exemplification Materials Development	Tue 02/03/21	Wed 24/03/21			aterials Development															
118	Production of indicative guide exemplification materials	Tue 02/03/21	Mon 08/03/21																		
119	Consultation on indicative guide exemplification materials	Tue 09/03/21	Mon 22/03/21																		
120	QA of indicative guide exemplification materials	Tue 23/03/21	Wed 24/03/21																		
121	Indicative guide exemplification materials signed off	Wed 24/03/21	Wed 24/03/21			aterials signed off															
122	Assessment Strategy development - Final	Tue 23/02/21	Mon 22/03/21			opment - Final															
123	Assessment Strategy Documented	Tue 23/02/21	Mon 22/03/21																		
124	Assessment Strategy signed off - final	Mon 22/03/21	Mon 22/03/21			ed off - final															
125	Provider approval criteria development	Tue 23/02/21	Mon 22/03/21			development															
126	Update provider approval criteria	Tue 23/02/21	Mon 22/03/21																		
127	Submission Validation & sign-off - Full draft	Tue 16/02/21	Fri 09/04/21			n-off - Full draft															
128	TQ Specification Production	Tue 16/02/21	Mon 15/03/21																		
129	Revised scheme of assessment and QA arrangements	Thu 25/02/21	Wed 24/03/21																		
130	Internal Validity and Compliance Panel	Thu 25/03/21	Mon 29/03/21																		
131	Contingency for Full Draft sign-off	Tue 30/03/21	Fri 09/04/21																		
132	Qualification & Assessment Submission signed off	Mon 29/03/21	Mon 29/03/21			bmission signed off															
133	Submission 2 Milestone: Initial TQ Deliverables	Tue 04/05/21	Tue 04/05/21			itial TQ Deliverables															

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
134	Full draft documents available to providers on existing website	Wed 05/05/21	Wed 05/05/21	providers on existing website 05/05/2021																		
135	Qualification & Assessment Development - FULL FINAL	Wed 05/05/21	Wed 18/08/21	Development - FULL FINAL 18/08/2021																		
136	Feedback on submission	Wed 05/05/21	Tue 01/06/21	Submission 01/06/2021																		
137	3 Week Review Period	Wed 05/05/21	Tue 25/05/21																			
138	Feedback review	Wed 26/05/21	Tue 01/06/21																			
139	Update Submission Issues Log	Tue 01/06/21	Tue 01/06/21																			
140	Core and Occupational Specialism Content Elaboration	Wed 26/05/21	Wed 09/06/21	alism Content Elaboration 09/06/2021																		
141	Review and refine content (if required)	Wed 26/05/21	Tue 01/06/21																			
142	Consultation (if required)	Wed 02/06/21	Tue 08/06/21																			
143	Sign-off content elaboration	Wed 09/06/21	Wed 09/06/21																			
144	Content elaboration signed off	Wed 09/06/21	Wed 09/06/21	ion signed off 09/06/2021																		
145	Core sample assessment development	Wed 26/05/21	Fri 02/07/21	ment development 02/07/2021																		
146	Core Examination Sample Assessment Materials (SAMs) Development	Wed 26/05/21	Fri 02/07/21	nt Materials (SAMs) Development 02/07/2021																		
147	Review feedback	Wed 26/05/21	Fri 28/05/21																			
148	Assessment Content Development	Mon 31/05/21	Fri 25/06/21																			
149	QA of SAMs	Mon 28/06/21	Fri 02/07/21																			
150	<i>Core Examination Sample Assessment Materials signed off</i>	Fri 02/07/21	Fri 02/07/21	essment Materials signed off 02/07/2021																		
151	Core Employer Set Project Sample Assessment Materials (SAMs) Development	Wed 26/05/21	Fri 02/07/21	smment Materials (SAMs) Development 02/07/2021																		
152	Review feedback	Wed 26/05/21	Fri 28/05/21																			
153	Assessment Content Development	Mon 31/05/21	Fri 25/06/21																			
154	QA of SAMs	Mon 28/06/21	Fri 02/07/21																			
155	<i>Core Employer Set Project Sample Assessment Materials (SAMs) signed off</i>	Fri 02/07/21	Fri 02/07/21	essment Materials (SAMs) signed off 02/07/2021																		
156	Specialism sample assessment development	Wed 26/05/21	Fri 02/07/21	ssment development 02/07/2021																		
157	Specialism Sample Assessment Development - 1 - (Business Improvement)	Wed 26/05/21	Fri 02/07/21	ment - 1 - (Business Improvement) 02/07/2021																		
158	Review feedback	Wed 26/05/21	Fri 28/05/21																			
159	Assessment Content Development	Mon 31/05/21	Fri 25/06/21																			
160	QA of SAMs	Mon 28/06/21	Fri 02/07/21																			

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
161	Specialism Sample Assessment Materials signed off - 1 (Business Improvement)	Fri 02/07/21	Fri 02/07/21																			
162	Specialism Sample Assessment Development - 2 - (Team Leadership/Management)	Wed 26/05/21	Fri 02/07/21																			
163	Review feedback	Wed 26/05/21	Fri 28/05/21																			
164	Assessment Content Development	Mon 31/05/21	Fri 25/06/21																			
165	QA of SAMs	Mon 28/06/21	Fri 02/07/21																			
166	Specialism Sample Assessment Materials signed off - 2 - (Team Leadership/Management)	Fri 02/07/21	Fri 02/07/21																			
167	Specialism Sample Assessment Development - 3 - (Business Support)	Wed 26/05/21	Fri 02/07/21																			
168	Review feedback	Wed 26/05/21	Fri 28/05/21																			
169	Assessment Content Development	Mon 31/05/21	Fri 25/06/21																			
170	QA of SAMs	Mon 28/06/21	Fri 02/07/21																			
171	Specialism Sample Assessment Materials signed off - 3 - (Business Support)	Fri 02/07/21	Fri 02/07/21																			
172	Specialism Sample Assessment Development - 4 - (Information Management)	Wed 26/05/21	Fri 02/07/21																			
173	Review feedback	Wed 26/05/21	Fri 28/05/21																			
174	Assessment Content Development	Mon 31/05/21	Fri 25/06/21																			
175	QA of SAMs	Mon 28/06/21	Fri 02/07/21																			
176	Specialism Sample Assessment Materials signed off - 4 (Information Management)	Fri 02/07/21	Fri 02/07/21																			
177	Full guide exemplification materials development	Mon 05/07/21	Wed 21/07/21																			
178	Full Guide Exemplification Materials Development - 1 - (Business Improvement)	Mon 05/07/21	Wed 21/07/21																			
179	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21																			
180	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
181	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
182	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21																			
183	Indicative guide exemplification materials signed off 1 - (Business Improvement)	Wed 21/07/21	Wed 21/07/21																			
184	Full Guide Exemplification Materials Development - 2 - (Team Leadership/Management)	Mon 05/07/21	Wed 21/07/21																			
185	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21																			
186	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
187	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
188	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21																			
189	Indicative guide exemplification materials signed off - 2 - (Team Leadership/Management)	Wed 21/07/21	Wed 21/07/21																			
190	Full Guide Exemplification Materials Development - 3 - (Business Support)	Mon 05/07/21	Wed 21/07/21																			
191	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21																			
192	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
193	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
194	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21																			
195	Indicative guide exemplification materials signed off - 3- (Business Support)	Wed 21/07/21	Wed 21/07/21																			
196	Full Guide Exemplification Materials Development - 4 - (Information Management)	Mon 05/07/21	Wed 21/07/21																			
197	Production of full guide exemplification materials	Mon 05/07/21	Fri 09/07/21																			
198	Consultation on full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
199	Employer support and validation of full guide exemplification materials	Mon 12/07/21	Fri 16/07/21																			
200	QA of full guide exemplification materials	Mon 19/07/21	Wed 21/07/21																			
201	Indicative guide exemplification materials signed off - 4 (Information Management)	Wed 21/07/21	Wed 21/07/21																			
202	Assessment Strategy Development - Full	Wed 02/06/21	Fri 09/07/21																			
203	Assessment Strategy documented	Wed 02/06/21	Fri 09/07/21																			
204	Assessment Strategy signed off -Full	Fri 09/07/21	Fri 09/07/21																			
205	Provider approval criteria development	Wed 02/06/21	Fri 09/07/21																			
206	Final update provider approval criteria	Wed 02/06/21	Fri 09/07/21																			
207	Submission Validation & sign-off	Thu 27/05/21	Thu 29/07/21																			
208	TQ Specification Production	Thu 27/05/21	Wed 09/06/21																			
209	Revised scheme of assessment and QA arrangements	Thu 08/07/21	Wed 21/07/21																			
210	Internal Validity and Compliance Panel	Thu 22/07/21	Mon 26/07/21																			
211	Contingency for Full Final sign-off	Tue 27/07/21	Thu 29/07/21																			
212	Qualification & Assessment Submission signed off	Mon 26/07/21	Mon 26/07/21																			
213	Submission 3 Milestone: Final submission TQ deliverables	Mon 02/08/21	Mon 02/08/21																			
214	All TQ Documents published on website	Tue 03/08/21	Tue 03/08/21																			

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
215	Milestone: Final approval gained	Wed 04/08/21	Tue 17/08/21	Final approval gained ◆ 17/08/2021																		
216	Final Approved TQ Specifications / documents on website	Wed 18/08/21	Wed 18/08/21	Final Approved TQ Specifications / documents on website ◆ 18/08/2021																		
217	Live assessment production Year 1	Wed 18/08/21	Mon 02/05/22	Live assessment production Year 1 ■ 02/05/2022																		
218	Live assessment production	Wed 18/08/21	Fri 31/12/21																			
219	QA of assessment production	Mon 03/01/22	Fri 29/04/22																			
220	Final live assessments for year 1 and contingency	Mon 02/05/22	Mon 02/05/22	Final live assessments for year 1 and contingency ◆ 02/05/2022																		
221	Master data build on internal systems	Wed 18/08/21	Mon 20/06/22	Master data build on internal systems ■ 20/06/2022																		
222	Product Build	Wed 18/08/21	Tue 05/10/21																			
223	E-Volve Set Up	Tue 03/05/22	Mon 20/06/22																			
224	MyMarkis Set Up	Tue 03/05/22	Thu 26/05/22																			
225	Moderation Portal Set up (If Moderation is being done)	Tue 03/05/22	Mon 30/05/22																			
226	Examination typesetting	Tue 03/05/22	Mon 09/05/22																			
227	Digital Learning Resources Development	Thu 06/05/21	Wed 08/09/21	Digital Learning Resources Development ■ 08/09/2021																		
228	Scoping	Thu 06/05/21	Wed 02/06/21																			
229	Internal sign off on DLR approach	Thu 03/06/21	Thu 03/06/21																			
230	Communicate to Institute on agreed approach	Fri 04/06/21	Fri 04/06/21																			
231	Development	Thu 06/05/21	Fri 03/09/21																			
232	Production	Thu 06/05/21	Wed 01/09/21																			
233	Insert content to Smartscreen	Thu 02/09/21	Wed 08/09/21																			
234	Live assessment production Year 2	Wed 01/12/21	Mon 22/08/22	Live assessment production Year 2 ■ 22/08/2021																		
235	Live assessment production	Wed 01/12/21	Fri 15/04/22																			
236	QA of assessment production	Mon 18/04/22	Fri 12/08/22																			
237	Employer support and validation for grade standard exemplification	Mon 18/04/22	Fri 12/08/22																			
238	Final live assessments for year 2 and contingency	Mon 15/08/22	Mon 15/08/22	Final live assessments for year 2 and contingency ◆ 15/08/2022																		
239	Master data build on internal systems	Tue 16/08/22	Mon 22/08/22																			
240	Live assessment production Year 3	Mon 12/12/22	Tue 29/08/23	Live assessment production Year 3 ■ 29/08/2022																		

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241	Live assessment production	Mon 12/12/22	Wed 26/04/23																			
242	QA of assessment production	Thu 27/04/23	Mon 21/08/23																			
243	Employer support and validation for grade standard exemplification	Thu 27/04/23	Mon 21/08/23																			
244	<i>Final live assessments for year 3 and contingency</i>	Tue 22/08/23	Tue 22/08/23																			
245	Master data build on internal systems	Wed 23/08/23	Tue 29/08/23																			
246	Live assessment production Year 4	Mon 11/12/23	Tue 27/08/24																			
247	Live assessment production	Mon 11/12/23	Wed 24/04/24																			
248	QA of assessment production	Thu 25/04/24	Mon 19/08/24																			
249	Employer support and validation for grade standard exemplification	Thu 25/04/24	Mon 19/08/24																			
250	<i>Final live assessments for year 4 and contingency</i>	Tue 20/08/24	Tue 20/08/24																			
251	Master data build on internal systems	Wed 21/08/24	Tue 27/08/24																			
252	Developing Operational Capability	Tue 01/09/20	Mon 03/09/29																			
253	Marketing	Wed 02/09/20	Mon 30/08/27																			
254	Develop Marketing Strategy	Wed 02/09/20	Tue 15/09/20																			
255	Develop Marketing Plan	Wed 16/09/20	Tue 22/09/20																			
256	Execute Marketing Plan- including ongoing reviews	Mon 30/11/20	Mon 30/08/27																			
257	Develop T-Level landing page on existing website	Thu 01/10/20	Tue 06/10/20																			
258	Stakeholder communications	Tue 01/09/20	Thu 30/09/27																			
259	Event Schedule	Tue 01/09/20	Thu 30/09/27																			
260	Event Schedule for Employers	Tue 01/09/20	Mon 24/01/22																			
261	Employer Webinar – welcome	Thu 01/10/20	Thu 01/10/20																			
262	TQ development launch webinar	Thu 01/10/20	Thu 01/10/20																			
263	TQ review and feedback webinar	Tue 01/12/20	Tue 01/12/20																			
264	TQ review and feedback webinar	Mon 01/02/21	Mon 01/02/21																			
265	TQ launch event x1	Mon 01/02/21	Tue 02/02/21																			
266	TQ review and feedback webinar	Mon 01/02/21	Mon 01/02/21																			
267	TQ review and feedback webinar	Tue 01/06/21	Tue 01/06/21																			

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
268	TQ review and feedback webinar	Thu 01/07/21	Thu 01/07/21																			
269	Year 2	Wed 01/09/21	Sun 01/06/25																			
270	Webinar update on T Levels - in September	Wed 01/09/21	Wed 01/09/21																			
271	Webinar update on T Levels - in March	Tue 01/03/22	Tue 01/03/22																			
272	Face to Face workshop update on T Levels - in June	Wed 01/06/22	Wed 01/06/22																			
273	Year 3	Thu 01/09/22	Sun 01/06/25																			
274	Webinar update on T Levels - in September	Thu 01/09/22	Thu 01/09/22																			
275	Webinar update on T Levels - in March	Wed 01/03/23	Wed 01/03/23																			
276	Face to Face workshop update on T Levels - in June	Thu 01/06/23	Thu 01/06/23																			
277	Year 4	Fri 01/09/23	Sun 01/06/25																			
278	Webinar update on T Levels - in September	Fri 01/09/23	Fri 01/09/23																			
279	Webinar update on T Levels - in March	Fri 01/03/24	Fri 01/03/24																			
280	Face to Face workshop update on T Levels - in June	Sat 01/06/24	Sat 01/06/24																			
281	Year 5	Sun 01/09/24	Sun 01/06/25																			
282	Webinar update on T Levels - in September	Sun 01/09/24	Sun 01/09/24																			
283	Webinar update on T Levels - in March	Sat 01/03/25	Sat 01/03/25																			
284	Face to Face workshop update on T Levels - in June	Sun 01/06/25	Sun 01/06/25																			
285	Event Schedule for Providers	Thu 01/10/20	Wed 23/02/22																			
286	Provider Webinar – welcome	Thu 01/10/20	Thu 01/10/20																			
287	TQ development launch webinar	Thu 01/10/20	Thu 01/10/20																			
288	TQ review and feedback webinar	Tue 01/12/20	Tue 01/12/20																			
289	TQ review and feedback webinar	Mon 01/02/21	Mon 01/02/21																			
290	TQ launch event x1	Mon 01/02/21	Mon 01/02/21																			
291	TQ review and feedback webinar	Tue 01/06/21	Tue 01/06/21																			
292	National TQ events networks regional May-June x 8	Sat 01/05/21	Fri 21/05/21																			
293	TQ review and feedback webinar	Thu 01/07/21	Thu 01/07/21																			
294	Curriculum planning events Oct-Dec x 8	Fri 01/10/21	Wed 22/12/21																			

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295	On-boarding events Feb-June x 8	Tue 01/02/22	Wed 22/06/22																			
296	Operational readiness activities visits - May-Dec 2022	Mon 02/05/22	Fri 23/12/22																			
297	Year 1	Mon 03/10/22	Fri 01/09/23																			
298	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Mon 03/10/22	Fri 01/09/23																			
299	Oct – Dec 22 Autumn network meetings x 4	Mon 03/10/22	Thu 22/12/22																			
300	Feb – March 23 Spring Network meetings x 4	Wed 01/02/23	Fri 31/03/23																			
301	Sept 23 Weekly telephone surgeries	Fri 01/09/23	Fri 29/09/23																			
302	May 23 - Lessons learnt sessions x 4	Tue 02/05/23	Wed 31/05/23																			
303	Year 2	Mon 02/10/23	Mon 02/09/24																			
304	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Mon 02/10/23	Mon 02/09/24																			
305	Oct – Dec 23 Autumn network meetings x 4	Mon 02/10/23	Fri 22/12/23																			
306	Feb – March 24 Spring Network meetings x 4	Thu 01/02/24	Fri 29/03/24																			
307	Sept 24 Weekly telephone surgeries	Tue 03/09/24	Fri 27/09/24																			
308	May 24 - Lessons learnt sessions x 4	Wed 01/05/24	Fri 31/05/24																			
309	Year 3	Tue 01/10/24	Fri 26/09/25																			
310	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Tue 01/10/24	Fri 04/10/24																			
311	Oct – Dec 24 Autumn network meetings x 4	Tue 01/10/24	Fri 20/12/24																			
312	Feb – March 25 Spring Network meetings x 4	Mon 03/02/25	Fri 28/03/25																			
313	Sept 25 Weekly telephone surgeries	Mon 01/09/25	Fri 26/09/25																			
314	May 25 - Lessons learnt sessions x 4	Thu 01/05/25	Fri 30/05/25																			
315	Year 4	Wed 01/10/25	Tue 01/09/26																			
316	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Wed 01/10/25	Tue 01/09/26																			
317	Oct – Dec 25 Autumn network meetings x 4	Wed 01/10/25	Wed 01/10/25																			
318	Feb – March 26 Spring Network meetings x 4	Mon 02/02/26	Fri 27/03/26																			
319	Sept 26 Weekly telephone surgeries	Tue 01/09/26	Fri 25/09/26																			
320	May 26 - Lessons learnt sessions x 4	Fri 01/05/26	Fri 29/05/26																			
321	Year 5	Tue 01/09/26	Thu 30/09/27																			

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322	Quarterly webinars for tutors (Autumn, winter, spring, summer)	Tue 01/09/26	Mon 26/10/26																			
323	Oct – Dec 26 Autumn network meetings x 4	Thu 01/10/26	Fri 18/12/26																			
324	Feb – March 27 Spring Network meetings x 4	Mon 01/02/27	Fri 26/03/27																			
325	Sept 27 Weekly telephone surgeries	Wed 01/09/27	Thu 30/09/27																			
326	May 27 - Lessons learnt sessions x 4	Mon 03/05/27	Fri 28/05/27																			
327	Create Contact strategy for Providers	Thu 01/10/20	Wed 17/02/21	Providers 2/2021																		
328	Create Contact Strategy for Employers	Thu 01/10/20	Wed 17/02/21																			
329	Develop Communication plan	Wed 16/09/20	Tue 13/10/20																			
330	Employer/Provider Communications strategy	Thu 01/10/20	Mon 02/08/21																			
331	Produce quarterly e-bulletin on key dates for TQ delivery	Thu 01/10/20	Wed 31/12/25																			
332	Produce newsletters on key dates for TQ delivery - termly	Wed 06/01/21	Tue 07/04/26																			
333	Produce regular updates for key dates and admin activities	Wed 06/01/21	Tue 07/04/26																			
334	Provider approval	Fri 01/10/21	Mon 31/08/26	21																		
335	Qualification Approval Y1	Fri 01/10/21	Wed 31/08/22																			
336	Provider approval Y1	Fri 01/10/21	Wed 31/08/22																			
337	Qualification Approval Y2	Mon 03/10/22	Thu 31/08/23																			
338	Provider approval Y2	Mon 03/10/22	Thu 31/08/23																			
339	Qualification Approval Y3	Tue 03/10/23	Fri 30/08/24																			
340	Provider approval Y3	Tue 03/10/23	Fri 30/08/24																			
341	Qualification Approval Y4	Wed 02/10/24	Tue 02/09/25																			
342	Provider approval Y4	Wed 02/10/24	Tue 02/09/25																			
343	Qualification Approval Y5	Wed 01/10/25	Mon 31/08/26																			
344	Provider approval Y5	Wed 01/10/25	Mon 31/08/26																			
345	Provider support documentation	Fri 01/10/21	Thu 05/05/22	der support documentation 21																		
346	Creation of Welcome Pack	Fri 01/10/21	Thu 05/05/22																			
347	Checklist of dates included in welcome pack	Fri 01/10/21	Thu 05/05/22																			
348	Exam timetables	Fri 01/10/21	Thu 01/09/22																			

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ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
349	Guide - Teaching & learning	Fri 01/10/21	Thu 05/05/22																			
350	Guide - Portal	Fri 01/10/21	Thu 05/05/22																			
351	Provider support (Face to Face Events) Year 1 of delivery	Thu 01/09/22	Fri 30/06/23	Provider support (Face to Face Events) Year 1 of delivery 01/09/2022 30/06/2023																		
352	TQ Networking seminars (Autumn)	Mon 03/10/22	Fri 16/12/22																			
353	TQ Networking seminars(Spring)	Wed 01/02/23	Fri 31/03/23																			
354	TQ Networking seminars(Summer) - Feedback & Reflection - sharing good practice	Tue 02/05/23	Fri 30/06/23																			
355	Weekly surgeries - technical queries	Thu 01/09/22	Fri 30/06/23																			
356	Employer events	Thu 01/09/22	Fri 28/04/23																			
357	On-going Provider support	Fri 01/09/23	Fri 30/06/28																			
358	Events Y2	Fri 01/09/23	Wed 02/07/25																			
359	Development of resources Y3	Tue 03/10/23	Mon 06/05/24																			
360	Events Y3	Sun 01/09/24	Wed 01/07/26																			
361	Development of resources Y4	Wed 02/10/24	Tue 06/05/25																			
362	Events Y4	Tue 02/09/25	Fri 02/07/27																			
363	Development of resources Y5	Wed 01/10/25	Tue 05/05/26																			
364	Events Y5	Tue 01/09/26	Fri 30/06/28																			
365	Provider support/customer services	Wed 02/09/20	Mon 03/09/29	Provider support/customer services 03/09/2029																		
366	Provider support training with customer support teams	Wed 02/09/20	Tue 13/10/20																			
367	Sector specific knowledge - ongoing customer facing teams training	Wed 02/09/20	Tue 13/10/20																			
368	Provider Queries FLC5 activities - ongoing	Thu 01/10/20	Mon 03/09/29																			
369	Provider complaints/ malpractice/appeals - ongoing	Thu 01/09/22	Fri 31/08/29																			
370	Provider registrations and booking support - ongoing	Thu 01/09/22	Fri 31/08/29																			
371	Associate recruitment and training	Thu 01/09/22	Fri 14/05/27																			
372	Associate Recruitment & Selection Y1	Thu 01/09/22	Tue 31/01/23																			
373	Associate Training Y1	Wed 01/02/23	Mon 15/05/23																			
374	Associate Recruitment & Selection Y2	Fri 01/09/23	Tue 30/01/24																			
375	Associate Training Y2	Thu 01/02/24	Tue 14/05/24																			

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376	Associate Recruitment & Selection Y3	Sun 01/09/24	Mon 27/01/25																			
377	Associate Training Y3	Sat 01/02/25	Tue 13/05/25																			
378	Associate Recruitment & Selection Y4	Mon 01/09/25	Tue 27/01/26																			
379	Associate Training Y4	Sun 01/02/26	Wed 13/05/26																			
380	Associate Recruitment & Selection Y5	Wed 02/09/26	Fri 29/01/27																			
381	Associate Training Y5	Wed 03/02/27	Fri 14/05/27																			
382	Overarching services (systems and processes)	Wed 04/11/20	Tue 09/11/21	Systems and processes)	09/11/2021																	
383	Scoping	Wed 04/11/20	Tue 09/02/21																			
384	Initial assessment phase	Wed 04/11/20	Tue 10/11/20																			
385	Review options	Wed 11/11/20	Tue 01/12/20																			
386	Gap and impact analysis	Mon 07/12/20	Fri 18/12/20																			
387	High level requirements	Mon 21/12/20	Tue 19/01/21																			
388	High level requirements approved	Wed 20/01/21	Tue 09/02/21																			
389	Design	Wed 10/02/21	Wed 31/03/21																			
390	High level design document	Wed 10/02/21	Wed 10/03/21																			
391	Design approved	Thu 11/03/21	Wed 31/03/21																			
392	Development	Thu 01/04/21	Mon 02/08/21	ment	02/08/2021																	
393	Low level design	Thu 01/04/21	Wed 26/05/21																			
394	System build	Thu 27/05/21	Wed 21/07/21																			
395	Unit test	Thu 22/07/21	Mon 02/08/21																			
396	Development complete	Mon 02/08/21	Mon 02/08/21	ment complete	02/08/2021																	
397	Testing	Tue 03/08/21	Tue 19/10/21	Testing	19/10/2021																	
398	Integration Testing	Tue 03/08/21	Mon 23/08/21																			
399	User Acceptance Testing	Tue 24/08/21	Tue 21/09/21																			
400	Regression Testing	Wed 22/09/21	Tue 12/10/21																			
401	Performance Testing	Wed 13/10/21	Tue 19/10/21																			
402	Testing complete	Tue 19/10/21	Tue 19/10/21	sting complete	19/10/2021																	

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
(CITY & GUILDS)
DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
403	Go live	Wed 20/10/21	Tue 09/11/21	Go live 021	09/11/2021																	
404	Promote change to Production	Wed 20/10/21	Tue 26/10/21																			
405	Operate phase	Wed 27/10/21	Tue 09/11/21																			
406	System changes live	Tue 09/11/21	Tue 09/11/21	System changes live 09/11/2021																		
407	Delivering the Service	Wed 01/09/21	Fri 30/11/29																			
408	Year 1	Wed 01/09/21	Wed 31/01/24																			
409	Key Date: Final timetable (assessment Timetable issued)	Tue 18/01/22	Mon 28/02/22	timetable (assessment Timetable issued) 28/02/2022																		
410	Key date: Submit TQ Registration data to the Authority	Tue 01/11/22	Wed 30/11/22	Key date: Submit TQ Registration data to the Authority 30/11/2022																		
411	Key date: Deadline for entries for assessments by Approved Providers	Mon 20/02/23	Mon 20/02/23	Key date: Deadline for entries for assessments by Approved Providers 20/02/2023																		
412	Key date: Final date for submitting Reasonable Adjustment requests to the Supplier by Approved	Tue 14/02/23	Mon 20/02/23	Key date: Final date for submitting Reasonable Adjustment requests to the Supplier by Approved Providers 20/02/2023																		
413	Key Date: First date for submitting Special Consideration requests to the Supplier	Tue 09/05/23	Tue 09/05/23	Key Date: First date for submitting Special Consideration requests to the Supplier 09/05/2023																		
414	Key Date: Assessments take place (and shared with the Authority)	Wed 10/05/23	Tue 20/06/23	Key Date: Assessments take place (and shared with the Authority) 20/06/2023																		
415	Key Date: Restricted release of TQ results to Approved Providers by the Authority	Tue 15/08/23	Mon 21/08/23	Key Date: Restricted release of TQ results to Approved Providers by the Authority 21/08/2023																		
416	Key Date: Release of results to Students by the Authority	Tue 15/08/23	Mon 21/08/23	Key Date: Release of results to Students by the Authority 21/08/2023																		
417	Key Date: Release of more detailed TQ results data from the Supplier	Tue 15/08/23	Mon 21/08/23	Key Date: Release of more detailed TQ results data from the Supplier 21/08/2023																		
418	Key Date: Appeals and assessment review requests made	Tue 19/09/23	Mon 25/09/23	Key Date: Appeals and assessment review requests made 25/09/2023																		
419	Produce timetable	Wed 01/09/21	Mon 17/01/22	Produce timetable 17/01/2022																		
420	Work with other AOs re timetable	Wed 01/09/21	Tue 07/12/21																			
421	Draft timetable available	Tue 07/12/21	Mon 17/01/22																			
422	Provider Bookings & Admin	Thu 01/09/22	Thu 04/05/23	Provider Bookings & Admin 01/09/2022 04/05/2023																		
423	Provider registrations	Thu 01/09/22	Tue 28/02/23	Provider registrations 01/09/2022 28/02/2023																		
424	Registration booking window	Thu 01/09/22	Tue 28/02/23	Registration booking window 01/09/2022 28/02/2023																		
425	Provider Registration Expected	Thu 01/09/22	Wed 02/11/22																			
426	Late	Thu 03/11/22	Tue 03/01/23																			
427	Very late	Wed 04/01/23	Tue 28/02/23																			
428	Registrations Amendments	Thu 01/09/22	Tue 28/02/23	Registrations Amendments 01/09/2022 28/02/2023																		
429	Expected	Thu 01/09/22	Wed 02/11/22																			

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
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DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
430	Late	Thu 03/11/22	Tue 03/01/23																			
431	Very late	Wed 04/01/23	Tue 28/02/23																			
432	Provider Assessment Entries	Thu 01/09/22	Thu 04/05/23																			
433	Assessment booking window opens	Thu 01/09/22	Thu 04/05/23																			
434	Provider Assessment Expected Entries	Thu 01/09/22	Mon 20/02/23																			
435	Late Entries	Tue 21/02/23	Fri 21/04/23																			
436	Very late	Sat 22/04/23	Thu 04/05/23																			
437	Assessment Amendments	Thu 01/09/22	Thu 04/05/23																			
438	Expected Entries	Thu 01/09/22	Mon 20/02/23																			
439	Late Entries	Tue 21/02/23	Fri 21/04/23																			
440	Very late	Sat 22/04/23	Thu 04/05/23																			
441	Cancellations	Thu 01/09/22	Wed 12/04/23																			
442	Registration Cancellations (on time)	Thu 01/09/22	Tue 10/01/23																			
443	Registration Cancellation (late)	Wed 11/01/23	Tue 31/01/23																			
444	Entries Cancellations (on time)	Thu 01/09/22	Wed 15/02/23																			
445	Entries Cancellation (late)	Thu 16/02/23	Wed 12/04/23																			
446	Exam Paper Delivery	Wed 26/04/23	Tue 06/06/23																			
447	Assessments	Wed 10/05/23	Tue 20/06/23																			
448	Core Exam (Paper/Evolve)	Wed 10/05/23	Tue 20/06/23																			
449	Employer Set-Project - submission window	Wed 10/05/23	Tue 20/06/23																			
450	Grading & Awarding	Thu 11/05/23	Wed 20/09/23																			
451	Script Return & Scanning	Thu 11/05/23	Tue 04/07/23																			
452	Standardisation Examination	Wed 17/05/23	Tue 27/06/23																			
453	Standardisation Employer-set Project	Wed 17/05/23	Tue 27/06/23																			
454	Marking & Sampling	Thu 18/05/23	Tue 18/07/23																			
455	Awarding & review panels	Thu 01/06/23	Tue 18/07/23																			
456	Result release	Tue 08/08/23	Tue 08/08/23																			

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
(CITY & GUILDS)
DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
457	Appeals window opens	Wed 20/09/23	Wed 20/09/23																			
458	Quality assurance activities (approval revisit - exam audit)	Thu 01/09/22	Thu 31/08/23																			
459	Moderation visits (if required)	Mon 03/04/23	Mon 31/07/23																			
460	Assessment window for retakes and second series (TBC)	Fri 01/12/23	Wed 31/01/24																			
461	Annual review of qualification and service performance	Tue 01/08/23	Thu 31/08/23																			
462	Annual penetration testing performance	Tue 01/08/23	Thu 31/08/23																			
463	Year 2	Fri 04/11/22	Wed 29/01/25																			
464	Key Date: Final timetable (assessment Timetable issued)	Tue 21/02/23	Mon 27/02/23																			
465	Key Date: Submit TQ Registration data to the Authority	Wed 01/11/23	Thu 30/11/23																			
466	Key Date: Deadline for entries for assessments by Approved Providers	Mon 19/02/24	Mon 19/02/24																			
467	Key Date: Final date for submitting Reasonable Adjustment requests to the Supplier by Approved	Tue 13/02/24	Mon 19/02/24																			
468	Key Date: First date for submitting Special Consideration requests to the Supplier	Wed 08/05/24	Wed 08/05/24																			
469	Key Date: Assessments take place (and shared with the Authority)	Wed 08/05/24	Tue 18/06/24																			
470	Key Date: Restricted release of TQ results to Approved Providers by the Authority	Wed 14/08/24	Tue 20/08/24																			
471	Key Date: Release of results to Students by the Authority	Wed 14/08/24	Tue 20/08/24																			
472	Key Date: Release of more detailed TQ results data from the Supplier	Wed 14/08/24	Tue 20/08/24																			
473	Key Date: Appeals and assessment review requests made	Wed 18/09/24	Tue 24/09/24																			
474	Key Date: Certificates issued by Authority	Wed 20/11/24	Tue 26/11/24																			
475	Produce timetable	Fri 04/11/22	Mon 27/02/23																			
476	Work with other AOs re timetable	Fri 04/11/22	Mon 20/02/23																			
477	Timetable available	Tue 21/02/23	Mon 27/02/23																			
478	Provider Bookings & Admin	Fri 01/09/23	Thu 02/05/24																			
479	Provider Registrations	Fri 01/09/23	Wed 28/02/24																			
480	Registration booking window	Fri 01/09/23	Wed 28/02/24																			
481	Provider Registration Expected	Fri 01/09/23	Thu 02/11/23																			
482	Late	Fri 03/11/23	Wed 03/01/24																			
483	Very late	Thu 04/01/24	Wed 28/02/24																			

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
(CITY & GUILDS)
DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
484	Registrations Amendments	Fri 01/09/23	Wed 28/02/24																			
485	Expected	Fri 01/09/23	Thu 02/11/23																			
486	Late	Fri 03/11/23	Wed 03/01/24																			
487	Very late	Thu 04/01/24	Wed 28/02/24																			
488	Provider Assessment Entries	Fri 01/09/23	Thu 02/05/24																			
489	Assessment booking window opens	Fri 01/09/23	Thu 02/05/24																			
490	Provider Assessment Expected Entries	Fri 01/09/23	Mon 19/02/24																			
491	Late Entries	Tue 20/02/24	Fri 19/04/24																			
492	Very late	Sun 21/04/24	Thu 02/05/24																			
493	Assessment Amendments	Fri 01/09/23	Thu 02/05/24																			
494	Expected Entries	Fri 01/09/23	Thu 15/02/24																			
495	Late Entries	Fri 16/02/24	Wed 17/04/24																			
496	Very late	Fri 19/04/24	Thu 02/05/24																			
497	Cancellations	Fri 01/09/23	Thu 11/04/24																			
498	Registration Cancellations (on time)	Fri 01/09/23	Wed 10/01/24																			
499	Registration Cancellation (late)	Thu 11/01/24	Wed 31/01/24																			
500	Entries Cancellations (on time)	Fri 01/09/23	Thu 15/02/24																			
501	Entries Cancellation (late)	Fri 16/02/24	Thu 11/04/24																			
502	Exam Paper Delivery	Fri 26/04/24	Thu 06/06/24																			
503	Assessments	Wed 08/05/24	Tue 25/06/24																			
504	Core Exam (Paper/Evolve)	Wed 08/05/24	Tue 25/06/24																			
505	Employer Set-Project - submission window	Wed 08/05/24	Tue 25/06/24																			
506	Occupational Specialism - submission window	Wed 08/05/24	Tue 25/06/24																			
507	Grading & Awarding	Sat 11/05/24	Thu 19/09/24																			
508	Script Return & Scanning	Sat 11/05/24	Wed 03/07/24																			
509	Standardisation Examination	Fri 17/05/24	Thu 27/06/24																			
510	Standardisation Employer-set Project	Fri 17/05/24	Thu 27/06/24																			

**T-LEVEL - IMPLEMENTATION PLAN - MANAGEMENT AND ADMINISTRATION
(CITY & GUILDS)
DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
511	Standardisation Occupational Specialism	Fri 17/05/24	Thu 27/06/24																			
512	Marking & Sampling	Sat 18/05/24	Wed 17/07/24																			
513	Awarding & review panels	Sat 01/06/24	Wed 17/07/24																			
514	Result release	Sun 04/08/24	Sun 04/08/24																			
515	Appeals window opens	Thu 19/09/24	Thu 19/09/24																			
516	Quality assurance activities (approval revisit - exam audit)	Fri 01/09/23	Fri 30/08/24																			
517	Moderation visits (if required)	Wed 03/04/24	Wed 31/07/24																			
518	Assessment window for retakes and second series (TBC)	Sun 01/12/24	Wed 29/01/25																			
519	Annual review of qualification and service performance	Thu 01/08/24	Mon 02/09/24																			
520	Annual penetration testing performance	Thu 01/08/24	Mon 02/09/24																			
521	Year 3	Sat 04/11/23	Mon 02/02/26																			
522	Produce timetable	Sat 04/11/23	Thu 30/05/24																			
523	Provider Bookings & Admin	Sun 01/09/24	Wed 07/05/25																			
524	Assessment Sitting/ Submission	Sat 10/05/25	Thu 19/06/25																			
525	Grading & Awarding	Sat 10/05/25	Thu 18/09/25																			
526	Key Date: Certificates issued by Authority	Fri 21/11/25	Thu 27/11/25																			
527	Moderation visits (if required)	Tue 01/04/25	Thu 31/07/25																			
528	Quality assurance activities (approval revisit - exam audit)	Sun 01/09/24	Fri 29/08/25																			
529	Assessment window for retakes and second series (TBC)	Tue 02/12/25	Mon 02/02/26																			
530	Annual review of qualification and service performance	Fri 01/08/25	Mon 01/09/25																			
531	Annual penetration testing performance	Fri 01/08/25	Mon 01/09/25																			
532	Year 4	Sun 03/11/24	Mon 01/02/27																			
533	Produce timetable	Sun 03/11/24	Thu 29/05/25																			
534	Provider Bookings & Admin	Sat 30/08/25	Wed 06/05/26																			
535	Assessment Sitting/ Submission	Sat 09/05/26	Thu 18/06/26																			
536	Grading & Awarding	Wed 13/05/26	Tue 22/09/26																			
537	Key Date: Certificates issued by Authority	Sat 21/11/26	Thu 26/11/26																			

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(CITY & GUILDS)
DETAILED PLAN**

ID	Task Name	Start	Finish	H2	2022 H1	H2	2023 H1	H2	2024 H1	H2	2025 H1	H2	2026 H1	H2	2027 H1	H2	2028 H1	H2	2029 H1	H2	2030 H1	H2
538	Quality assurance activities (approval revisit - exam audit)	Mon 01/09/25	Mon 31/08/26																			
539	Moderation visits (if required)	Wed 01/04/26	Fri 31/07/26																			
540	Assessment window for retakes and second series (TBC)	Tue 01/12/26	Mon 01/02/27																			
541	Annual review of qualification and service performance	Sat 01/08/26	Fri 28/08/26																			
542	Annual penetration testing performance	Sat 01/08/26	Fri 28/08/26																			
543	Year 5	Thu 06/11/25	Mon 31/01/28																			
544	Produce timetable	Thu 06/11/25	Wed 03/06/26																			
545	Provider Bookings & Admin	Thu 03/09/26	Tue 11/05/27																			
546	Assessment Sitting/ Submission	Wed 12/05/27	Tue 22/06/27																			
547	Grading & Awarding	Thu 13/05/27	Wed 22/09/27																			
548	Key Date: Certificates issued by Authority	Sat 20/11/27	Thu 25/11/27																			
549	Quality assurance activities (approval revisit - exam audit)	Tue 01/09/26	Tue 31/08/27																			
550	Moderation visits (if required)	Thu 01/04/27	Mon 02/08/27																			
551	Assessment window for retakes and second series (TBC)	Wed 01/12/27	Mon 31/01/28																			
552	Annual review of qualification and service performance	Tue 03/08/27	Tue 31/08/27																			
553	Annual penetration testing performance	Tue 03/08/27	Tue 31/08/27																			
554	Repeat relevant delivery activities to contract end 31/08/28 e.g. for resits	Tue 03/11/26	Fri 30/11/29																			

Type of Resource	Volume of Resource	Redacted	Redacted	Redacted	When resource is first required	Duration resource required for	Is resource in place (Y/N). If No, what is the method of recruitment and/or resourcing them ahead of when they are required	Redacted
Programme/Project Manager ¹	x1		<p>Delivery responsibilities:</p> <ul style="list-style-type: none"> • Programme management across workstreams/functional teams to ensure plans, operational resource and capability is in place to deliver the new TQ qualifications • Chairs the Programme Steering Group and Project Board • Reports and monitor delivery against SRs and KPIs • Prepares progress reports and risk/issue escalations for Steering Group and T-level Governance Board • Prepares and meet with IFATE weekly to report on progress, update on any deviation from submitted resource and implementation plans and escalate any risks/issues and action plans to mitigate. • Relationship management between IFATE and City & Guilds • Updates and maintains the Exit Strategy. <p>Skills required:</p> <ul style="list-style-type: none"> • Programme/project management • Planning, risk and resource management • Commercial and business acumen • Analysis and reporting • Leadership and management • Stakeholder management • Problem solving & decision making • Communication 		Jun 20	Duration of contract	Y	

Head of Assessment Design [†]	x1	Redacted	<p>Delivery Responsibilities: Alongside the Head of Development, this role will ensure the overall validity of the TQ development, by:</p> <ul style="list-style-type: none"> • Inputting into the TQ assessment approach and agreeing design principles to be achieved through the TQ development • Engaging liaison from a wider pool of assessment experts in design, development and research as part of a design principles group to ensure security in assessment design approach • Sitting on the Design Principles Group and Validity and Compliance Panel • Supporting the development of the Assessment Strategy, through critical review and revision • Providing guidance and sampling of sample and first assessments produced by the Development team • Provide support to embed the TQ assessment development, maintenance, awarding and result release into the assessment team. This role is a supportive role in the development of the TQ. <p>Skills Required:</p> <ul style="list-style-type: none"> • Experience of current methodologies and approaches used within qualification and assessment design • Knowledge of regulatory matters in relation to qualifications and assessments • Experience of leading and managing teams of individuals to design and develop assessments across a range of qualification types, including new qualification types (e.g. T Levels, Tech Levels, Apprenticeships) • Experience of the development and delivery of new technologies and systems to support the delivery of new qualifications/assessments, including supporting functional testing and operationalising. • Experience of managing the awarding process of assessments, ensuring accurate result release and issue. 	Redacted	Nov 20	Duration of contract	y	Redacted
Assessment Design Manager [†]	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Provides support and guidance as part of the Design Principles Group in terms of the development of the assessment approach and design • Supports the operational delivery of all assessments • Feeds into assessment strategy from an operational delivery perspective • Review and sign-off of SAMs from an operational delivery perspective • Develops Grade Exemplification materials • Responsible for the validation, awarding and standardisation of the first set of live assessments, reporting of results to HATE for the first set of live assessments. <p>Skills required:</p> <ul style="list-style-type: none"> • Current knowledge of qualification and assessment design approaches and methodologies, and regulatory requirements • Experience of leading teams, individuals and SMEs to develop and deliver assessments across a range of qualification types • Experience of managing the awarding, standardisation and validation of assessment results across multiple assessments, including the determination of valid grade boundaries • Experience of supporting the development of new systems and technologies to support the effective delivery of new qualifications/assessments. 	Redacted	Oct 20	Duration of contract	y	Redacted

		Redacted		Redacted				Redacted
Head of Development*	x1		<p>Delivery Responsibilities: This role will have overall accountability of the TQ development and act as Workstream Lead for the Assessment and Development Workstream. Specifically:</p> <ul style="list-style-type: none"> • Direct line management of the Development Manager team, ensuring that TQ content and assessment development is effective and efficient to meet deadlines and quality standards • Development of the Assessment Strategy for the TQ and ensuring the TQ is delivered against this • Responsible for ensuring that all contract milestones are met as part of the development; including ensuring that submissions are of a quality standard, and meet agreed design principles • Liaison and agreement with internal teams to ensure the valid design and development of the TQ, e.g. Design Principles Group, VCP, and ensuring that the TQ is compliant with these principles at all stages of the qualification development process • Leads the Assessment and Development workstream meetings • Prepares for and contributes to monthly Project Board reporting on workstream progress, risks and issues • Provides weekly progress reports for IfATE • Liaison with IfATE, employer panels and others throughout the development of the TQ, ensuring that all requirements are met. <p>Skills required:</p> <ul style="list-style-type: none"> • Current experience, knowledge and understanding of the wider education/qualifications sector • Demonstrable experience of leading qualification development projects (e.g. new suites of qualifications governed by regulatory reform, embedding of new qualification types) • Demonstrable experience of leading and managing teams of Development Managers to deliver new qualifications/projects • Experience of developing new systems/technologies to support new Qualification offers • Experience of engaging and supporting stakeholders within the delivery of new qualifications (e.g. contractors, regulators) 		Jul 20	May 22	y	

Development Manager ⁴	x1	Redacted	<p>Delivery Responsibilities: This role will be responsible for the content development of the TQ, e.g.</p> <ul style="list-style-type: none"> Engaging with technical panels, employers and Providers to develop, amplify and validate qualification content against agreed design principles Development of sample and first live assessment materials to quality standards and to meet agreed design principles Development of Guide Exemplification materials Ensuring sufficient consultation and engagement with employers and Providers to validate TQ content and assessment materials Completing system builds and ensuring the operational delivery of the TQ. <p>Skills Required:</p> <ul style="list-style-type: none"> Current knowledge and understanding of qualification and assessment design and development principles Experience in the design, development and delivery of new qualifications and assessments Experience in engaging with, leading and managing Subject Matter Experts, Providers and Employers in the development of fit-for-purpose qualifications and assessments Experience in developing qualification and assessment support materials that are customer-focused, relevant and engaging and meet City & Guilds design principles. 	Redacted	Aug 20	May 22	Y	Redacted
Qualification Development Administrator	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Support with TQ Specification Production (linked to content stages). Support with production of draft scheme of assessment and QA arrangement Maintains minutes of key workshops - including scoping, development and editing meetings - ensuring an audit trail of key decisions is kept. <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in administrative activity for contracted Technical Experts Supporting Qualification and Assessment Development team. Create qualification and assessment documentation for Assessment Coordinators and Managers ready for proofing and sign-off Build qualification and assessment data on internal systems to allow for learner registration and assessment Process Question Papers through proof/print 	Redacted	Oct 20	May 22	Y	Redacted
Assessment Coordinator	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Support with developing ongoing assessments. Marking, standardisation and awarding. Ongoing standards setting. Grade Standard Exemplification Material. Chair Awarding panels <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in assessment development and maintenance, including question paper production (including printing/proofing) Experience in supporting teams of examiners to mark, standardise and award assessments accurately, with reliable results achieved Experience in managing SMEs for writing, editing and marking assessments Chairing Assessment Material Editing Committees and Awarding panels 	Redacted	Oct 20	Duration of contract	Y	Redacted
Assessment Team Administrator	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Supports QP production, processing papers through proof/print Supports contracting process of assessment SMEs, including annual contract renewal support. <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in administrative activity for contracted Technical Experts Process Question Papers through proof and print. 	Redacted	Oct 20	Duration of contract	Y	Redacted

Qualification Development - Subject Matter Experts - Core and Occupational Specialists External	5 to 10 - depending on recruitment and coverage of specialisms	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Individuals employed in this capacity will Provide subject matter expertise across the Core and/or occupational specialism content, to ensure fit for purpose content development/amplification Provide recommendations on assessment approaches to support fit for purpose assessment Write, develop and edit sample assessments and first set of live assessments <p>Skills Required:</p> <ul style="list-style-type: none"> Occupationally competent and knowledgeable within the technical area covered by the TQ, including the Core and/or Occupational Specialisms Have current experience in Management and Administration roles, including an understanding of the educational space, range of students, Provider delivery requirements Experience of developing fit for purpose assessments and assessment materials for students at the same level of demand and assessment type as targeted by the TQ Experience of SEND requirements 	Redacted	Oct 20	May 22	Y	Key SME resource is in place with meetings and webinars taking place from April 2020 to ensure all core and occupational specialisms are covered, and to secure SME commitment, ready to start from October 2020.		
Qualification Development - Industry Employer Panel - External	5 to 10 - depending on recruitment and coverage of specialisms	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> To support the development of TQ content, assessments and exemplification materials Act as a point of contact through development activity, working with the assessment and development team at City & Guilds Validate TQ and assessment content (employer-set projects and occupational specialism assessments), and guide exemplification materials prior to milestone submissions within the TQ development phase and validate these assessments prior to the assessments being taken Attend any training to support the employer in the delivery of these requirements. <p>Skills Required:</p> <ul style="list-style-type: none"> Occupationally competent and knowledgeable within the Management and Administration sector, including within the occupational specialism that they are signing off Current sector experience to ensure reliable sign off of briefs that are realistic, relevant and manageable for Providers Understanding of the assessment methodologies and processes of the TQ programme 	Redacted	Oct 20	May 22	Y	Key Employer resource is in place with meetings and webinars taking place from April 2020 to ensure all core and occupational specialisms are covered, and to secure commitment, ready to start from October 2020.		
Assessment Development - Subject Matter Experts - External	5 to 10 - depending on recruitment and coverage of specialisms	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Draft live assessments for Year 2 and outstanding for the rest of the TQ lifespan Sit on the Assessment Materials Editing Committee ensuring draft assessments are finalised and approved for delivery Respond to technical queries related to assessments. <p>Skills Required:</p> <ul style="list-style-type: none"> Occupationally knowledgeable in the Core content and/or Occupational specialism (dependant on the assessments worked on) Current experience in the Management and Administration education sector – with experience of Provider behaviour, student ability at the TQ level Experience of assessment writing and development for the assessment methodologies used within the TQ Experience of adapting assessments to meet SEND requirements 	Redacted	Dec 21	Duration of contract	Y	Retain SMEs involved in qualification development with ongoing recruitment as necessary to ensure all core and occupational specialisms are covered for the duration of the contract.		
Assessment Development - Industry Employer Panel - External	5 to 10 - depending on recruitment and coverage of specialisms	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Validate and sign off employer set project briefs. Guide and Grade Standard Exemplification Materials sign off. <p>Skills Required:</p> <ul style="list-style-type: none"> Occupationally competent and knowledgeable within the Management and Administration sector, including within the occupational specialism that they are signing off Current sector experience to ensure reliable sign off of briefs that are realistic, relevant and manageable for Providers Understanding of the assessment methodologies and processes of the TQ programme 	Redacted	Dec 21	Duration of contract	Y	Retain Employers involved in qualification development with ongoing recruitment as necessary to ensure all core and occupational specialisms are covered for the duration of the contract.		

Assessment Development - Scrutineers - External	x2	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Provide scrutiny on assessment material in the development stage as an independent scrutineer to the Assessment Material Editing Committee • Review the final drafts of all question papers/tasks without reference to the mark schemes to ensure that the questions can be answered in the time allowed and that there are no errors or omissions • Review the mark scheme to ensure that the marks given are identical to those on the question paper • Prepare and submit a report on the findings of the review, and provide further feedback as needed <p>Skills Required:</p> <ul style="list-style-type: none"> • Technical expert • In current employment as an Employer or within a Centre/ Provider. • Have extensive current industry knowledge, enabling them to sit assessments and provide scrutiny prior to assessment sign off • Have experience of Management and Administration students at the required level to ensure all aspects of the assessment can be validly checked (e.g. level of language, format) 	Redacted	Jan 22	Duration of contract	N Scrutineers will be recruited/commissioned when assessments are being developed		
Stakeholder, Employer and Provider Engagement, Marketing & Communications Post 16 Senior Manager & Workstream Lead	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Leads the workstream to deliver employer and Provider engagement to support the TQ development • Oversees and monitors the development of the engagement and comms strategy • Co-ordinates IM & TA input • Co-ordinates Provider Support activities including the delivery of an on-boarding activities schedule • Delivers training with Quality and Customer Support Team, including ongoing sector-specific training. • Leads the Stakeholder, Employer and Provider workstream meetings • Prepares for and contributes to monthly Project Board reporting on workstream progress, risks and issues • Provides weekly progress reports for IFATE <p>Skills required: customer focus</p> <ul style="list-style-type: none"> • Strong organisational skills • Communication skills • Matrix working • Problem solving • Delivers to deadlines • Action orientated. 		May 20	Duration of contract	y		
Stakeholder, Employer and Provider Engagement, Marketing & Communications Post 16 Senior Manager & Support for Workstream Lead	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Supporting post 16 workstream lead • Oversees, monitors and manages performance of Provider Support and Industry Teams, including Provider on-boarding activity • Co-ordinates training with Quality and Customer Support Team, including ongoing sector-specific training <p>Skills Required:</p> <ul style="list-style-type: none"> • Customer focus • Strong organisational skills • Communication skills • Matrix working • Problem solving • Delivers to deadlines 		May 20	Duration of contract	y		
Employer engagement, support and comms - Senior Industry Manager	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Work with [REDACTED] to recruit and on-board new hybrid Technical Advisor/Industry Manager • Manages and oversees Industry Team to support employer engagement and delivery against service requirements • Manages key stakeholder and partner contracts with industry and industry managers <p>Skills Required:</p> <ul style="list-style-type: none"> • Leadership and management • Communication • Stakeholder relationship management • Employer engagement • Market and policy insight and analysis • Influencing • Product management • Contract management • Finance/budget management 		Jul 20	Duration of contract	y		

Employer engagement, support and comms - Industry Managers	x2.5	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none">Manage employer and stakeholder relationshipsFeed into TQ developmentKeep industry updated on T Levels and T Level developmentsContinually developing new employer/stakeholder relationshipsWorking with external agencies to support employer/Provider T level readinessRun a series of stakeholder and sector events, including face-to-face sector visits, webinars, regional networks, surgeries, employer events, curriculum planning and recruitment events. <p>Skills Required:</p> <ul style="list-style-type: none">Occupationally competentTeaching experienceInfluencingNetworkingStakeholder engagement and managementStrong employer engagement and employer engagement strategiesStrong communication and presentation skillsProject management	Redacted	Oct 20	Duration of contract	Y		
							2 in post with 1 additional hybrid Industry Manager/Technical Advisor post to be recruited over the summer, ready to be appointed when contract awarded		

Provider engagement, support and comms - Senior Technical Advisor	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Work with [Redacted] to recruit and on-board new hybrid Technical Advisor/Industry Manager • Manages Technical Advisor team • Oversees Provider support activities including on-boarding <p>Skills Required:</p> <ul style="list-style-type: none"> • Leadership and management • Communication • Deep knowledge of customer needs • Influencing • Excellent organisational skills • Problem solving 	Redacted	Jul 20	Duration of contract	y		
Provider engagement, support and comms - Technical Advisors	x2.5	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Manage relationships with Provider network to support TQ development and implementation • Raise awareness and take up of TQ through Provider events and support • Work with external agencies to support employer/Provider T Level readiness • Provide support and guidance to Providers delivering Management and Administration qualifications, as well as wider stakeholders <p>Skills required:</p> <ul style="list-style-type: none"> • Management and Administration expert • The professional acumen to represent City & Guilds and the sector publicly and at senior levels • Experienced in working with Providers to raise awareness of the TQs and build relationships within the industry. • Exceptional communication skills and an ability to adapt your communication style to different audiences • A confident, engaging and persuasive manner • The ability to work independently and as a team player and to adapt to working with all levels internally and externally • Strong employer engagement and employer involvement strategies • Demonstrable understanding & experience of good practice in training and delivery methodology 	Redacted	Oct 20	Duration of contract	<p>y</p> <p>2 in post with 1 additional hybrid Industry Manager/Technical Advisor post to be recruited over the summer, ready to be appointed when contract awarded</p>		

Stakeholder and Provider engagement, support and comms - Post 16 Technical Advisor	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Manage relationship with ETF and Gatsby and any other organisation appointed by DfE and IfATE to support Providers to prepare for delivery • Co-ordinates Provider support training with quality and customer support team, including ongoing sector-specific training <p>Skills Required:</p> <ul style="list-style-type: none"> • The professional acumen to represent City & Guilds and the sector publicly and at senior levels • Experienced in working with Providers to raise awareness of T Levels • Extensive experience in supporting centres with delivering exam based and project-based assessments • Exceptional communication skills and an ability to adapt your communication style to different audiences • A confident, engaging and persuasive manner • The ability to work independently and as a team player and to adapt to working with all levels internally and externally • Strong employer engagement and employer involvement strategies • Demonstrable understanding & experience of good practice in training and delivery methodology • Wide range of experience in supporting centres with identifying progression routes for students completing T Levels • Extensive engagement with HEIs, presenting to a range of universities to raise awareness of T Levels assessment strategies and progression pathways. This includes being asked to present at Russell Group Universities Qualifications Reviews 	Redacted	Oct 20	Duration of contract	y		
Provider engagement and support - Regional Business Managers	x5	Redacted	<p>The 5 Regional Business Managers manage a team of Business Development Managers in their allocated region</p> <p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Strategic planning • Provide face to face support to key Providers • Promote, co-ordinate and attend Provider support events • Work with wider business support managers to develop, produce and circulate advice and guidance <p>Skills Required:</p> <ul style="list-style-type: none"> • Customer focus • Strong communication skills • Experience of providing guidance to Providers on similar projects including our Technicals qualifications and EPA provision 	Redacted	Oct 20	Duration of contract	y		
Provider engagement and support - Business Development Managers	x14	Redacted	<p>The Business Development Managers are the day to day account managers for FE Colleges and large Training Providers</p> <p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Promoting T Levels and their benefits to Providers • Providing face to face support to Providers • Promoting, co-ordinating and attending Provider support events • Understanding T Level pilot centres' needs and mobilising wider City & Guilds teams to develop bespoke support packages where needed • Working with wider business to feed in crucial insights to inform and develop Provider advice, support and guidance <p>Skills Required:</p> <ul style="list-style-type: none"> • Customer focus • Strong listening, organisation, negotiation and communication skills • Keep up to date with policy and market developments • Experience of supporting Providers on similar projects including our Technicals qualifications and EPA provision. • Ensuring they are up to date with the latest information on the TQ 	Redacted	Oct 20	Duration of contract	y		

Marketing Manager (City & Guilds)	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Set the marketing strategy and plans Set the messaging Manage the campaign build and deployment Put measures in place to report and analyse marketing activity Web page design and copy, content delivery and other asset development <p>Skills Required:</p> <ul style="list-style-type: none"> Stakeholder engagement Strategy and planning Channel management and marketing platform use Web page design and copy for SEO and content creation Campaign management Communication skills 	Redacted	Jul 20	Duration of contract	y		
Employer and Provider engagement and support - Marketing Executive	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Build and deploy campaigns across required channels Proofreading Establish tracking, create campaign reports and feed into analysis <p>Skills Required:</p> <ul style="list-style-type: none"> Technical use of marketing platforms including social media channels Campaign deployment Marketing skills 	Redacted	Sep 20	Duration of contract	Y - Named resource to be allocated when contract awarded.		
Employer and Provider engagement and support - Web Executive	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Developing web site structure Developing and building web pages Editing and publishing web content <p>Skills Required:</p> <ul style="list-style-type: none"> HTML knowledge SEO knowledge Communication skills CX/UI skills Web publishing skills and knowledge, including Sitecore 9 content management system expertise Time management skills 	Redacted	Sep 20	Duration of contract.	y		
Employer and Provider engagement and support - Events Manager	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Managing T-level events (SME and Employer recruitment, qualification development, Provider events) <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in events management Excellent communicator Understanding of events platforms and webinar platforms Excellent organisation skills Customer focus Budget and Reporting 	Redacted	Sep 20	Duration of contract	y		
Employer and Provider engagement and support - Events Co-ordinator	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Co-ordinate T-level events for employers and Providers including networks, updates and webinars <p>Skills Required:</p> <ul style="list-style-type: none"> Experience of events Strong understanding of events platforms and webinar platforms Organised and understands the entire event process Strong administration skills with events reporting a particular focus 	Redacted	Sep 20	Duration of contract	y		

Provider Support - Learning Resources - Product Manager	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Overseeing development and production of learning resources to support new Management and Administration qualification Managing team to work with experts to scope and determine requirements for resources to meet the qualification and customer needs Managing internal, partner and external teams to design, build, test and launch learning resources to customers <p>Skills Required:</p> <ul style="list-style-type: none"> Customer focus Instructional design Stakeholder management Market and user data analysis Leadership and management Communication Platform Management Commercial analysis/Budget control 	Redacted	May 21	Oct 21	y		
Portfolio Programme Manager	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Accountable for portfolio of Projects and Programmes across City & Guilds Accountable for City & Guilds wide portfolio resource planning, risks and issues working with individual Programme/project managers Oversees the team of project managers and business analysts, ensuring that resource is deployed in line with business needs and projects delivered to time, quality and budget <p>Skills Required:</p> <ul style="list-style-type: none"> Portfolio management Leadership and management Budget management Risk and Issue management Financial planning Stakeholder management 		Dec 20	Duration of contract	y		
IT systems - Business Analyst	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Gathering business requirements Producing requirements specification Producing business processes Input into test strategy, plan and scenarios Support project testing: unit, UAT and integration <p>Skills Required:</p> <ul style="list-style-type: none"> Experience of gathering business requirements Good communication skills Experienced in running stakeholder meetings Excellent presentation skills Stakeholder management Attention to detail 		Nov 20	Nov 21	y		

IT Systems - IT Service Architect - IT Workstream Lead	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Review any additional/ongoing requirements for wave 3 set up and delivery. High Level and Low Level Design Feed into test plans and undertake Unit Testing. Resolve any issues in a timely manner, escalating to the Project Board as required Responsible for ensuring all IT aspects for the Service are addressed within the HLD / LLD and supporting Service Transition Co-ordinates the IT workstream meetings Prepares for and contributes to monthly Project Board reporting on workstream progress, risks and issues Provides weekly progress reports for ITATE <p>Skills Required:</p> <ul style="list-style-type: none"> Detailed experience of the design, development and delivery of integrated business solutions, with both SDLC, Waterfall and Agile methodologies. Working across a mix of complex parallel developments, technology platforms and environments Practical experience in a range of business applications, i.e. ERP, CRM, Microsoft .Net Framework and Any Line of business applications (Work flow, project management, document management, content management) Experienced in conducting technology research and development work targeted to create frameworks, utilities, or best practices to enhance the efficiency and quality. Understanding of project management (SCRUM), business process (RUP), Six Sigma and change management methodologies (ITIL). Experienced in SAP ERP, Microsoft Dynamics CRM/ERP modules, BizTalk, SiteCore, Microsoft Azure, AWS, .Net Custom Applications, Open Source Solutions. 	Redacted	Nov 20	Nov 21	y		
IT Systems - Developer(s)	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Input into low level design Developing the functionality/coding to meet the requirements Unit testing Input into wider test plan <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in working in Waterfall, and Agile Projects Clarifying what actions the program is intended to perform Breaking down program specification into its simplest elements and translating this logic into a programming language Experience of working as part of a team, which may be established purely for a particular project to write a specific section of the program Combining all elements of the program design and testing it Testing sample data-sets to check that output from the program works as intended Conducting testing and installing the program into production Reacting to problems and correcting the program as necessary Evaluating and increasing the program's effectiveness, and adapting the program to new requirements, as necessary Conducting user acceptance testing to ensure the program can be used easily, quickly and accurately Updating, repairing, modifying and developing existing software and generic applications 	Redacted	Apr 21	Aug 21	<p>Specialist IT development resource is available in the business but exact requirements are TBC depending on the change and technology requirements</p> <p>In addition to in-house specialists we have access to additional external/contract support if required</p>		

IT Systems - Test Lead	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Prepare test strategy • Prepare test plan(s)/approaches • Write test scripts • Manage the execution of testing • Evaluate systems requirements/acceptance criteria are met and identify and effects/deficiencies <p>Skills Required:</p> <p>Qualified and experienced test resource e.g.:</p> <ul style="list-style-type: none"> • Test Management/Leadership • Test Analysis • Test Design • Test coordination • Test Automation <p>Business experts/process experts:</p> <ul style="list-style-type: none"> • Test Execution 	Redacted	Jul 21	Oct 21	<p>Y</p> <p>Team of 5 in-house test specialists available with names to be confirmed when requirements are known. We also have a test execution overflow agreement within the City & Guilds group to allow trained teams to execute testing when volumes dictate</p> <p>If in-house capacity is a challenge for any reason, we can secure resource from other divisions within the group, use third-party relationships with existing suppliers or look to temporary contract resource. The exact strategy will depend on the demand and its longevity. This will be a crucial output during the test strategy and test design phases</p>		
Head of Operational Delivery and Change	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Oversee and manage performance of the T-level contract delivery team across all waves. • Provide support and guidance to Programme Managers (Delivery Managers), throughout the entire Contract lifecycle • Oversee and manage the Change Team to work with the business to embed the new qualifications effectively • Liaise with IFATE <p>Skills Required:</p> <ul style="list-style-type: none"> • Contract Management experience • Change Management knowledge and experience • Relationship building skills; internal and external partners/customers • Project Management Skills • Leadership skills 	Redacted	Jun 20	Duration of contract	y		

Data Analyst	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Responsible for compiling the management information and associated reports, as outlined in the service requirements in an informative and easy to navigate way • Reporting to provide internal analysis on performance of services and processes to support the delivery of the TQ • Monitor SLAs and KPIs in relation to the TQ and report on these to relevant stakeholders <p>Skills Required:</p> <ul style="list-style-type: none"> • Experience of working with systems, data, reporting packages, databases and programming • Experience of developing and building databases, data collection systems, data analytics to optimise data, statistical efficiency and quality • Knowledge of statistics and experience using statistical packages to analyse data • Experience in interpreting data and analysing results • Experience in working with management to prioritise business and information needs • Communication and presentation skills 	Redacted	Oct 20	Duration of contract	Y		
Operational Delivery - Head of Fulfilment - Operational Delivery Workstream Lead	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Managing data and fulfilment teams to ensure accurate set up and delivery of: • Qualification master data builds on internal systems (E-volve and MyMarkis qualification and assessment setups) • Registration and assessment booking, including Expected, Late, Very late • Results Delivery - Scripts Return, Marking Progress, Data flow within various platforms, data correction • Fulfilment of paper-based examinations (stock management, dispatch and delivery) • Operational Data Management: ensuring all transactional data flow smoothly through the various platforms - from data capture, to marking, through to grading and results publication in SAP • Registration and Results Data submission to the Regulator • Post Results Issue Services - Data Amendments, Cancellations, • Report into Project Board, identifying operational issues, risks, delays, compliance matters for escalation <p>Skills Required:</p> <ul style="list-style-type: none"> • Leadership and management skills • Operational and service delivery management • Systems and process know-how 	Redacted	Oct 20	Duration of contract	Y		

Operational Delivery - Technical Data Administrator (Master Data Services)	1x Manager 2xProduct TDAs 2x Assessment TDAs	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Master data build on internal systems (E-volve and MyMarkis Setup) • Set up TQ qualification and content within technical landscape, including SAP, which allows customers to purchase the assessments and register their candidates • Set up master data within downstream systems to allow for marking and results to be released • Quality assure builds to ensure data is translated correctly <p>Skills required:</p> <ul style="list-style-type: none"> • Knowledgeable in SAP and other City & Guilds platforms • Responsible for building, testing and quality assuring master data, (including Qualifications, Assessments, and Quality Data) in various City & Guilds platforms • Provides Operational support and resolution of various SAP and platform related queries and issues • Support the effective integration of data across various platforms • Act as Super User for the regulator's platform for AO TQ Management 	Redacted	Aug 21	Duration of contract	y		
Operational Delivery - Technical Data Administrator (Results Processing)	1x Ops Manager - Data Management 1 Results Delivery Coordinator 3 TDAs	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Monitor the return of students' examination materials and track these through internal processes, reconciling against registration and assessment bookings • Ensure results are captured and processed on time and correctly <p>Skills Required:</p> <ul style="list-style-type: none"> • Knowledgeable in SAP and various City & Guilds platforms • Conversant in data integration and manual data processing • Responsible for monitoring and coordinating scripts returns, scripts capture, marking and grading • Provides operational support for data integration and correction queries and issues. • Processes post results issue amendments and corrections (in case of appeal, adjustments or malpractice) • Registration and Results Data Submission to the Regulator 	Redacted	Jun 22	Duration of contract	y		

Operational Delivery - Distribution Co-ordinator	1x Stock Management and Distribution Manager 2x Distribution Administrators (to be reviewed in line with learner volumes)	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Fulfilment of paper-based examination Question Papers, Stationery and Accompanying Source Documents. • Manages the print and dispatch of Statement of Candidate Achievements and/or certificates (if required) <p>Skills Required:</p> <ul style="list-style-type: none"> • Knowledgeable in SAP and various City & Guilds platforms • Supplier management • Communication • Highly experienced in stock management, picking, packing and sending out paper-based scripts. 	Redacted	Jun 22	Duration of contract	Y		
Programme/Project Management - Administrator	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Support the Programme Manager • Arrange meetings and take meeting minutes/actions • Support the completion of progress reports, resource and implementation plans • Chase workstream leads for weekly/monthly updates to upload to IfATE SharePoint site • Maintain key dates calendar <p>Skills Required:</p> <ul style="list-style-type: none"> • Good organisational skills • Time management • Familiar with standard Microsoft Office applications • Strong communication skills, both written and verbal • Meticulous attention to detail and accuracy 	Redacted	Jun 20	Duration of contract	Y		
Territory Quality Delivery and Provider Support Manager - Quality Delivery Workstream Lead	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Manages and monitors the T Level Quality Team to ensure SLA and KPI compliance • Develops and oversees team to implement Provider onboarding process • Overarching responsibility for effective management of Provider external quality assurance • Prepares for and contributes to monthly Project Board reporting on workstream progress, risks and issues • Provides weekly progress reports for IfATE <p>Skills Required:</p> <ul style="list-style-type: none"> • Experienced in managing resource to ensure that Providers receive the right level of quality assurance support • Experienced in managing quality assurance in an Awarding Organisation • Has experience in acting as the lead escalation point above the Team Manager, and will coach guide and mentor the Team Manager to ensure excellent customer service and effective risk management 	Redacted	Oct 20	Duration of contract	Y		
Quality Delivery and Provider Support Manager	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Directly manages a team of Quality Assurance Coordinators • Authority to act as a direct escalation point for any concerns identified with Providers <p>Skills required:</p> <ul style="list-style-type: none"> • Experienced in overseeing the standardisation activities that the Quality Moderation Coordinators will take part in and ensuring they are all appropriately trained 	Redacted	Oct 20	Duration of contract	Y		

Quality Delivery and Provider Support Co-ordinators	x2	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Co-ordinates Provider Approval Process Have the authority to decide whether a Provider should be approved Manages Provider relationship Co-ordinates all external quality assurance and moderation activities Reviews all TQA and moderator feedback forms / reports and analyse trends Manages risk logs, action plans and implementation <p>Skills/Experience required:</p> <ul style="list-style-type: none"> Risk management experience in an Awarding organisation setting Experienced in liaising with Providers undertaking the approval process Experienced in monitoring action plans wherever implemented 	Redacted	Sep 21	Duration of contract	N Recruitment will start May 2021, in preparation for Sep 21		
Technical Qualification Associates - External	xi The number of TQAs is based on the no. of estimated Providers for year 1. The number will be reviewed prior to the start of delivery and recruited annually dependent on the number of Providers.	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Conduct and document quality assurance, advisory, system and exam audit activities with centres, in line with City & Guilds/ILM and regulatory arrangements Provide advice and support to centres Support the training and development of new and existing centres in line with City & Guilds/ILM policies and procedures Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance Maintain a thorough knowledge of City & Guilds/ILM products, services and IT systems to enable excellent customer service <p>Skills Required:</p> <ul style="list-style-type: none"> Knowledge of regulatory arrangements for City & Guilds qualifications Knowledge of Ofqual requirements Accurate, concise report writing skills Proficient IT skills Analytical, critical, thinking skills Excellent communication skills, both written and verbal Organisational skills and the ability to prioritise effectively Experience of preparing for and presenting to a target audience Ability to work independently and as part of a team 	Redacted	Oct 21	Duration of contract	N Recruitment will start June 2021, in preparation for Oct 21		
Head of Quality Delivery and Associate Management	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Oversees, manages and monitors the Quality Delivery and Associate Management teams Sits on the internal Design Principles Group for qualification and assessment sign off Sits on the internal Quality Board <p>Skills Required:</p> <ul style="list-style-type: none"> Leadership and Management Contract management Supplier management Communication Budget management Project management and delivery 	Redacted	Jul 20	Duration of contract	Y		

Quality Assurance - Senior Associate Manager	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Lead the Associate Quality team (to recruit, select, train and performance manage FTC and contracted Associates • Allocate Associate Manager(s) to the contract and manage ongoing performance to deliver contract (Jan 2022) <p>Skills required:</p> <ul style="list-style-type: none"> • Leadership and management • Strategic planning • Change management • Financial management and analysis of data trends • People management • Collaborative working and influence 	Redacted	Apr 21	Duration of contract	Y		
Quality Assurance - Associate Manager(s)	x1 to 2	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Associate Recruitment • Associate Management • Quality Assurance and Risk Management • Training and Development • Standardisation • Product development support <p>Skills required:</p> <ul style="list-style-type: none"> • Experience of working to quality assurance standards • Recognised training and development experience • Performance management experience • Analytical and critical thinking and influencing skills • Resource planning and management experience • Substantial experience of preparing for and presenting to a wide range of target audiences • Creative, enthusiastic and driven, with a passion for stakeholder engagement • Understanding of the UK education and training market and qualifications • Proactive and effective decision making skills • Ability to work effectively with cross functional teams of internal and external stakeholders • Good communication skills, both written and verbal • Good IT skills e.g. Microsoft Office, Go to Webinar • Ability to prioritise own workload, to meet set deadlines and to work independently or as part of a team • Ability to present comprehensive suggestions to improvement initiatives • Understanding of risk management • Experience of supporting a geographically dispersed team • Experience of working in a regulated environment 	Redacted	Apr 21	Duration of contract	Y		

Quality Assurance - Chair of Examiners - External	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Maintain and monitor the standards for assessments (externally marked examinations and synoptic assignments) • Monitor the standards of Chief examiner for the designated subject at each level • Complete final check of question papers and mark schemes • Chair the awarding process and recommend grade boundaries for each assessment • Provide a second opinion where the chief examiner has acted as the sole Marking Examiner • Review and approve, on receipt of the Scrutineer's report, any changes required to question papers and mark schemes where the Chief and Principal Examiner are the same person <p>Skills required:</p> <ul style="list-style-type: none"> • Expertise in assessment methodologies used within the TQ • Currently occupationally knowledgeable within a Business and Management, and the occupational specialisms covered by the role • Understanding of Providers and students at the level of the TQ 	Redacted	Aug 21	Duration of contract	N Recruitment will start April 2021, in preparation for Aug 21		
Quality Assurance - Chief Examiner - External	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Maintain and monitor the standards for assessments across the qualification • Monitor the standards of the Principal Examiners • Advise Principal Examiners on assessment setting and marking • Participate in the Question Paper Evaluation Committee meetings for all assessments across the suite of qualifications • Review and approve, on receipt of the Scrutineer's report, any changes required to question papers and mark schemes in consultation with the Principal Examiner • Attend standardisation of markers meetings • Sample the marking of the Principal Examiner when they are the sole Marking Examiner for an examination • Prepare for and lead the awarding meeting • Prepare for and lead the review of marking meeting (as required) • Review, edit and approve Principal Examiner reports and produce qualification reports • Advise on queries and enquiries concerning the specification and assessments as requested by City & Guilds • Participate in meetings related to the subject at the request of City & Guilds • Undertake training as requested by City & Guilds <p>Skills required:</p> <ul style="list-style-type: none"> • Expertise in assessment methodologies used within the TQ • Currently occupationally knowledgeable in Management and Administration, and the occupational specialisms covered by the role • Understanding of Providers and students at the level of the TQ • Understanding of marking/awarding processes 	Redacted	Aug 21	Duration of contract	N Recruitment will start April 2021, in preparation for Aug 21		
Quality Assurance - Principal Examiner - External	x2	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Produce the examination paper and associated mark scheme within agreed timescales, taking into account, and updating, the test record to show full coverage of content over a series of examinations • Ensure that the examination paper complies with the test specification and a complete, comprehensive draft mark scheme is submitted prior to the Question Paper • Evaluation Committee (QPEC) meeting • Participate in the QPEC meetings • Review and approve, on receipt of the Scrutineer's report, any changes required to question papers and mark schemes in consultation with the Chief Examiner • Sign off final copy of examination paper and mark scheme • Act as a Marking Examiner • Prepare for and lead standardisation of Marking Examiners meetings/ if responsible for multiple-choice tests, the examiner will respond to queries raised through item analysis checks. • Monitor, standardise and sample the work of Marking Examiners and/or any Team Leaders • Produce a report for the awarding meeting on the performance of the examination including recommending preliminary mark ranges for the judgemental grade boundaries • Prepare for and participate in the awarding meeting • Prepare for and participate in the review of marking meeting (as required) • Review candidates' marked scripts when requested by City & Guilds e.g. appeals • Advise on queries and enquiries concerning the question paper as 	Redacted	Aug 21	Duration of contract	N Recruitment will start April 2021, in preparation for Aug 21		

		Redacted	<p>Requested by City & Guilds</p> <ul style="list-style-type: none">• Participate in meetings related to the subject at the request of City & Guilds• Undertake training as requested by City & Guilds <p>Skills required:</p> <ul style="list-style-type: none">• Expertise in assessment methodologies used within the TQ• Currently occupationally knowledgeable in Management and Administration and the occupational specialisms covered by the role• Understanding of Providers and students at the level of the TQ• Experience of awarding and marking processes	Redacted					
Quality Assurance - Lead Examiner - External	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none">• Act as a Marking Examiner for the assessment they are Team Leader for• Quality assure the marking of a team of examiners via the sampling of marking• Provide feedback to Marking Examiners on the sample and quality of work• Provide guidance and support to Marking Examiners• Alert Principal and Chief Examiner to under performance of individual examiners• Participate in standardisation activity and provide support to the Principal Examiner• Ensure overall standards are maintained and deadlines for return of work are adhered to• Take appropriate action to ensure accuracy and consistency when marking <p>Skills required:</p> <ul style="list-style-type: none">• Expertise in assessment methodologies used within the TQ• Currently occupationally knowledgeable in Business and Management roles, and in the occupational specialisms covered by the role• Understanding of Providers and students at the level of the TQ• Understanding of marking/awarding processes		Mar 22	Duration of contract	N Recruitment will start November 2021, in preparation for March 22		
Quality Assurance - Examiner/ Assessor/ Marker - External	x18 The number of markers is based on estimated uptake for year 1. The number of markers will be reviewed and recruited annually dependent on candidate volumes.		<p>The Core Exam and Employer Set Project will be externally marked.</p> <p>Delivery responsibilities:</p> <ul style="list-style-type: none">• Mark candidates' scripts in accordance with the agreed marking scheme• Prepare for and participate in standardisation of markers meetings• Report any suspicion of collusion or unfair practice or any evidence of irregularities on the part of candidates or centres to City & Guilds' staff• Review candidates' marked scripts when requested by City & Guilds• Produce an examiner's report and submit it within the specified time• Undertake to offer the services set out above within the specified times and in accordance with City & Guilds' procedures, Assessment Handbooks and Instructions for Marking Examiners <p>Skills required:</p> <ul style="list-style-type: none">• Expertise in assessment methodologies used within the TQ• Currently occupationally knowledgeable in Management and Administration• Understanding of Providers and students at the level of the TQ• Understanding of marking/awarding processes		Mar 22	Duration of contract	N Recruitment will start November 2021, in preparation for March 22		

Quality Assurance - Principal Moderator - External	x1	<p>Redacted</p> <p>The occupational specialisms will be assessed by centres and moderated by City & Guilds.</p> <p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Monitor, manage and support the team of Moderators for a qualification, to ensure a standardised and consistent approach to quality assurance and the moderation decisions, feedback and processes Take a lead role in the development and delivery of Lead/Moderator and centre training, updates, standardisation training sessions and sampling/advisory activities Develop standardisation materials to support centre marking activity Support the Associate Quality team with the recruitment, selection and training of new Moderators Produce annual Principal Moderator reports, reporting on trends and issues identified by moderators, centres and moderator sampling Carry out moderation activity - conduct and document qualification moderation and advisory activities with centres, in line with quality assurance guidelines for Technical and project qualifications <p>Skills required:</p> <ul style="list-style-type: none"> Experience of moderating or marking the qualification concerned (or similar) Involvement in the production assessment materials of the associated Technical qualification Up to date, occupational industry experience Industry specific qualifications Experience of co-ordinating standardisation activities for teams of assessors / markers Experience of developing and delivering training events Proficient IT skills with experience of using key business software e.g. outlook, Word and Excel Excellent communication skills with ability to communicate with a wide variety of stakeholders both verbally and in writing Experience of producing published reports and training / guidance material Availability to attend or manage key activities throughout the year – especially Nov, January, March, April, May, June, July Up to date experience in the following activities: teaching / training, moderation, delivery / co-ordination of marker standardisation activities <p>Desirable:</p> <ul style="list-style-type: none"> qualified to level 4 in the associated sector Experience as a tutor / marker on the associated qualification Data analysis skills EQA/IQA/Assessor D/VV or TAQA units Experience of development and delivery of quality management activities 	Redacted	Mar 22	Duration of contract	N Recruitment will start November 2021, in preparation for March 22		
Quality Assurance - Lead Moderator - External	x1	<p>Redacted</p> <p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Monitor and support an allocated team of Moderators, to ensure a standardised and consistent approach to quality assurance, moderation, feedback and processes Contribute to the development and delivery of Moderator standardisation sessions and sampling/advisory activities. Liaise with the Principal Moderator to develop standardisation materials to support centre marking activity Support the Associate Quality team with the recruitment, selection and training of new Moderators Support the Principal Moderator with reports, feeding in to reports on trends and issues identified by moderators, centres and moderator sampling Support moderation activity - conduct and document qualification moderation and advisory activities with centres, in line with quality assurance guidelines for T-level and project qualifications <p>Skills required:</p> <ul style="list-style-type: none"> Industry specific qualifications up to level 3 Teaching experience in a large Provider with track record of success Up to date, occupational industry experience Experience of moderating or marking the qualification concerned (or similar) Experience of co-ordinating standardisation activities for teams of assessors / markers Experience of developing and delivering training events Proficient IT skills with experience of using key business software 	Redacted	Mar 22	Duration of contract	N Recruitment will start November 2021, in preparation for March 22		

		Redacted	<ul style="list-style-type: none"> e.g. outlook, Word and Excel • Excellent communication skills with ability to communicate with a wide variety of stakeholders both verbally and in writing • Experience of producing reports and training/guidance material • Availability to attend or manage key activities throughout the year • Up to date experience in the following activities: teaching/training, moderation, delivery/co-ordination of marker standardisation activities • Involvement in the assessment production of the associated T-level content <p>Desirable</p> <ul style="list-style-type: none"> • Qualified to level 4 in the associated sector • Experience as a tutor / marker on the associated qualification • Data analysis skills 	Redacted				
Quality Assurance - Moderators - External	x4 to 6 The number of moderators is based on estimated uptake for year 1. The number will be reviewed and recruited annually dependent on candidate volumes.		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Moderate centre marking – conduct and document moderation, quality assurance and advisory activities with centres, in line with quality assurance guidelines for T Levels • Provide advice and guidance to centres: on moderation and marking of the internally assessed, externally moderated/validated assessments and Employer Involvement • Produce City & Guilds and centre reports and feedback on: quality of marking/assessment, collection of evidence, issues identified through the moderation process, best practice • Participate in training and standardisation activities to ensure continued improvement and consistent performance as a moderator • Keep up to date with any relevant changes to City & Guilds products, services and systems <p>Skills Required:</p> <ul style="list-style-type: none"> • Experience of moderating or marking the qualification concerned (or similar) • Involvement in the production of assessment materials of the associated T-level qualification • Up to date, occupational industry experience • Industry specific qualifications • Experience of co-ordinating standardisation activities for teams of assessors / markers • Experience of developing and delivering training events • Proficient IT skills with experience of using key business software e.g. outlook, Word and Excel • Excellent communication skills with ability to communicate with a wide variety of stakeholders both verbally and in writing • Experience of producing published reports and training / guidance material • Availability to attend or manage key activities throughout the year • Up to date experience in the following activities: teaching/training, moderation, delivery/co-ordination of marker standardisation activities. <p>Desirable:</p> <ul style="list-style-type: none"> Qualified to level 4 in the associated sector Experience as a tutor / marker on the associated qualification Data analysis skills EQA/IQA/Assessor D,AN or TAQA units Involvement in the assessment production of the associated Technical qualification 	Mar 22	Duration of contract	N Recruitment will start November 2021, in preparation for March 22		
Regulation and Compliance - Head of Regulation and Compliance - Regulation and Compliance Workstream Lead	x1		<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> • Oversees, monitors and manages the regulation, compliance and appeals teams • Responsible Officer and first point of contact for Ofqual • Sign off of Annual Statement of Compliance • Governs appeals Management • Leads on internal and external audit activities, incident reporting and oversight of appeals applications and reasonable adjustments requests • Develops post results process guidance for Providers • Sits on the Design Principles Group • Sits on the Awarding Review Panels • Chairs Quality Board <p>Skills Required:</p> <ul style="list-style-type: none"> • Regulatory compliance • Leadership and management • Stakeholder management 	Jul 20	Duration of contract	y		

Lead Manager - Quality, Policy and Procedures	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Contributing to development of Assessment Strategy Leads on development of internal and external quality assurance policies, processes and guidance Point of escalation for moderation quality assurance queries Managing internal error and incident process Chairs Design Principles Group Sits on Awarding Review Panels Supporting responses to external regulatory queries and audits Support internal and external communications <p>Skills Required:</p> <ul style="list-style-type: none"> Leadership and management Collaborative working and influence Attention to detail, understanding of wider regulatory landscape Problem-solving and creative solutions Clear, accessible guidance and support 	Redacted	Jul 20	Duration of contract	Y		
Qualification and Assessment Policy and Design Adviser	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Input into qualification and assessment design Advise on best practice across all aspects of assessment Sits on Design Principles Group <p>Skills required:</p> <ul style="list-style-type: none"> Up to date on current assessment design principles Awareness of the range of assessment practices used in vocational assessments Knowledge of theory and practice of assessment Experience in implementing valid, reliable manageable assessment design 	Redacted	Jul 20	Duration of contract	Y		
Regulation and Compliance - Regulatory Policy and Audit Manager	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Contributing to development of Assessment Strategy Working with JCQ to review and update key documents to include T Levels e.g. Instructions for Conduction Examinations Sits on Design Principles Group Manages, investigates and responds to appeals requests Supports the production of post results process guidance for Providers. Responsible for convening the appeals board and organising the hearing Communicate with the appellant regarding their appeal Submitting event notifications to Ofqual <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in ensuring regulatory compliance, including complying with reporting requirements set by Ofqual and other regulatory bodies Experienced in delivering an end-to-end query and appeal process Investigating, collating and reviewing all evidence to determine a fair and true outcome 	Redacted	Jul 20	Duration of contract	Y		
Regulation and Compliance - Team Manager - Investigations and Compliance	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Working up processes and procedures to support investigative activity Managing team of 4 to deliver investigations <p>Skills required:</p> <ul style="list-style-type: none"> Understanding of T-level qualification delivery Team management Process development Regulatory principles 	Redacted	May 23	Duration of contract plus 2 years	Y		

Finance Lead	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Financial Assurance Financial Reporting Member of Project Board – providing updates and raising risks and/or issues Providing weekly/monthly reports to IFATE <p>Skills Required:</p> <ul style="list-style-type: none"> Experience in high volume sales, revenue business partnering Commercial and business acumen Insight through analytics Excel modelling Problem Solving approach to challenges Business improvement delivery Communication and influencing at senior level Stakeholder management 	Redacted	Jul 20	Duration of contract	Y		
Bid Contract Manager	x1	Redacted	<p>Delivery Responsibilities:</p> <ul style="list-style-type: none"> Responsible for managing all contractual documentation throughout the lifecycle of the project Responsible for developing the Exit Strategy. <p>Skills required:</p> <ul style="list-style-type: none"> Procurement expertise Contract management Commercial and business management Organisational and project management skills 	Redacted	Oct 20	Duration of contract	Y		
T-level Governance Board - Executive Director, Operations & Programmes	x1	Redacted	Directs City & Guilds' overarching T Level strategy and cross Lot investment, agreeing which TQ Lots City & Guilds will tender for and how we promote and communicate the benefits of T Levels as a whole.	Redacted	Oct 20	Duration of contract	Y		
T-level Governance Board - Director of Strategic Partnerships, Communications and Bids	x1	Redacted	Directs City & Guilds' overarching T Level strategy and cross Lot investment, agreeing which TQ Lots City & Guilds will tender for and how we promote and communicate the benefits of T Levels as a whole.	Redacted	Oct 20	Duration of contract	Y		
T-level Governance Board - Executive Director of Quality	x1	Redacted	Directs City & Guilds' overarching T Level strategy and cross Lot investment, agreeing which TQ Lots City & Guilds will tender for and how we promote and communicate the benefits of T Levels as a whole.	Redacted	Oct 20	Duration of contract	Y		

T-level Governance Board - Finance Director	x1	Redacted	Directs City & Guilds' overarching T Level strategy and cross Lot investment, agreeing which TQ Lots City & Guilds will tender for and how we promote and communicate the benefits of T Levels as a whole.	Redacted	Oct 20	Duration of contract	Y		
Programme Steering Group - Executive Director, Operations & Programmes	x1		<p>The Programme Steering Group (PSG) provides project governance and is accountable for the service delivery and performance against the TQ Contract.</p> <p>It is the decision-making Board for proposed actions to mitigate risk and resolve issues that arise during the term of the contract, and to allocate the resource needed to ensure delivery of the SRs and achievement of KPIs.</p> <p>██████ is a key PSG contact for the Authority, responsible for executive management, decision-making, attending monthly meetings and accountable for TQ delivery and contractual requirements against KPIs.</p>		Oct 20	Duration of contract	Y		
Programme Steering Group - Director of Strategic Partnerships, Communications and Bids	x1		<p>The Programme Steering Group (PSG) provides project governance and is accountable for the service delivery and performance against the TQ Contract.</p> <p>It is the decision-making Board for proposed actions to mitigate risk and resolve issues that arise during the term of the contract, and to allocate the resource needed to ensure delivery of the SRs and achievement of KPIs.</p> <p>██████ is a key PSG contact for the Authority, accountable for policy, Authority relationship management and contract change.</p>		Oct 20	Duration of contract	Y		
Programme Steering Group - Head of Industries, Commissioning and Assessment Development	x1		<p>The Programme Steering Group (PSG) provides project governance and is accountable for the service delivery and performance against the TQ Contract.</p> <p>It is the decision-making Board for proposed actions to mitigate risk and resolve issues that arise during the term of the contract, and to allocate the resource needed to ensure delivery of the SRs and achievement of KPIs.</p>		Oct 20	Duration of contract	Y		

Project Board - Programme Manager - Chair	x1	Redacted	Provides project governance and oversight for service delivery and contract performance. Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs: • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to fHATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed.	Redacted	Jul 20	Duration of contract.			
Project Board - Qualification and Assessment Development Workstream Lead	x1		Provides project governance and oversight for service delivery and contract performance. Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs: • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to fHATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed.		Jul 20	Duration of contract	Y		
Project Board - Stakeholder, Employer and Provider Engagement, Marketing and Communications Workstream Lead	x1		Provides project governance and oversight for service delivery and contract performance. Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs: • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to fHATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed.		Jul 20	Duration of contract	Y		
Project Board - Quality Delivery Workstream Lead	x1		Provides project governance and oversight for service delivery and contract performance. Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs: • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to fHATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed.		Jul 20	Duration of contract	Y		

Project Board - Regulation and Compliance Workstream Lead	x1	Redacted	<p>Provides project governance and oversight for service delivery and contract performance.</p> <p>Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs:</p> <ul style="list-style-type: none"> • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to IfATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed. 	Redacted	Jul 20	Duration of contract	Y		
Project Board - Finance Workstream Lead	x1		<p>Provides project governance and oversight for service delivery and contract performance.</p> <p>Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs:</p> <ul style="list-style-type: none"> • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to IfATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed. 		Jul 20	Duration of contract	Y		
Project Board - IT Workstream Lead	x1		<p>Provides project governance and oversight for service delivery and contract performance.</p> <p>Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs:</p> <ul style="list-style-type: none"> • Meets monthly to discuss progress, risks and issues on the implementation and resource plans • Members to provide weekly status updates to report to IfATE • Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed. 		Jul 20	Duration of contract	Y		

Project Board - Operational Delivery Workstream Lead	x1	Redacted	<p>Provides project governance and oversight for service delivery and contract performance.</p> <p>Cross-functional working to ensure ongoing plans and capability are in place to deliver the TQ to the agreed milestones, service requirements and KPIs:</p> <ul style="list-style-type: none"> - Meets monthly to discuss progress, risks and issues on the implementation and resource plans - Members to provide weekly status updates to report to IfATE - Mobilised when required to discuss any critical project risks or issues that may arise and escalate as needed. 	Redacted	Jul 20	Duration of contract	Y		
Design Principles Group - Lead Manager - Quality, Policy and Procedures (Chair)	x1		Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.		Jul 20	Duration of contract	Y		
Design Principles Group - Head of Assessment	x1		Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.		Jul 20	Jul 21	Y		

Design Principles Group - Head of Quality Delivery, Quality Assurance and Associate Management	x1	Redacted	Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.	Redacted	Jul 20	Jul 21	y		
Design Principles Group - Head of Regulation and Policy	x1		Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.		Jul 20	Jul 21	y		
Design Principles Group - Qualification and Assessment Policy and Design Adviser	x1		Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.		Jul 20	Jul 21	y		
Design Principles Group - Assessment Design Manager	x1		Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.		Jul 20	Jul 21	y		

Design Principles Group - Head of Development	x1	Redacted	Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.	Redacted	Jul 20	Jul 21	y		
Design Principles Group - Regulatory Policy and Audit Manager	x1		Senior assessment experts who set the overall design principles for the TQ and monitor its development to ensure the checks and balances required are in place.		Jul 20	Jul 21	y		
Validity and Compliance Panel - Independent Lead Development Manager (Chair)	x1		Senior independent reviewers who provide a checking mechanism for rigour prior to submission and confirm submission ready for each Milestone		Dec 20	Jul 21	y		
Validity and Compliance Panel - Head of Industries, Commissioning and Assessment Development	x1		Senior independent reviewers who provide a checking mechanism for rigour prior to submission and confirm submission is ready for each Milestone		Dec 20	Jul 21	y		

Validity and Compliance Panel - Head of Assessment and Development	x1	Redacted	Senior independent reviewers who provide a checking mechanism for rigour prior to submission and confirm submission is ready for each Milestone	Redacted	Dec 20	Jul 21	y		
Validity and Compliance Panel - Head of Development	x1		Senior independent reviewers who provide a checking mechanism for rigour prior to submission and confirm submission ready for each Milestone.		Dec 20	Jul 21	y		

Validity and Compliance Panel - Assessment Design Manager	x1	Redacted	Senior independent reviewers who provide a checking mechanism for rigour prior to submission and confirm submission ready for each Milestone	Redacted	Dec 20	Jul 21	y		
Quality Board - Head of Regulation and Policy (Chair)	x1	Redacted	Decision making body for all activities relating to quality, compliance and regulatory standards undertaken by the City & Guilds of London Institute (CGLI) awarding body/organisation. It oversees the approach to quality taken for the development, delivery and award of T Levels (alongside other products and services) to provide confidence internally to the Governing Body (as applicable), Operational and Executive Boards and externally to the Quality and Standards Committee (QSC) that the CGLI awarding body/organisation is operating to required quality standards. The Board will be responsible for supporting and monitoring compliance with internal standards and with those set by IfATE and Ofqual.	Redacted	Oct 20	Duration of contract	y		
Quality Board - Head of Industries, Commissioning and Assessment Development	x1	Redacted	Decision making body for all activities relating to quality, compliance and regulatory standards undertaken by the City & Guilds of London Institute (CGLI) awarding body/organisation. It oversees the approach to quality taken for the development, delivery and award of T Levels (alongside other products and services) to provide confidence internally to the Governing Body (as applicable), Operational and Executive Boards and externally to the Quality and Standards Committee (QSC) that the CGLI awarding body/organisation is operating to required quality standards. The Board will be responsible for supporting and monitoring compliance with internal standards and with those set by IfATE and Ofqual.	Redacted	Oct 20	Duration of contract	y		
Quality Board	x1	Redacted	Decision making body for all activities relating to quality, compliance and regulatory standards undertaken by the City & Guilds of London Institute (CGLI) awarding body/organisation. It oversees the approach to quality taken for the development, delivery and award of T Levels (alongside other products and services) to provide confidence internally to the Governing Body (as applicable), Operational and Executive Boards and externally to the Quality and Standards Committee (QSC) that the CGLI awarding body/organisation is operating to required quality standards. The Board will be responsible for supporting and monitoring compliance with internal standards and with those set by IfATE and Ofqual.	Redacted	Oct 20	Duration of contract	y		

Quality Board	x1	Redacted	Decision making body for all activities relating to quality, compliance and regulatory standards undertaken by the City & Guilds of London Institute (CGLI) awarding body/organisation. It oversees the approach to quality taken for the development, delivery and award of T Levels (alongside other products and services) to provide confidence internally to the Governing Body (as applicable), Operational and Executive Boards and externally to the Quality and Standards Committee (QSC) that the CGLI awarding body/organisation is operating to required quality standards. The Board will be responsible for supporting and monitoring compliance with internal standards and with those set by IATE and Ofqual.	Redacted	Oct 20	Duration of contract	Y		
Resource Board - HR Business Partner (Chair)	x1		The Resource Board owns the overall view of headcount, resourcing and contingencies needed for teams and projects to succeed. Responsible for: • Ensuring City & Guilds headcount numbers and costs are managed and controlled • Ensuring vendor (examiners, authors, IEPAs etc) numbers costs are managed and controlled • Staff turnover and retention management, succession planning, talent management • Staff skillsets and experience are appropriate to deliver on strategic objectives • Escalation point for prioritisation of new roles vs existing vacancies across directorates • Proposing changes to recruitment process, delegation of authority and systems.		Oct 20	Duration of contract	Y		
Resource Board - Executive Director of Operations	x1		The Resource Board owns the overall view of headcount, resourcing and contingencies needed for teams and projects to succeed. Responsible for: • Ensuring City & Guilds headcount numbers and costs are managed and controlled • Ensuring vendor (examiners, authors, IEPAs etc) numbers costs are managed and controlled • Staff turnover and retention management, succession planning, talent management • Staff skillsets and experience are appropriate to deliver on strategic objectives • Escalation point for prioritisation of new roles vs existing vacancies across directorates • Proposing changes to recruitment process, delegation of authority and systems. Graeme is responsible for escalating any issues from the Resource Board to the Operational Board and Executive Team.		Oct 20	Duration of contract			
Resource Board - Commercial Finance	x1		The Resource Board owns the overall view of headcount, resourcing and contingencies needed for teams and projects to succeed. Responsible for: • Ensuring City & Guilds headcount numbers and costs are managed and controlled • Ensuring vendor (examiners, authors, IEPAs etc) numbers costs are managed and controlled • Staff turnover and retention management, succession planning, talent management • Staff skillsets and experience are appropriate to deliver on strategic objectives • Escalation point for prioritisation of new roles vs existing vacancies across directorates • Proposing changes to recruitment process, delegation of authority and systems.		Oct 20	Duration of contract	Y		

Resource Board - Head of Field and Client Support	x1	Redacted	<p>The Resource Board owns the overall view of headcount, resourcing and contingencies needed for teams and projects to succeed.</p> <p>Responsible for:</p> <ul style="list-style-type: none"> Ensuring City & Guilds headcount numbers and costs are managed and controlled Ensuring vendor (examiners, authors, IEPAs etc) numbers costs are managed and controlled Staff turnover and retention management, succession planning, talent management Staff skillsets and experience are appropriate to deliver on strategic objectives Escalation point for prioritisation of new roles vs existing vacancies across directorates Proposing changes to recruitment process, delegation of authority and systems. 	Redacted	Oct 20	Duration of contract	y		
Resource Board - Head of Quality Delivery and Associate Management	x1		<p>The Resource Board owns the overall view of headcount, resourcing and contingencies needed for teams and projects to succeed.</p> <p>Responsible for:</p> <ul style="list-style-type: none"> Ensuring City & Guilds headcount numbers and costs are managed and controlled Ensuring vendor (examiners, authors, IEPAs etc) numbers costs are managed and controlled Staff turnover and retention management, succession planning, talent management Staff skillsets and experience are appropriate to deliver on strategic objectives Escalation point for prioritisation of new roles vs existing vacancies across directorates Proposing changes to recruitment process, delegation of authority and systems. 		Oct 20	Duration of contract	y		
Operational Board - Executive Director of Operations (Chair)	x1		<p>Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.</p> <p>Graeme is a member of the Executive Team and Chair of the Operational Board. He also sits on the T Level Governance Board, the TQ Programme Steering Group and Resource Board ensuring any TQ risks or issues are mitigated and resolved at the appropriate level within the business.</p>		Oct 20	Duration of contract	y		
Operational Board - Lead Finance Business Partner	x1		Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.		Oct 20	Duration of contract	y		
Operational Board - Head of Field and Client Support	x1		Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.		Oct 20	Duration of contract	y		

Operational Board - Head of Commercial Planning	x1	Redacted	Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.	Redacted	Oct 20	Duration of contract	Y		
Operational Board - Head of Regulation, Audit and Improvement	x1		Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.		Oct 20	Duration of contract	Y		
Operational Board - Director of Strategic Partnerships, Communications and Bids	x1		Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.		Oct 20	Duration of contract	Y		
Operational Board - HR Business Partner	x1		Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.		Oct 20	Duration of contract	Y		
Operational Board - Head of Apprenticeship Delivery (EPA)	x1		Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.		Oct 20	Duration of contract	Y		

Operational Board - Head of Industries, Commissioning, Assessment and Development	x1	Redacted	Accountable for the operational delivery of strategic objectives and key initiatives (including T Levels and Apprenticeships) by acting as an escalation point for the TQ Programme Steering Group, Resource Board and other Governance Groups, to manage and mitigate cross-programme risks, resolve cross-programme issues and take decisions to ensure City & Guilds meets its contractual requirements and achieves its current and future business objectives.	Redacted	Oct 20	Duration of contract	y		
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Pricing Schedule - Instructions

Redacted

Key Role	Redacted	Remit/role during development (prior to IfATE Approval)	Remit/role during delivery (post IfATE Approval)
Programme / Project Manager		Programme management across workstreams/functional teams to ensure plans, operational resource and capability is in place to develop and prepare to deliver the new TQ qualifications • Leads their contracts agenda for the Programme Steering Group and chairs Project Board • Reports and monitor delivery against SRS and KPIs • Prepares progress reports and risk/issue escalations for Steering Group and T-level Governance Board • Prepares and meet with IfATE weekly to report on progress, update on any deviation from submitted resource and implementation plans and escalate any risks/issues and action plans to mitigate. • Relationship management between IfATE and City & Guilds • Updates and maintains the Exit Strategy.	Programme management across workstreams/functional teams to ensure plans, operational resource and capability is in place to deliver the new TQ qualifications • Leads their contracts agenda for the Programme Steering Group and chairs Project Board • Reports and monitor delivery against SRS and KPIs • Prepares progress reports and risk/issue escalations for Steering Group and T-level Governance Board • Prepares and meet with IfATE weekly to report on progress, update on any deviation from submitted resource and implementation plans and escalate any risks/issues and action plans to mitigate. • Relationship management between IfATE and City & Guilds • Updates and maintains the Exit Strategy.
Head of Assessment Design		Alongside the Lead Head of Development, this role will ensure the overall validity of the TQ development, by: • Inputting into the TQ assessment approach and agreeing design principles to be achieved through the TQ development • Engaging liaison from a wider pool of assessment experts in design, development and research as part of a design principles group to ensure security in assessment design approach • Sitting on the Design Principles Group and Validity and Compliance Panel • Supporting the development of the Assessment Strategy, through critical review and revision • Providing guidance and sampling of sample assessments produced by the Development team	Accountable for the assessment team, and the creation and operational delivery of all live assessments in line with the agreed service requirements and assessment strategy. Providing guidance and sampling of live assessments produced by the Assessment and Development team. Provide support to embed the TQ assessment development, maintenance, awarding and result release into the assessment team.
Lead Head of Development		Alongside the Head of Assessment, this role will have oversight across all TQ developments, ensuring consistency of approach, validity, and quality outputs by: • Direct line management of the Head's of Development & responsibility for the development team as a whole. Inputting into the TQ assessment approach and agreeing design principles to be achieved through the TQ development • Sitting on the Design Principles Group and Validity and Compliance Panel • Supporting the development of the TQ Specification, Sample Assessment Materials & Assessment Strategy through critical review and revision • Providing guidance and sampling of sample assessments produced by the Development team	Post approval the development team will work alongside the assessment team to handover and embed the newly developed TQ qualification into the assessment team to ensure the live assessment materials are created and delivered to meet the contract delivery requirements.
Head of Development		This role will have overall accountability of the TQ development and act as Workstream Lead for the Assessment and Development Workstream. Specifically: • Direct line management of the Development Manager team, ensuring that TQ content and assessment development is effective and efficient to meet deadlines and quality standards • Development of the Assessment Strategy for the TQ and ensuring the TQ is delivered against this • Responsible for ensuring that all contract milestones are met as part of the development; including ensuring that submissions are of a quality standard, and meet agreed design principles • Liaison and agreement with internal teams to ensure the valid design and development of the TQ, e.g. Design Principles Group, VCP, and ensuring that the TQ is compliant with these principles at all stages of the qualification development process • Leads the Assessment and Development workstream meetings • Prepares for and contributes to monthly Project Board reporting on workstream progress, risks and issues • Provides weekly progress reports for IfATE • Liaison with IfATE, employer panels and others throughout the development of the TQ, ensuring that all requirements are met.	Post approval the development team will work alongside the assessment team to handover and embed the newly developed TQ qualification into the assessment team to ensure the live assessment materials are created and delivered to meet the contract delivery requirements.
Assessment Design Manager		Provides support and guidance as part of the Design Principles Group in terms of the development of the assessment approach and design. Feeds into assessment strategy from an operational delivery perspective. Review and sign-off of SAMs from an operational delivery perspective.	Responsible for the creation and operational delivery of all live assessments. Develops Grade Exemplification materials. Responsible for the validation, awarding and standardisation of the first set of live assessments, reporting of results to IfATE for the first set of live assessments.
Development Manager		This role will be responsible for the content development of the TQ, e.g. • Engaging with technical panels, employers and Providers to develop, amplify and validate qualification content against agreed design principles • Development of sample assessment materials to quality standards and to meet agreed design principles • Development of Guide Exemplification materials • Ensuring sufficient consultation and engagement with employers and Providers to validate TQ content and assessment materials • Completing system builds and ensuring the operational delivery of the TQ.	Post approval the development team will work alongside the assessment team to handover and embed the newly developed TQ qualification into the assessment team to ensure the live assessment materials are created and delivered to meet the contract delivery requirements.
Chair of Programme Steering Group / key contact for IfATE		Key contact for IfATE in regard to contractual matters. Provides oversight for contract performance, guaranteeing effective decision-making across waves. Attends IfATE monthly meetings. Responsible for TQ delivery and contractual requirements against KPIs. Oversees and manages performance of the T-level contract delivery team across all waves. Provide support and guidance to Programme Managers (Delivery Managers), throughout the entire Contract lifecycle.	Key contact for IfATE in regard to contractual matters. Provides oversight for contract performance, guaranteeing effective decision-making across waves. Attends IfATE monthly meetings. Responsible for TQ delivery and contractual requirements against KPIs. Oversees and manages performance of the T-level contract delivery team across all waves. Provide support and guidance to Programme Managers (Delivery Managers), throughout the entire Contract lifecycle.
Supplier Authorised Representative / Programme Steering Group Member		Key Executive contact for IfATE in regard to contractual matters. Provide robust governance and oversight for contract performance, guaranteeing effective decision-making. Responsible for executive management, decision-making, attending PSG monthly meetings. Accountable for TQ delivery and contractual requirements against KPIs.	Key Executive contact for IfATE in regard to contractual matters. Provide robust governance and oversight for contract performance, guaranteeing effective decision-making. Responsible for executive management, decision-making, attending PSG monthly meetings. Accountable for TQ delivery and contractual requirements against KPIs.
Programme Steering Group member		Provide robust governance and oversight for contract performance, guaranteeing effective decision-making. Responsible for management, decision-making, attending PSG monthly meetings. Accountable for TQ qualification development and delivery.	Provide robust governance and oversight for contract performance, guaranteeing effective decision-making. Responsible for management, decision-making, attending PSG monthly meetings. Accountable for TQ assessment development and delivery.
Programme Steering Group member		Provide robust governance and oversight for contract performance, guaranteeing effective decision-making. Responsible for executive management, decision-making, attending PSG monthly meetings. Accountable for TQ qualification development, policy and quality delivery.	Provide robust governance and oversight for contract performance, guaranteeing effective decision-making. Responsible for executive management, decision-making, attending PSG monthly meetings. Accountable for TQ assessment development, policy and quality delivery.

Annex 1 to Schedule 8

Key Subcontractors

Redacted	
Name	
Registered address	
Trading status	
Company registration number	
Head Office DUNS number (if applicable)	
Registered VAT No.	
Type of organisation	
SME	
The role each Sub-Contractor will take in providing the services e.g. key deliverables (and which Lot(s) this applies to)	

	Redacted
The approximate % of contractual obligations assigned to each Sub-Contractor* in respect of each applicable Lot	

	SERVICE AREA EFFECTED	KEY RISK / SCENARIO	ACTION PLAN
1	Operations	<p>Loss of Critical Service Provider</p> <p>This scenario may be the result of temporary downtime or the permanent loss of a business-critical service provider. A critical service provider may, for example, include:</p> <ul style="list-style-type: none"> • print management supplier for the printing of all assessment/exam papers • storage facilities for exam papers • logistics providers for delivering exam papers to Providers, etc. <p>Each business function has identified a number of internal and third parties who are critical to their on-going business operations and have developed contingency suppliers to ensure Business Continuity.</p>	<ol style="list-style-type: none"> 1. Ascertain service provider impacted (internal/external) & the nature & extent of service interruption or loss. 2. Communicate with service provider to agree frequency of updates for the duration of the incident. 3. If contractual obligations are in place to ensure resumption of identified critical services by the service provider within specified timescales, ensure that these obligations can be met & if not, what alternate arrangements can be provided. 4. Take direction regarding communication to impacted key stakeholders & third-party service providers from authorised Crisis Recovery Team members. 5. Assuming the service provider has BC Plans/Procedures in place to resume identified services within specified timescales, liaise with them to ascertain any temporary or long-term changes to the service. 6. If the service provider is temporarily unable to meet expectations in terms of ongoing delivery of critical services, discuss available options in terms of a temporary alternate supply chain, as appropriate. Promptly agree & implement contractual Terms & Conditions for immediate commencement of services. 7. Ensure that all internal & third parties on whom the service relies are kept informed of incident status & are advised when business as usual operations are expected to be restored. 8. In the event of irrecoverable loss of services by service provider, discuss available options in terms of a permanent replacement supply chain. Liaise with procurement to agree & implement contractual Terms & Conditions so that the alternate supply chain can be implemented & services resumed accordingly.

2	HR Operations	<p>Loss of or Prolonged Absence of Personnel</p> <p>This scenario can be related to the loss or continued absence of either key individuals within a function or larger numbers of staff within a function or business as a whole. It may affect functions within business-critical timeframes, including:</p> <ul style="list-style-type: none"> • Qualification and assessment developers/writers preparing material • Customer support team, leading to unavailability to field queries • Moderators, assessors and markers during, or following, a series <p>Each function has contingency resource plans in place, and liaise with HR, to invoke during a crisis of this nature.</p>	<ol style="list-style-type: none"> 1. Assess the scope of the impact to department (personnel affected, impact to departments, temporary or long-term) and escalate to HR Incident Response Team. 2. Convene urgent meeting of key personnel to determine severity of impact, current urgent work in progress & invoke required elements of BC Plan & stakeholder communication strategy. 3. Take direction regarding communication to impacted key stakeholders & third party service providers or product suppliers from authorised CRT members. 4. Activate communication process to alert staff, advising of situation & proposed actions, including availability of support services via HR. Caution staff to possible media attention & refer all questions/enquiries to HR. 5. Determine impact of loss on immediate & longer-term workload & key stakeholder / third party relationships, including analysis of required skills/ expertise required to maintain critical activities. 6. Invoke HR Recruitment & Training BCP plans to either: <ol style="list-style-type: none"> a. upskill/ train staff from other departments, who share similar skills or expertise, to provide interim support to teams b. ascertain requirements to recruit temporary or longer-term staff to support ongoing business operations 7. Determine requirement to contact internal & external key stakeholders & others who may be adversely impacted. Agree clear, consistent message. If able, agree alternative appointment date &/or location for meetings. 8. Contact those stakeholders impacted using contact list. Communicate message to services impacted. Provide new/temporary contact reference to impacted stakeholders until informed otherwise. Ascertain stakeholder expectations & agree frequency of updates. 9. Maintain above tasks until business as usual is restored or long-term arrangements are implemented to replace lost skills & expertise.
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3	Site-wide Including Customer Support	<p>Loss of Telephony</p> <p>This scenario could relate to any of our regional sites, or to the business as our whole, but most critically to our Wakefield Call Centre, impacting Provider/ Customer query resolution.</p> <p>Desk phone Telephony/ Contact Centre Telephony services are provided by Mitel, who would need to lose both data centres in order to lose all services. We operate across multiple regional sites, as such calls can be rerouted to another site, should there be a loss of services to one of our sites, particularly the Call Centre.</p>	<ol style="list-style-type: none"> 1. Ascertain impact & likely duration of outage based on lead time to recovery telecommunications systems. 2. Convene urgent meeting of key personnel to determine severity of impact & agree need to invoke stakeholder communication strategy. 3. Agree frequency of communications updates with the service provider 4. Assuming a business wide impact, take direction regarding third party communications from the Crisis Response Team. 5. Assuming impact is limited to one site, liaise with Telecommunications provider to enact their BCP, rerouting calls to another site that has the required capacity to handle call volumes in the interim period. 6. Activate communication process to alert staff as needed, advising of situation & alternate arrangements. 7. Communicate agreed message to all priority stakeholders using contract lists provided. Ascertain stakeholder expectations & agree frequency of updates. 8. Communicate to remaining stakeholders as above. 9. If classed as serious outage, establish necessary team members to interface with other internal functions as needed to support business recovery process. 10. Maintain above tasks ongoing until business as usual resume or official advice regarding alternative service provision received from Crisis Response Team.
4	Regional Sites Site-wide Including Customer Support	<p>Total Loss of Site</p> <p>This scenario could relate to any of our regional sites, or to the business as our whole, but most critically to our Wakefield Call Centre, impacting Provider/ Customer query resolution.</p>	<ol style="list-style-type: none"> 1. Ascertain extent of impact to people, buildings &, if incident occurs during normal working hours, determine if alternate buildings are accessible & available to occupy short-term. 2. Ascertain extent of any loss to service provision or business operations for stakeholders. 3. Convene urgent meeting of key personnel to determine severity of impact, current urgent work in progress & stakeholder communication strategy. 4. Activate the call cascade to alert staff, advising of situation & alternate arrangements as appropriate. Caution staff as to

			<p>possible media attention from local TV, radio & press & refer all questions/enquiries to HR.</p> <ol style="list-style-type: none"> 5. Take direction regarding third party communication from authorised City & Guilds senior management & CRT members. 6. Determine requirement to contact internal & external key stakeholders & others who may be adversely impacted by the incident. Agree clear, consistent message. If able, agree alternative appointment date &/or location for meetings. 7. Contact priority stakeholders. Communicate message re: incident & extent to which services are impacted. State all contact should be by mobile &/or email until informed otherwise. Ascertain stakeholder expectations & agree frequency of ongoing updates. 8. If business as usual operations cannot be transferred promptly to an alternate work location, alert remaining stakeholders as per the agreed message & ascertain expectations regarding ongoing updates. 9. Agree to convene in person or invoke work area recovery strategy, providing updates to senior management & wider business as needed. 10. Determine ongoing logistical requirements to support staff working from home or alternate locations for the required period (e.g. redirection of mail & other third party services) as needed & depending on likely incident duration. No document required. 11. Maintain above tasks ongoing until business as usual is resumed or official advice regarding alternative work area recovery provision received from Crisis Recovery Team. 	Redacted
5	<p>Regional Sites</p> <p>Site-wide Including Customer Support</p>	<p>Denial of Access to Site</p> <p>This scenario could relate to any of our regional sites, or to the business as our whole, but most critically to our Wakefield Call Centre, impacting Provider/ Customer query resolution.</p>	<ol style="list-style-type: none"> 1. Ascertain extent of impact to people, buildings & likely duration. 2. Convene urgent meeting of key personnel to determine severity of impact & agree need to invoke stakeholder communication strategy. 3. Activate communication process to alert staff, advising of situation. Caution staff as to possible media attention from local TV, radio & press & refer all questions/enquiries to HR. 	

			<ol style="list-style-type: none"> 4. Take direction regarding third party communication from authorised Crisis Recovery Team members. 5. Determine requirements to contact internal & external key stakeholders & others who may be adversely impacted by denial of access to the site. Agree clear, consistent message. If able, agree alternative appointment date &/or location for meetings. 6. Contact priority stakeholders. Communicate message re: incident & extent to which services are impacted. State all contact should be by mobile &/or email until informed otherwise. Ascertain stakeholder expectations & agree frequency of ongoing updates. 7. If denial of access expected to last beyond 12 hours, agree to convene in person or invoke work area recovery strategy, providing updates to Senior Management & wider business as needed. 8. Assuming incident remains ongoing, communicate to remaining stakeholders as above. 9. Determine ongoing logistical requirements to support staff working from home or alternate locations for the required period (e.g. redirection of mail & other third party services) as needed & depending on likely incident duration. 10. Maintain above tasks ongoing until business as usual is resumed or official advice regarding alternative work area recovery provision received from CRT. 	Redacted
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T Level Branding Guidelines

1 Introduction

- 1.1 T Levels are positioned as a high-quality technical qualification for 16 to 19-year olds which is approved and managed by the Institute for Apprenticeships and Technical Education (the 'Institute'). The T Level brand has been devised to ensure that Government, Awarding Organisations, Employers, Suppliers, Providers (schools and colleges), Students, and others involved with the qualification, support and promote T Levels in a positive manner that inspires confidence.
- 1.2 The Institute's T Level Branding Guidelines, including supporting annexes (the 'Guidelines') are essential reference material for all Suppliers responsible for the delivery of the Technical Qualification (TQ) component of the T Level qualification.
- 1.3 For simplicity, the registered trade marks associated with the T Level brand are referred to in the Guidelines as the 'T Level Marks' and are as follows:
- ❖ The word 'T Level';
 - ❖ The Department for Education's (DfE's) 'T Level' logo (in black);
 - ❖ The Institute's name and accompanying flower logo (in blue); and
 - ❖ the respective Supplier's corporate name and logo.
- 1.4 These Guidelines set out essential information as to how the T Levels Marks should be used in: a) TQ materials and b) other T Level communications including for marketing, advertising and promotional purposes.
- 1.5 These Guidelines are subject to reasonable development. They adopt many of the general principles which apply in relation to good branding practice, and where they are developed further the Institute intends that they will, in terms of general principles, be similar in many respects to commonly used branding guidelines.

2 General principles for use of the T Level Marks

- 2.1 When using the T Level Marks, Suppliers (and any other authorised users, such as Providers) must comply with these Guidelines (in addition to any other requirements of the TQ Contract.
- 2.2 The T Level Marks must be used by Suppliers on the front/landing/home page **only** of all key TQ documents and supporting resources, in accordance with and in the form set out at **Annex 1**.
- 2.3 Nothing in these Guidelines is intended to restrict the use of the text mark 'T Level' where that use is necessary to indicate the intended purpose of a product or service and is in accordance with honest practices in industrial or commercial matters. (This does not apply, unless authorised and used in accordance with these Guidelines, to the use of the T Level logo.)
- 2.4 By way of example, use to describe the relevance or purpose of a text book or support materials for a specific technical education qualification forming part of a T Level is generally acceptable, but any such use which is liable to confuse third parties as to whether the relevant T Level is approved, managed or otherwise controlled by a party other than the Institute, or that the text book or support materials are approved by the Institute would not be acceptable.
- 2.5 The Secretary of State for Education, or the Institute under delegation by the Secretary of State for Education, shall have the exclusive power to issue certificates of award and statements of achievement (and equivalent documents, excluding a breakdown of attainment) within the T Level Programme. It is intended that such documents will include the Supplier's name but not the Supplier's logo.
- 2.6 Suppliers must not issue any document bearing the title or name, or described or represented as, a 'certificate' or 'statement of achievement' or its substantial equivalent to which, or in respect of which, any T Level Mark is applied or used, or otherwise apply the T Level Marks to, or create an association with any T Level or TQ with any document or material bearing the title or name, or described or represented as, a 'certificate' or 'statement of achievement'" or its substantial equivalent.

- 2.7 Suppliers must use the T Level Marks on all *Mandatory Marked Materials* used in the operational delivery of the TQ. The documents classified as *Mandatory Marked Materials* are listed in **Annex 2**.
- 2.8 *Mandatory Marked Materials* should include a descriptive qualification name, as determined and/or mutually agreed by the Institute and the Supplier, in line with the TQ Contract and these Guidelines e.g. [technical qualification] in x Subject”.
- 2.9 Suppliers must ensure that it is clear that any T Level, or qualification associated with a T Level (such as the TQ), is a qualification approved and managed by the Institute.
- 2.10 T Level Marks must not be used on any materials which relate to a T Level or TQ which has been wholly or partly superseded, unless the material is equally prominently identified as such.
- 2.11 Suppliers must, on request from the Institute, submit copies of any material where their name or branding, or any other trade marks or branding are used and/or in association with a T Level or a TQ.
- 2.12 Suppliers must not promote that, or give the impression that, any of its other qualifications - similar or equivalent – are linked to the TQ or T Level qualification i.e. other Level 2, 3 or 4 qualifications.

3 Intellectual Property Rights (IPR) and the TQ Contract

- 3.1 Full details of Suppliers’ rights and responsibilities in respect of IPR are set out in the TQ Contract, and Suppliers should pay particularly close attention to clause 12 Intellectual Property Rights; Schedule 14 Form of Assignment and License; and Schedule 16 Logos and Trademarks – T Level Trade Mark Licence.
- 3.2 Providers engaged with the T Level qualification may use the T Level Marks but it is the responsibility of Suppliers to ensure that they comply with these Guidelines and the TQ Contract.
- 3.3 Suppliers should note that the T Level Marks are registered trade marks; any breach could lead to an action for trade mark infringement (as well as other consequences under the TQ Contract).

4 **Advertising, marketing and promotion**

- 4.1 Suppliers must ensure that any advertising, marketing and promotion products or services i.e. those activities outside the scope of the core TQ delivery component, do not undermine or diminish the reputation, image and prestige of the T Level Marks when used in any such aforementioned activity e.g. media advertising.
- 4.2 Suppliers may use the T Level Marks in relation to *Brand Licensed Products or Services* set out in **Annex 3**, in accordance with (and subject to) the terms of the TQ Contract and these Guidelines.
- 4.3 Suppliers must not give the impression that their visual identity is being used as a distinct brand, trade mark or designation of origin for any materials, including for activity defined as *Brand Licensed Products or Services*.

5 **Style, positioning and form of T Level Marks**

- 5.1 Suppliers must ensure that, except for the T Level Marks, no other trade marks, logos, banners or graphics are to be presented and/or affixed to any materials which relate to a T Level or TQ.

T Level Marks on TQ Materials

- 5.2 The T Level Marks should be included on the front page only of the TQ materials (whether in paper or digital form) in accordance with and in the form set out at **Annex 1**.
- 5.3 The T Level Marks should be acknowledged on the final page of the TQ materials (whether in paper or digital form) in accordance with and in the form set out at **Annex 1**.

T Level Marks on other T Level communications (including for marketing, advertising and promotional purposes)

Positioning/Layout:

- 5.4 T Level Marks may be represented in the form of a logo or graphic image ("**Logo Mark**"); or as an isolated word mark ("**Isolated Word Mark**"); or as a text or word mark¹ used within relevant text ("**Text Mark**") as described below. There are some

¹ Text form includes in spoken text

common requirements in relation to each type of use (sections 6 to 8 - “No mixing”, “Prominence” and “Acknowledgements”) and some requirements which differ depending on the form in which Suppliers plan to use the mark (set out below).

5.5 Use of the word mark may also be made in oral form. The same principles should, so far as practicable, apply to oral use of any T Level Marks i.e. if appropriate, the respective changes being proposed are applied consistently.

5.6 Where it is used otherwise than in text form, the form in which the Supplier reproduces the logo or graphic should conform precisely to the logo and graphic forms designated by the Institute.

5.7 **Logo Mark:**

- Suppliers must use the Logo Mark in precisely the form and subject to any requirements set out in **Annex 1**;
- Suppliers must not change the colours, or skew, stretch or angle the logo, or distort, add a border or otherwise alter the logo in any way;
- Suppliers must ensure that the logos are always clearly separate from any other material, and in particular that it has a clear space surrounding the logos, as illustrated, specified or referenced at **Annex 1**.
- Suppliers must not resize the logo, unless resizing is permitted in accordance with these Guidelines.

5.8 **Isolated Word Mark**

- Suppliers must use the fonts and size ranges of font set out in or referenced in these Guidelines;
- Suppliers must use only the colours and weights set out in or referenced in these Guidelines;
- Suppliers must not use underlining;
- The words should have initial capitalisation (only) and no other punctuation etc. “T Level” is acceptable; “T LEVEL”, “T level” or T-Level” are not acceptable; and
- Suppliers must not use the Isolated Word Mark as a watermark.

5.9 Text Mark:

- Suppliers must use the Text Mark in the same font as the surrounding text; and
- Suppliers must acknowledge its first use in the text as noted under paragraph 5.15 (Acknowledgement) of these Guidelines.

No mixing/combination/background use

5.10 Suppliers must ensure that the T Level Marks are always clearly separate from any other trade mark or name used in the same document. In particular:

- Suppliers must not use their trade mark mixed or combined with any other trade mark or name such that they could be seen or understood to be part of a single trade mark. For example, “the Mrs Blogs [Supplier] T Level” would not be acceptable use; and
- Suppliers must not combine a T Level Mark into a single logo or something which might be seen to be have a unitary character. For example:



- The T Level Mark and a Supplier's mark should not be combined into a single logo or something which might be seen to be have a unitary character. For example:



- There should always be a clear separation between the T Level Mark and any other mark used by Suppliers or on any documents, and, when used as a logo or graphic, Suppliers should take account of any requirements for separation set out in these Guidelines.
- 5.11 Any use of a name given to the qualification element of a T Level (including any use of “TQ” as a reference to part of a T Level) should also only be such that it is always

a clearly separate mark or name from any other trade mark or name used in the same document with any other trade mark or trade name.

5.12 Suppliers must not place a T Level Mark against a background colour, pattern or picture except as specified below:

- as set out in or referenced in **Annex 1** or as otherwise agreed in writing by the Institute, or specified in these Guidelines; or
- with imagery which is of a purely illustrative character, and does not suggest any other source or business connection, and is appropriate to the context and brand identity, and allows the entire mark to be clearly visible more prominently than such imagery, and complies with any other limitations notified by the Institute in writing from time to time,

and in any event any imagery must be consistent with the overall brand identity and values of the T Level Marks and the T Level Programme, and not be liable to bring the T Level Marks or the T Level Programme into disrepute.

Prominence

5.13 Where Suppliers use the T Level Marks on material which carries other branding in conjunction with or in the same part of the material, the T Level Marks should be given at least equal prominence with the other branding. For example:

- it should appear in script of at least the same font size as the script of any Supplier's trade mark, and where Suppliers use a logo covering at least the same overall surface area;
- the style used for the other mark should not lead to it being more prominent than the style used for the T Level Mark;
- the colouring used for the other mark should not draw more attention to it than the T Level Mark; and
- it should appear in at least as prominent a position.

5.14 Typically, use of one T Level Mark will not be regarded as 'in conjunction' with another mark when they are in separate distinct parts of the document, including for

example, use of a Supplier's letter head (one part) and use of the T Level Mark in the body of the letter (a separate part).

Acknowledgement

- 5.15 Subject to paragraph 5.16 of these Guidelines, where the T Level Marks are used in any document, Suppliers should place in the document reasonably prominently (so that it would reasonably be expected to come to the attention of the reader or addressee of the document) an acknowledgement that the Institute's name and logo are registered trade marks of the Institute. For example:
- where the T Level Mark is used in the title or opening description of the document or in a manner intended to show that the document relates to a T Level or a TQ, by using a referenced footnote acknowledging that 'T Level is a registered trade mark of the Institute' or 'Registered trade mark of the Institute for Apprenticeships and Technical Education';
 - where it is used in the text of a document, the first time it appears it should include a referenced footnote acknowledging that the '[Mark] is a registered trade mark of the Institute for Apprenticeships and Technical Education' or 'Registered trade mark of the Institute for Apprenticeships and Technical Education';
 - in each case the referenced footnote should, where practicable, appear in the same visual field as the use of the T Level Marks, or in other cases, where such notice would otherwise commonly be placed. For example, on the rear of a single page which is printed on both sides, on the rear of the front page of a booklet, or on the rear of the last page of a booklet; and
 - where a Supplier's or a Provider's name or branding is also used in the document, the referenced footnote should also make clear that the T Level is a qualification approved and managed by the Institute, and that the Supplier is currently authorised by the Institute to develop and deliver the qualification (and/or that the Provider offers or provides courses for part of the T Level, which is a qualification approved and managed by the Institute), as appropriate.
- 5.16 Where a reference is made to T Level in any document indirectly (for example with a description which is evidently a reference to a T Level or the TQ) in association with a Supplier (whether using a Supplier's name or otherwise), the document

should make clear that the T Level and a TQ is a qualification approved and managed by the Institute.

- 5.17 No further acknowledgement is necessary where the use of the T Level Marks or a reference to a T Level or TQ is in a document, other than those materials/document listed in **Annex 2** of these Guidelines. To illustrate: such use is in word form (as part of the text²) of the document and would clearly be understood by addressees and readers as being a reference to the T Level or, as appropriate and reference has been to the fact that the TQ is approved and managed by the Institute and it is not being suggested otherwise: it has been made clear that the role of the Supplier is focused on developing and/or delivering the TQ component of the T Level and it has a relationship with the Institute.

Illustrations

The approach may be adjusted sensibly for the particular materials and circumstances of use. For example:

- 5.18 On promotional documentation intended for Providers, where it might be expected that a high level of prominence would be given to a Supplier's name or branding (for example in large script), or on explanatory documentation intended for Providers, the use of T Level (and T Level Marks, including text marks) should be given equal prominence. In a referenced footnote should appear on the reverse of the first page (for example with other similar notices, such as copyright notices, but no less prominently than those notices);
- 5.19 For promotional and explanatory documentation aimed at students or employers, the use of T Level should be given equal prominence; and a clear note should appear on the same page in the same visual field that the T Level is a qualification approved and managed by the Institute, and a Supplier's development and delivery of the qualification and use of the mark is under the authority of the Institute;
- 5.20 For assessment or examination papers (for single use) relating to materials for examiners, a reasonably prominent note should appear at the bottom of the first page that the T Level is a qualification approved and managed by the Institute, and a Supplier's development and delivery of the qualification and use of the mark is under the authority of the Institute;

² including spoken text in the case of spoken material

- 5.21 For sample papers which may be re-used, there should in addition be a note that T Level is a registered trade mark of the Institute; and
- 5.22 For supplementary materials (such as text books and learning aids), there should be a clear reasonably prominent explanation that the material is designed for use with the relevant T Level; including the date of the T Level, and that the T Level is a qualification approved and managed by the Institute, and that T Level is a registered trade mark of the Institute used by a Supplier (or other source) with the authority of the Institute.

Providers (Schools and Colleges)

- 5.23 Suppliers are responsible for ensuring that:
- each Provider complies with these marking requirements, as they apply to use of a Supplier's name or branding and equally, to any permitted use of the Provider's name or branding in association with the T Level Mark; and
 - any use by a Provider of the T Level Mark is clearly a reference to a T Level approved and managed by the Institute.

6 Inspection and Approval

- 6.1 Suppliers must permit the Institute to inspect on reasonable request and on reasonable notice any materials bearing or intended to bear a T Level Mark, for the purposes of ascertaining compliance with these Guidelines.
- 6.2 Where the Institute determines (acting reasonably) that it appears that there is a non-compliance with these Guidelines, Suppliers must consult with the Institute on how such non-compliance may be remedied, taking into account both the seriousness of the non-compliance, including how the relevant material does not comply, what the potential impact may be (bearing in mind the volumes of material in question and the audience for those materials) and the potential impact of remedial steps, with a view to reaching fair and reasonable consensus on remedial action (which may range from taking steps in relation to future materials to the withdrawal and reissue of current materials).
- 6.3 In the event that no consensus can be reached, the disagreement or difference will be subject to the Dispute Resolution Procedure.

7 Amendments to the Guidelines

- 7.1 The Institute may amend these Guidelines from time to time, in a manner consistent with the general principles (Section 2).
- 7.2 The Institute will notify Suppliers of any changes together with the date on which such amendments are to take effect.
- 7.3 The Institute will take reasonable account of Suppliers' comments or concerns in relation to any amendments and the timetable for implementation, and Suppliers agree to act reasonably to seek a consensus. In the absence of consensus the disagreement or difference may be referred by Suppliers or the Institute to be resolved under the Dispute Resolution Procedure, as set out in Annex 4.

Annex 1: T Level Marks on TQ materials

Front page



*to be placed top right within the footer

[Supplier logo]**

**to be placed bottom right within the footer

Final page

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‘T-LEVELS’ is a registered trade mark of the Department for Education.

‘T Level’ is a registered trade mark of the Institute for Apprenticeships and Technical Education.

‘Institute for Apprenticeships & Technical Education’ and logo are registered trade marks of the Institute for Apprenticeships and Technical Education.

[‘MARK’] is a registered trade mark of [SUPPLIER].

Annex 2: Mandatory Marked Materials

Key Materials

- a) specifications of content for each TQ including core and all specialist components;
- b) assessment guidelines (for Providers);
- c) quality assurance requirements (for Providers);
- d) specimen assessment materials;
- e) standards exemplification materials;
- f) updates or redevelopments of specifications of content;
- g) updates and redevelopments of any Key Materials; and
- h) any materials equivalent to the above to which a Skilled Future Supplier would reasonably require access for the Portability Purposes.

Key Materials shall **not** include support Materials, insofar as they are not part of any of the expressly included items listed above;

Ancillary Materials

- a) Assessment Strategy;

Annex 3: Brand Licensed Products and Services

Marketing materials relating to T Levels

Suppliers will be expected to adhere to the form of branding as set out in Annex 1 wherever reasonably practicable.

Annex 4: Dispute Resolution Procedure

Definitions³

“Dispute” means any claim, dispute or difference which arises out of or in connection with these Guidelines or in connection with the existence, legal validity or enforceability of these Guidelines, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts.

“Style” means any matter set out in or referred to in paragraph 5 of the Guidelines.

“Dispute Resolution Procedure” means the dispute resolution procedure set out in paragraphs 1.1 to 1.5.

1 Resolving disputes

1.1 Where a Dispute (not being a Dispute arising solely in respect of Style):

- 1.1.1 arises solely between the Institute and a Supplier, the dispute resolution procedure set out in clause 37 of the Supplier’s Contract shall apply and the provisions of this Dispute Resolution Procedure shall not apply; or
- 1.1.2 relates to or is in connection with a dispute that is progressing under the Supplier’s Contract, the parties agree to be bound by the decision that is reached in accordance with the dispute resolution procedure set out in clause 37 of the Supplier’s Contract in respect of the dispute under the Supplier’s Contract, provided always that the Institute and/or the Supplier (as the case may be) have taken into account all reasonable comments and/or submissions of any third party who is a party to, or connected with, the Dispute.

1.2 Where the Dispute is one to which the circumstances described in paragraph 1.1 do not apply:

- 1.2.1 and the Dispute remains unresolved, the relevant parties connected with the Dispute shall procure that nominated senior representatives of each such party who have authority to settle the Dispute will, within 28 days of

a written request from another connected party, meet in good faith to resolve the Dispute; and

1.2.2 if the Dispute is not resolved at that meeting, the relevant parties can attempt to settle it by mediation using the Centre for Effective Dispute Resolution (“**CEDR**”) Model Mediation Procedure current at the time of the Dispute. If the relevant parties cannot agree on a mediator, the mediator with experience in trade mark law will be nominated by CEDR. If a relevant party does not wish to use, or continue to use mediation, or mediation does not resolve the Dispute:

- (i) the Dispute (other than a Dispute relating to Style) must be resolved using paragraphs 1.3 to 1.5; or
- (ii) a Dispute relating to Style must be resolved using paragraph 1.6.

1.3 Unless the Institute refers the Dispute (other than a Dispute relating to Style) to arbitration using paragraph 1.4, the parties irrevocably agree that the courts of England and Wales have the exclusive jurisdiction (other than in relation to a Dispute relating to Style) to:

1.3.1 determine the Dispute; and/or

1.3.2 grant interim remedies, or any other provisional or protective relief.

1.4 The parties agree that the Institute has the exclusive right to refer any Dispute (other than a Dispute relating to Style) to be finally resolved by arbitration under the London Court of International Arbitration Rules current at the time of the Dispute. There will be only one arbitrator. The seat or legal place of the arbitration will be London and the proceedings will be in English.

1.5 The Institute has the right to refer a Dispute (other than a Dispute relating to Style) to arbitration even if a party has started or has attempted to start court proceedings under paragraph 1.3, unless the Institute has agreed to the court proceedings or participated in them. Even if court proceedings have started, the relevant party must do everything necessary to ensure that the court proceedings are stayed in favour of any arbitration proceedings if they are started under paragraph 1.4.

1.6 If the Dispute is one which relates to Style, the Institute's decision will be final.

Attachment 9: Commercially Sensitive Information and/or Confidential Information

Redacted



Schedule 20
Authorised Representatives

Authority Authorised Representative

Name:	Redacted
Position:	
Postal Address:	
E-mail Address:	

Supplier Authorised Representative

Name:	Redacted
Position:	
Postal Address:	
E-mail Address:	