

**SO-15482 Digital Academy Accreditation  
Appendix B – Service Description**

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**APPENDIX B  
SERVICE DESCRIPTION**

**CONTENTS**

1.	INTRODUCTION.....	2
2.	PURPOSE.....	2
3.	BACKGROUND TO THE AUTHORITY .....	3
4.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT .....	3
5.	SCOPE OF REQUIREMENTS .....	4
6.	SERVICE LEVELS AND PERFORMANCE .....	4
7.	PAYMENT PROCESS.....	6
8.	ADDITIONAL REQUIREMENTS .....	7
9.	LOCATION.....	7
10.	SECURITY REQUIREMENTS.....	7
11.	INTELLECTUAL PROPERTY RIGHTS (IPR) .....	7

**SO-15482 Digital Academy Accreditation**  
**Appendix B – Service Description**

---

**1. INTRODUCTION**

- 1.1 The Department for Work and Pensions (DWP) responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers.
- 1.2 The Department for Work and Pensions are hereafter referred to as the Authority.
- 1.3 The Authority is responsible for paying a number of different benefits to a wide range of citizens. The Authorities change agenda is significant as they need to respond to needs of Ministers and claimants.
- 1.4 To meet spending reviews and the expectations of citizens the Authority needs to develop digital and on-line solutions. The Authority has recognised a gap in the digital training resources available and are looking to procure Digital Academy accreditation for the Foundation product to develop and up skill staff.

**2. PURPOSE**

- 2.1 The Authority requires accreditation for the Foundation product of the Digital Academy service to support the up- skill of internal staff. The Authority aims to have the learning materials accredited by an external Awarding Organisation (AO).
- 2.2 The purpose of this is for the AO to ensure that the content and delivery medium of learning materials is fit for purpose, has specific and measurable learning objectives and meets industry standards. The Authority are asking for the course to be given accredited status from a recognised and widely acknowledged organisation.
- 2.3 The Authority requires accreditation for a number of different reasons:
  - 2.3.1 To benchmark the suite of training products against external standards.
  - 2.3.2 To provide assurance that individuals are meeting the prescribed standard.
  - 2.3.3 To develop individuals from foundation level, to intermediate and ultimately expert level.
  - 2.3.4 Attraction, recruitment and retention – through the awarding of a recognised 'qualification.'
- 2.4 The Authority also requires the AO to train the Delivery Managers within DWP Digital Academy in order for them to be competent in assessing staff who access the training course. The Authority has identified the Authority requires a contract to be put into place for three (3) years.
- 2.5 The Delivery Manager will be the sole resource to award the pass and fail mark and therefore will also require training to conduct this.

**SO-15482 Digital Academy Accreditation**  
**Appendix B – Service Description**

---

2.5.1 To ensure that the Authority are conducting assessments in a fair and open manner, the Authority seeks training from the AO for members of the team in Quality Assurance processes.

2.6 The Authority requires a contract to be put into place for three (3) years.

**3. BACKGROUND TO THE AUTHORITY**

3.1 Increasing Digital capability is one of the key features of the Civil Service Reform, and the purpose of the Authorities Digital Academy is to increase the internal skills of the Authority in this area and reduce our dependency on external suppliers.

3.2 The Academy is a significant investment and the learning curve for individuals is steep - not only is this adopting completely new way of working, but requires a cultural shift.

3.3 In 15/16 the Authority are expecting the numbers of people who would need to be accredited to be approximately 700. This number will increase year on year as more people graduate and existing graduates are re-accredited.

3.4 Accreditation is an internationally recognised seal of approval which will send powerful messages to our employees, customers and other Government departments that we are committed to workforce development and confident that our programme can stand up to external scrutiny.

**4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

4.1 Digital Academy is based in 4 locations – Leeds, London, Newcastle and Stockport (moving shortly to Manchester), but the main office is based in Leeds.

4.2 The current Digital Academy offers a number of interventions to upskill people in Agile and Digital Ways of Working. The courses are run by internal Delivery Managers and external Agile coaches in a classroom setting. Students are provided with 'real world' knowledge whilst introducing industry standards. The course is delivered through a series of talks, presentations and live project work. This is currently in place.

4.3 The Authority are looking at circa 2500 people receiving some kind of Academy training in 15/16. The target audience for the Digital Academy foundation learning is the Authorities Staff working in a digital role on a digital programme/project & staff working within the digital landscape in an enabling role and we are working on the assumption of 1500 people over a period of 3 years requiring certification of passing the accredited course.

4.4 The Authority are looking to provide accreditation for 3 years.

**SO-15482 Digital Academy Accreditation  
Appendix B – Service Description**

---

**5. SCOPE OF REQUIREMENTS**

5.1 The Awarding Organisation will need to work with the Academy team in Leeds to deliver the following mandatory requirements:

- 5.1.1 Conduct a detailed assessment of foundation programme course materials and content.
- 5.1.2 Provide a set of recommendations of changes to be carried out.
- 5.1.3 Review and agree the changes or provide further recommendations.
- 5.1.4 Provide accredited status to the foundation programme once the necessary changes have been carried out.
- 5.1.5 Provide advice and guidance about the option for retrospective accreditation (over 300 people have currently attended the Academy and the Authority do not want these candidates to be at a disadvantage)
- 5.1.6 Work with the Academy team to develop knowledge checkers and an end of course test/exam. This test/exam should carry a pass or fail mark.
- 5.1.7 Conduct an annual review/assessment of the materials to provide ongoing accreditation of materials and assurance that they continue to meet the required standard.
- 5.1.8 The issuing of the Awarding Organisation certificates to individuals on completion of the course (only those who have passed the course). A flexible number of certificates are to be allocated over the three (3) years, not to exceed 1500. If there is a need to exceed 1500 certificates over the three (3) years the Authority will apply a Variation to the contract to support this.
- 5.1.9 Train and accredit Delivery teams to be assessors i.e. to provide assurance that people have passed/failed the course.
- 5.1.10 Train and accredit Academy Management team to perform the Quality Assurance role to ensure the assessment is carried out in a fair and open manner, not open to challenge.

**6. SERVICE LEVELS AND PERFORMANCE**

6.1 The Authority will measure the quality of the Supplier's delivery by:

- 6.1.1 The Authority requires a point of contact to be identified within the Awarding Organisation.

6.2 Service Delivery Date

- 6.2.1 The Authority requires an access date of 15<sup>th</sup> January 2016 to enable the provider to set up the service and provide any initial training.

**SO-15482 Digital Academy Accreditation**  
**Appendix B – Service Description**

6.2.2 The Authority requires a start date of the 15th January 2016 for the service. The service will be in place for three (3) years as per point 2.6.

6.2.3 The service will end on the 14<sup>th</sup> January 2019.

6.2.4 The Plan as at the Effective Date is set out below:

Milestone	Deliverables  (bulleted list showing all Deliverables (and associated tasks) required for each Milestone)	Duration  (Working Days)	Milestone Date	Customer Responsibilities (if applicable)
1	Foundation programme product assessment and provision of Initial recommendations	20	12th February 2016	Awarding Organisation
2	Provide options around retrospective accreditation for people who have already completed the Academy (circa 300)	2	12th February 2016	Awarding Organisation
3	Make the necessary changes to the materials to meet the recommendations	10	26th February 2016	Academy Team
4	Review product and provide accredited status to Academy foundation programme products	5	4 <sup>th</sup> March 2016	Awarding Organisation
5	Provide assessment training	5	15th April 2016	Awarding Organisation
6	Provide QA training	5	15th April 2016	Awarding Organisation
7	Issue first set of certificates to graduates	5	22nd April 2016	Awarding Organisation
8	Annual Re-assessment/re-accreditation of materials	10	31 March 2017	Awarding Organisation
9	Annual Re-assessment/re-accreditation of materials	10	31 March 2018	Awarding Organisation

**SO-15482 Digital Academy Accreditation**  
**Appendix B – Service Description**

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- 6.2.5 If so required by the Authority and the Supplier shall produce a further version of the Plan (based on the above plan) in such further detail as the Authority may reasonably require. The Supplier shall ensure that each version of the Implementation Plan is subject to approval. The Supplier shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the current state of the implementation of the Services.
- 6.2.6 The Authority shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
- 6.2.7 The Supplier shall perform its obligations to achieve each Milestone by the Milestone Date.
- 6.2.8 Changes to the Milestones shall only be made in accordance with the variation procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).
- 6.3 Technical Quality Feedback
- 6.3.1 The provider will be required to provide feedback on a quarterly basis or as requested by the Authority. This will be shared with the CCS contract Manager.
- 6.4 Service Quality Feedback
- 6.4.1 The provider will be required to provide feedback on a quarterly basis or as requested by the Authority. This will be shared with the CCS contract Manager.
- 6.5 Service Audit
- 6.5.1 The provider should provide evidence that they have undertaken an Annual audit of the system and assurance provided to the Authority in the form of a report if requested.
- 6.6 Quality Improvement
- 6.6.1 The provider should demonstrate a commitment to innovation and continuous improvement and inform the Authority and CCS contract manager of any potential improvements to the service during the period of the three (3) year contract.
- 7. PAYMENT PROCESS**
- 7.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 7.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
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**SO-15482 Digital Academy Accreditation  
Appendix B – Service Description**

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**8. ADDITIONAL REQUIREMENTS**

- 8.1 The Authority would like to pay upfront for the product assessment, Accreditation of products, Assessment training, Quality Assurance training, First years learner certificates and Annual assessment/ re accreditation of materials for 2<sup>nd</sup> and 3<sup>rd</sup> year

**9. LOCATION**

- 9.1 The location of the services will be carried out at DWP Digital Academy, Leeds City Office Park, Number One, Great Wilson Street, Leeds. LS1 5DB

**10. SECURITY REQUIREMENTS**

- 10.1 Standard BC clearance required for suppliers in the event of attending any Government premises.
- 10.2 All course content will remain the property of the Authority as stated in point 10, and must not be shared with 3<sup>rd</sup> parties without the approval of the Authority.

**11. INTELLECTUAL PROPERTY RIGHTS (IPR)**

- 11.1 It shall be a condition of the Contract that, except to the extent that the Services incorporate designs furnished by the Contracting Authority, the Services will not infringe any patent, trade mark, registered design, copyright or other right in the nature of Intellectual Property of any third party and the Successful Provider shall indemnify the Contracting Authority and the Crown against all actions, suits, claims, demands, losses, charges, costs and expenses which the Contracting Authority or the Crown may suffer or incur as a result of or in connection with any breach of this Condition.
- 11.2 All Intellectual Property Rights (including ownership and copyright, but excluding trade marks and trade names of the Successful Provider) in:
- a) any Specifications, instructions, plans, drawings, patents, patterns, models, designs or other material furnished to or made available to the Successful Provider by the Contracting Authority shall remain the property of the Contracting Authority; and
  - b) the final version of any tangible product of the Services (the “Final Product”) delivered to the Contracting Authority and prepared by or for the Successful Provider for use, or intended use, in relation to the performance of this Contract;

shall (save as set out below) belong to the Contracting Authority on payment of the Contract Price for the Services, and the Successful Provider shall not and shall procure that the Providers employees, servants, agents, suppliers and sub-contractors shall not (except when necessary for the implementation of the Contract or as otherwise permitted by the Contract) without prior written consent of the Contracting Authority, use any Intellectual Property Rights assigned to the Contracting Authority in accordance with this clause.

**SO-15482 Digital Academy Accreditation**  
**Appendix B – Service Description**

---

- 11.3 The Contracting Authority shall not require the Successful Provider and the Successful Provider shall not be obliged to transfer or assign:
- 11.3.1 Intellectual Property Rights in any part of the Final Product that may be owned by a third party and which has been identified as such in the Final Product and or
  - 11.3.2 Any Intellectual Property Rights in the Providers methods of work, working papers, computer programmes, methodologies, skills, experience, expertise and any associated or related information maintained by the Provider in any form, all Intellectual Property Rights therein remaining vested in the Provider.
  - 11.3.3 To the extent that matters excluded in the part (b) are comprised in or incorporated in or required in connection with a Final Product, the Provider shall grant the Contracting Authority on payment of the Contract Price for the Services a non-exclusive royalty free licence to use the same solely for the purposes contemplated by this Contract. The Provider shall retain ownership of its working papers. Subject to the Providers confidentiality commitments to the Contracting Authority, for the purposes of delivering services to the Contracting Authority and other clients of the Provider, the Contracting Authority and other Contractor Persons shall be entitled to use, develop or share with each other knowledge, experience and skills of general application gained through performing the Services.