**CONTRACT ORDER FORM**

This Contract Order Form is issued in accordance with the Provision of Apprenticeship Training for the Level 3 Customer Service Specialist Apprenticeship Programme dated 13th June 2023.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Contract.

For the avoidance of doubt this Contract consists of the terms set out in this Contract Order Form and the Contract Terms.

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| --- | --- |
| Order Number | CCIT23A46 |
| From | Crown Commercial Service (“Customer”) |
| To | Impact Futures Training Limited (“Supplier”) |

1. CONTRACT PERIOD

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| --- | --- | --- |
| 1.1 | Commencement Date | 20th July 2023 |
| 1.2 | Expiry Date  (Apprenticeship programme completion date / End Point Assessment completion date) | Until all Apprentices have successfully completed their Level 3 Customer Service Specialist Apprenticeship programmes.  Please note that we will also need to be able to extend this contract to allow for any breaks in learning which the Apprentice may take, to allow the apprentice to resit any examinations and for any other reasons deemed acceptable by the buyer. |

2. SERVICES REQUIRED

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| --- | --- | --- |
| 2.1 | Services Required.    APPRENTICESHIP TRAINING PROVIDER SERVICES / END POINT ASSESSOR SERVICES / BOTH.  LOCATION  APPRENTICESHIP TYPE AND SPECIFIC APPLICABLE INSTITUTE FOR APPRENTICESHIPS STANDARD  NUMBER OF STUDENTS  CLASS BASED  ADDITIONAL SERVICES | Provision of Apprenticeship Training and EPA for the Level 3 Customer Service Specialist Apprenticeship Programme for 2 learners based in Liverpool and 2 based in Norwich.  Please note that the volumes of work cannot be guaranteed.  Delivery model will be a combination of face to face and virtual training sessions and 121 sessions with skills coaches. Both the learner and the line manager can also access the tutor at any time when required.  Enrolment/induction sessions with apprentices and their line managers.  Regular review sessions with **REDACTED TEXT under FOIA Section 40, Personal Information**.  Formal review with Line Managers and Tutor every 10 -12 weeks. |

3. CONTRACT PERFORMANCE

|  |  |  |
| --- | --- | --- |
| 3.1 | Required Apprenticeship Standard | Level 3 Customer Service Specialist |

|  |  |  |
| --- | --- | --- |
| 3.2 | Quality Standards | Continued adherence to the relevant Institute for Apprenticeships industry standard. ([www.instituteforapprenticeships.org/](http://www.instituteforapprenticeships.org/))  Maintained ESFA registration and accreditation.  General industry good practice |

4. PAYMENT

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| --- | --- | --- |
| 4.1 | Contract Charges | Contract Charges = £16,000 (ex VAT)  Please note that the volumes of work cannot be guaranteed. |
| 4.2 | Payment terms/Profile | Payment to be made in accordance with the current in force ESFA funding rules.  Further additional terms in Annex 2 of Contract Schedule 3. |
| 4.3 | Customer billing address | n/a as funds will be used from CCS Apprenticeship Levy Fund. |

5. LIABILITY AND INSURANCE

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| --- | --- | --- |
| 5.1 | Suppliers limitation of Liability | In Clause 25 of the Contract Terms |
| 5.2 | Insurance | Professional Indemnity Insurance cover of £1 million any one claim.  Public Liability Insurance cover of £1 million any one claim.  Employers Liability insurance cover of £5 million any one claim. |

FORMATION OF CONTRACT

By signing and completing this Contract Order Form the Supplier and the Customer agree to enter into a binding contract governed by the terms of this Contract Order Form and the attached terms and conditions.

For and on behalf of the Supplier:

|  |  |
| --- | --- |
| Name and Title | **REDACTED TEXT under FOIA Section 40, Personal Information**. |
| Date | 19th July 2023 |

For and on behalf of the Customer:

|  |  |
| --- | --- |
| Name and Title | **REDACTED TEXT under FOIA Section 40, Personal Information**. |
| Date | 20th July 2023 |