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## **1. PURPOSE**

- 1.1 Appeals, Litigation and Subject Access Request Directorate (hereafter referred to as the Authority) is part of UK Visas and Immigration (UKVI) within the Home Office. Structured career pathways are being established to support staff development at all levels within the Directorate. This includes the establishment of legal career pathways for staff.
- 1.2 The Authority seeks an Authorised Training Provider, approved by the Solicitors Regulation Authority (SRA), to deliver a Professional Skills Course (core and elective modules) to a cohort of up to 12 staff undertaking their period of recognised training.

## **2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Home Office is a ministerial department, supported by 29 agencies and public bodies.
- 2.2 The Home Office leads on immigration and passports, drugs policy, crime policy, counter-terrorism, counter-extremism and modern slavery, and works to ensure visible, responsive and accountable policing in the UK.
- 2.3 UKVI's vision is to be a world-leading immigration service, working for a safe and prosperous UK.
- 2.4 The vision will be carried out through four new missions. The four missions, set out below, focus on priorities, promote more collaboration and enhance UKVI's performance. They are:
  - 2.4.1 to control migration
  - 2.4.2 to deliver world-class customer service
  - 2.4.3 to safeguard the vulnerable and host communities
  - 2.4.4 to make UKVI a great place to work
- 2.5 UKVI contributes to all Home Office strategic objectives, as set out in the single departmental plan, to:
  - 2.5.1 prevent terrorism
  - 2.5.2 cut crime
  - 2.5.3 control immigration
  - 2.5.4 promote growth
  - 2.5.5 deliver efficiently through transformation

## **3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 The Authority are establishing a variety of legal pathways for staff from Administrative Officer to Senior Executive Officer grades. The development of structured career

pathways within the Authority is aligned to the 2020 vision of further professionalising the Authority. This also fits in with the Great Place to Work agenda within UKVI. This project forms part of the wider ongoing transformation work within the Authority.

- 3.2 Up to 12 staff will be supported to complete a period of recognised training within the Home Office to enable them to enter the legal profession as solicitors. The Authority requires an Authorised Training Provider to deliver the Professional Skills Course to up to 12 trainee solicitors.

#### 4. DEFINITIONS

Expression of Acronym	Definition
PSC	Professional Skills Course
SRA	Solicitors Regulation Authority
UKVI	UK Visas and Immigration

#### 5. SCOPE OF REQUIREMENT

- 5.1 The Potential Provider will deliver the PSC to 12 delegates. The PSC has a compulsory core element of at least 48 hours tuition with assessments and an elective element of 24 hours further tuition, potential providers should include delivery of the 24 hours of elective tuition within their proposal.
- 5.2 PSC consists of three subject areas:
- 5.2.1 Financial and Business Skills
  - 5.2.2 Advocacy and Communication Skills
  - 5.2.3 Client Care and Professional Standards
- 5.3 The Potential Provider will be expected to customise standard learning materials, where appropriate, to include case studies/examples/questions which take into account the context in which the trainee solicitors are working to reinforce learning.
- 5.4 Additionally, the Potential Provider will be required to ensure the trainee solicitors are aware of how their professional obligations overlap with their obligations as civil servants, particularly in respect of the Civil Service Code.

#### 6. THE REQUIREMENT

- 6.1 The Potential Provider must be able to deliver the Professional Skills Course in line with the delivery timetable within Section 7 Key Milestones. With the core PSC modules being delivered in the first year of the period of recognised training and the elective modules being delivered in the second year.
- 6.2 The compulsory and elective modules are to be delivered on a public basis, (delivered at the potential providers' premises).

- 6.3 The Potential Provider is expected to administer name changes up to 24 hours prior to module start date without any fee incurred. Following this the Potential Provider may charge an administrative fee.
- 6.4 Cancellations to core or elective modules up to 1 week prior to the module start without any fee incurred, however potential providers are encouraged to offer improved terms within their quality submission.

## 7. KEY MILESTONES

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Initial meeting with Potential Provider	On or before 01/09/2018
2	Enrolment of trainees on Core modules	On or before 01/10/2018
3	The Core modules of the PSC course to be delivered	Between 01/10/2018 and 31/09/2019
4	Choices of elective modules and delivery dates to be offered to trainees to be agreed	On or before 03/07/2019
5	Enrolment of trainees on Elective modules	On or before 1/10/2019
6	The Elective modules to be delivered	Between 1/10/2019 and 31/09/2020

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 In respect of any customised elements of the modules, the Training Principle of the Authority will be available to review and approve the customised elements before delivery.

## 9. REPORTING

- 9.1 Issues relating to attendance or performance of trainee solicitors to be reported to the nominated scheme manager (via route to be agreed) promptly and, in any event, within 1 week.
- 9.2 General reporting and SLA meeting to be held quarterly if needed.

## 10. VOLUMES

- 10.1 There will be a maximum of 12 staff supported completing a period of recognised training.

## 11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 12. SUSTAINABILITY

- 12.1 Consideration should be given to providing learning materials in an electronic format.

## 13. QUALITY

- 13.1 Potential Providers must be authorised by the Solicitors Regulation Authority.
- 13.2 The Successful Provider must maintain authorisation by the SRA to deliver the Professional Skills Course and immediately inform the nominated scheme manager of any lapses if appropriate.

## 14. PRICE

- 14.1 Please provide full details of pricing broken down by price per candidate.
- 14.2 Also include details of any additional fees which would be applicable if candidates need to retake a module (1) due to non-attendance or (2) if the module is failed on the first attempt.
- 14.3 Consideration should be given to volume discount.
- 14.4 Prices are to be submitted via the Appendix E excluding VAT.

## 15. STAFF AND CUSTOMER SERVICE

- 15.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Professional Skills Course Contract in order to consistently deliver a quality service to all Parties.
- 15.2 Potential Provider's staff assigned to the Professional Skills Course Contract shall have the relevant qualifications and experience to deliver the Contract. It is expected that staff delivering the modules will have experience of working in the public sector or in-house environment.
- 15.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 16. SERVICE LEVELS AND PERFORMANCE

- 16.1 It is expected that there will be a named point of contact within the Potential Provider to act as an account/relationship manager for the Authority.
- 16.2 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	Course to be delivered to up to 12 staff before 31/09/2020	100%
2	Administration	Responses to routine correspondence within 2 working days from receipt of instruction.	100%

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3	Administration	Completion of candidate name changes to core or elective modules up to 24 hours prior to the start of the module.	100%
4	Administration	Upon request, ensure cancellation of modules up to 1 week prior to the start of the module.	100%

## 17. SECURITY REQUIREMENTS

- 17.1 The Potential Provider or staff delivering the Professional Skills Course are not required to hold security clearance at present but this may be reviewed if needed in the future. However, they will be expected to display discretion and maintain confidentiality at all times. There will be a requirement to wear an ID pass when visiting a Home Office building and this will require advance notification of name of visitors who will also need to bring suitable identification each time they visit.

## 18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1 The Home Office is to retain all rights to customised material shared during this agreement.

## 19. PAYMENT

- 19.1 Payment can only be made following receipt of an invoice which is accompanied by a valid Purchase Order number and upon commencement of delivery of the training. If not currently a supplier of the Home Office, registration with the Home Office Finance team will be required before any payment can be made.
- 19.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## 20. ADDITIONAL INFORMATION

- 20.1 N/A.

## 21. LOCATION

- 21.1 The PSC will be delivered at a public location agreed by the Potential Provider per candidate dependant on staff location. Potential Providers must be able to deliver training in the greater London area.
- 21.2 The Home Office expects trainee solicitors to be working from the following offices in London (central, west and south), Sheffield, Manchester, Leeds, Birmingham, Cardiff, Newcastle and Liverpool.