**Order Schedule 7 (Key Supplier Staff)**

Order Ref: CCS Framework RM6209—ITT Reference Number 7567

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**Order Schedule 7 (Key Supplier Staff)**

1.1 The Annex 1 to this Schedule lists the key roles (“**Key Roles**”) and names of

the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.

1.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.

1.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.

1.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:

1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);

1.4.2 the person concerned resigns, retires or dies or is on maternity or long­term sick leave; or

1.4.3 the person’s employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.

1.5 The Supplier shall:

1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);

1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;

1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff’s employment contract, this will mean at least three (3) Months’ notice;

1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and

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1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.

1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any

respect unsatisfactory. The Buyer shall not be liable for the cost of replacing any Key Staff.

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**Annex 1- Key Roles**

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| **A4 – Virtual College Response**VC will utilise its best talent to deliver the contract, including those who have worked on your previousprojects. The key staff assigned include the following people. **Account Director – Nicole Horsman** Having worked for City & Guilds for 15 years, Nicole is recognised for developingorganisational learning and development strategies and demonstrating value through CBTand blended approaches. Based on our successful delivery of the Built Estate and Accommodation projects, Nicole will ensure VC continue to deliver great outcomes for OPC and its trainees. Testing andchallenging the team throughout to make sure VC deliver a high-quality learning experience. Nicole’s responsibilities will include:* Key point of contact and relationship owner
* Scheduling review meetings with OPC via telephone / webinar. The purpose of these meetings will be to help assess the success of the project against objectives, success criteria and impact measurements
* Milestone delivery updates
* Stage 1 escalation point

**Chief Learning Officer – Sarah Baker** Sarah has worked in the CBT industry for over 13 years and is responsible for Managing VC’s in-house CBT development and design studio. Sarah’s experience in delivering CBT and ILT projects include solutions for clients such as adidas, Fujitsu, central government departments, the Ministry of Defence and providing strategic overview on your recent project for the Built Estate. Recently Sarah led the whole curriculum design and learning development for a facilitated CBT programme with a large train operating company. The VC team created a 2 day passenger experience training programme using digital learning in a facilitated classroom environment. Sarah will bring the learning and best practice from this programme to this OPC project. Sarah’s responsibilities will include:* directing the development of content
* leading the creative design process for the programme
* learning analysis and design

**Senior Project Manager – Mandy Adams** Mandy has project managed many of our major projects, including the MOD international digitisation project, and is experienced in working with multiple stakeholders. Mandy’s experience in delivering CBT and ILT related projects include:* senior Project Manager for the digital training transformation project for MoD
* Project Manager for Fujitsu’s project on a total training overhaul and conversion from topic expert face to face delivery to CBT format

Mandy’s responsibilities for the OPC project will include:* Responsibility for all project documentation and sign off
* Achieving overall project and communicational efficiency and establishing operational procedures both internally and with the OPC team
* Responsibility for risk management of delivery of projects
* Liaison and management of communication with OPC’s SMEs
* Co-ordination of tasks and overseeing quality across all stakeholders internally and externally
* Responsibility for delivering and achieving against project KPI’s including quality standards and consistency

What this means for ways of working based on our work to date with OPC: * Dedicated, weekly update calls to report on progress and identify any risks
* Leading of calls with SME when engaging on content development - for example wireframing the game development over several weeks with senior managers at MOD.
* Maintaining and delivering project status report weekly to the OPC team
* Management of feedback via development trackers - shared with the OPC team

**Learning Design Manager (LDM) – Hazel Dale**With a background in education, Hazel has extensive knowledge into how people learn best,making her highly skilled at designing CBT content and creating blended programmes. Hazel has been the dedicated LDM for FDIS’ and OPC’s recent Tier 1 and Tier 2 project in Built Estate and Accommodation, which were successfully delivered using a blend of interactivity, gamification and graphics, within budget and timescales and which have been very well received.Hazel’s experience in delivering CBT related projects include being the lead LDM for:* a number of digital transformation projects from classroom based delivery to CBT for internal staff at the Department for Education and Metropolitan Police Service
* on the digital transformation contract for the UK MoD contract in KSA, working closely with topic experts to ensure clarity and understanding of highly technical content.

Hazel’s responsibilities for this OPC project will include:* Developing content to increase OPC trainee engagement
* Using appropriate learning strategies, alongside engaging and interactive animations, interactions and exercises to ensure content meets trainee needs
* Quality assurance checks throughout the development and design proves to test the CBT solution for consistency and that it meets all quality standards agreed.

VC will also utilise its wider team of digital and blended learning professionals for the project, as required. |

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