

FORM OF CONTRACT AND MASTER CONTRACT SCHEDULE

FORM OF CONTRACT C52498

This contract is made on the 12th day of November 2021

BETWEEN

1. The Secretary of State for Health, acting through the Medicines and Healthcare products Regulatory Agency whose office address is 10 South Colonnade, Canary Wharf, London E14 4PU (the "**Customer**"); and
2. Working Transitions Limited whose registered office is Woodcourt Riverside Park, Southwood Road, Bromborough, Wirral, United Kingdom, CH62 3QX (office address is Alexandra House, Queenswood Office Park, Newport Pagnell Road West, Northampton, NN4 7JJ), Registration number 05421754 (the "**Service Provider**")

WHEREAS the Customer wishes to have provided the following services namely Lot 6 Outplacement & Career Transition Services pursuant to ESPO Framework Agreement ref: 3S_18

NOW IT IS AGREED THAT

- (1) The Service Provider will provide the services in accordance with the terms of the call-off contract reference number 3S_18 (Strategic HR Services) and Contract Documents.
- (2) The Customer will pay the Service Provider the amount due in accordance with the terms of the call off agreement and the Contract Documents.
- (3) The following documents comprise the Contract Documents and shall be deemed to form and be read and construed as part of this agreement:

1. This Form of Contract
2. The Master Contract Schedule
3. The Call-Off Terms (relating to ESPO Framework 3S_18 – Strategic HR Services)
4. The documents – see attached Appendix A (Service Provider's Tender)

IN WITNESS OF the hands of the Parties or their duly authorised representatives:

Signed for and on behalf of

The Medicines and Healthcare products Regulatory Agency (**CUSTOMER**)

Redacted FOIA Sect 40 Personal Info

Authorised Officer

Print name:

Redacted FOIA Sect 40 Personal Info

Signed by

Working Transitions Limited (**SERVICE PROVIDER**)

Redacted FOIA Sect 40 Personal Info

Authorised signatory

Print name:

Redacted FOIA Sect 40 Personal Info

This document relates to and forms part of the Call-Off Terms

Contract Ref and Title: C52498 Outplacement and Career Transition Services

MASTER CONTRACT SCHEDULE

(ESPO Framework Reference 3S_18 Strategic HR Services)

1. TERM

Commencement Date

16 November 2021

Expiry Date (Initial Term)

15 November 2022

Extension Period

Up to one year (optional – to be agreed if required)

A 30 day break clause (without cause) shall also apply for either party to terminate the Contract on providing 30 days' written notice.

2. SERVICE REQUIREMENTS

Services and Deliverables required

Introduction

The Medicines and Healthcare products Regulatory Agency (MHRA/Customer) is undertaking a transformation programme changing the organisational structure. An expected outcome from this programme is an updated structure, with some new and updated roles and a number of redundant posts.

Scope

To help support affected staff, the Customer requires provision of Outplacement and Career Transition Services in the form of an online web-based portal/solution with a range of eLearning activities, interactive tools, practical resources and webinars to support with the transition and provide good staff coverage. The support may be required across the full range of grades (junior level up to senior civil service grades) across a range of professional, specialist, scientific and more general/administrative roles. We expect there could be total of up to Redacted FOIA Sect 43(2) Commercial Interests wishing to access the service over a period of months. The solution must account for the different needs.

The Customer's expectations of the menu of options/modules to be made available on the system include (but not limited to) cover of the following areas:

- **Career assessment** - understand their values, motivation, interests and strengths.
- **Personal branding** – using innovative techniques in developing 'self' as a brand, evaluating possible options and opportunities for marketing what they have to offer. How to market themselves, including personal branding and techniques to aide success at

application and interview.

- **Identify skills and experience** - describe their transferable skills, competencies and achievements. Refresh of personal development needs (e.g. good communication, confidence building and personal impact). Identify where employees have gaps in their skill set and sign post them to potential options / places to address any development needs. Focus on supporting and developing employees' understanding of the skills and experience they have to offer a future employer.
- **Design and build a CV** – produce or review the effectiveness of their current CV, in the light of best practice and tailoring it to the employee's particular profession area. Advice on creating a CV for maximum digital impact and attention from recruiters. Advice on writing targeted CVs to maximise matches to job descriptions and speculative applications to exploit the key routes to the jobs market (visible and hidden).
- **Understand the jobs market** - Self-help, the importance of market research in the job search process and the resources available for gathering information. How to interact with a range of Job Sites / Job Boards and develop awareness of all potential recruitment channels to the jobs market. Up-to date information on trends and strategies to enable employees to face the future with a clear understanding of the jobs market.
- **Recruitment agencies and networking** – referrals and linking employees to wider employment opportunities. Practical advice on maximising success when using recruitment agencies and networking.
- **Produce an action plan** to be used for checking progress and milestones (pre-course work optionally required with this element).
- **Interview skills** - preparation & planning techniques and preparing a career story, building confidence and developing key interview skills and preparing for a variety of interview situations, and how to respond effectively to common interview questions.
- **Networking and using Social Media** – understanding how to use these routes in finding a job, capitalising on current innovative recruitment trends and practices.
- **Support and advice** on online tests, assessment centres, psychometric testing and signpost to online resources, guides and practice tests. Understand numerical and verbal reasoning and situational judgement tests and how these feature in the recruitment processes.
- **Self employment and starting own business** – develop self-awareness to assess personal suitability for starting a business and considering the practical and legal aspects of self-employment.

The portal should be easy to log in and navigate around the various options, for ease of self-selection by a registered user. It must be continually available with minimum disruption, 24 hours a day, 7 days a week or as close to this as reasonably possible.

Access to the support must be provided via the online web-based portal from the 'go live' date agreed and with employee access for 6 months post termination date from the MHRA.

The Service Provider must also offer a helpdesk function by phone and/or email available from 09.00 –17.00 Monday to Friday (as a minimum) to support users with system and access issues.

Management and Performance

Each party shall each nominate a Contract Manager/representative (who will be considered as Key Personnel). The Service Provider's Contract Manager/representative shall be required to maintain contact with the Customer's Contract Manager/representative via email, telephone and face-to-face channels; providing the agreed MI, assurance on progress, and discussing any emerging issues and/or any user feedback. The approach to Performance Monitoring shall be light-touch, limited to this communication and the provision of the agreed MI; no performance/service reports will be required.

Although, the Customer is not setting any Service Levels or KPIs, the portal should be available to access with minimum disruption, 24 hours a day, 7 days a week or as close to this as reasonably possible. We acknowledge that there may be some downtime for maintenance, and where possible advance notice should be emailed to users/our Contract Manager.

The Service Provider shall provide relevant MI in the form of anonymised platform/service usage statistics to the extent possible; to be provided in an MS Office application format e.g. Excel at least monthly (per month and cumulative to date) or on request. Ideally, the Service Provider's login system shall facilitate this reporting, by requesting agreed demographic information to be provided by each user (on registration) on creating a profile e.g. division, department, sex race, disability and age band.

Information Security and Data Protection

The Service Provider must ensure sufficiently robust technical controls regarding information security and data protection are in place and it must carry out relevant testing on the system components that support the service. Robust data handling and processing procedures must be observed by the Service Provider in providing these Services, safeguarding confidentiality and the integrity of information/Personal Data.

The online web-based portal provided by the Service Provider to the Customer must be secure, compliant with WCAG (Web Content Accessibility Guidelines) and other appropriate government IT assurance and security guidelines, and have the capability and compatibility to properly function with the Customer's software, browsers (Edge and Chrome are currently used), and on a range of IT equipment (PCs, tablets, and mobile devices).

Optional Services required

The Customer may also require some One-to-One Coaching sessions/packages and/or some interactive Webinars (these may require some minor tailoring - to be agreed), subject to funding.

Performance/Delivery Location/Premises

Remote web access to the Service Provider's online web-based outplacement solution 'SnapDragon'. The location of any other agreed/optional services e.g. coaching shall be agreed.

Standards

Quality Standards

There are no assigned Service Levels or KPIs; however, the Service Provider has confirmed that its online solution SnapDragon is continually available 24 hours a day, 7 days per week and can be accessed on all devices. Access will be available from the agreed 'go live' date with each affected employee's access for 6 months post termination date from MHRA.

The Service Provider's nominated Contract Manager shall be the point of contact and escalation (if required).

A Helpdesk function is available by phone and/or email available from 09.00 –17.00 Monday to Friday to support users with system and access issues. Help can also be obtained by clicking the 'Help' tab on the right of every page which links to Customer Support.

Technical Standards

SnapDragon has been designed and developed in accordance with the internationally recognised Web Content Accessibility Guidelines (WCAG) 2.1 Level AA (<http://www.w3.org/TR/WCAG20>). The accessibility certificate document verifying that this website has been externally tested and remediated to meet the WCAG 2.1 (Web Content Accessibility Guidelines 2.1) AA level.

Compliance with the requirements of the Cyber Essentials Scheme (Registration Number QGCE 546) and the systems and processes have been adapted to comply with the requirements of General Data Protection Regulation (GDPR).

Data is securely managed by Microsoft in an ISO-certified data centre located in the UK (ISO 14001:2015 | ISO 9001:2008 | ISO/IEC 27001:2013).

The IT system ensures confidentiality and is subjected to formal accreditation in line with HMG IA Standards 1 and 2.

Disaster Recovery and Business Continuity

Not requested.

3. SERVICE PROVIDER SOLUTION

Service Provider Solution

See Appendix A for the Service Provider's Tender.

Key Personnel of the Service Provider to be involved in the provision of the Services and Deliverables

The nominated Contract Manager shall be Redacted FOIA Sect 40 Personal Info; she will be the day-to-day contact for referrals, engagement, invoicing and reporting.

4. PERFORMANCE OF THE SERVICES AND DELIVERABLES

Implementation Plan and Milestones (including dates for completion)

Milestone	Deliverables	Duration	Milestone Date	Customer Responsibilities	Delay Payments
1)	Basic MHRA branding /customisation of the registration page/ dashboard; and giving access to SnapDragon (per each employee referral)	5 days	w/c 22 Nov 2021	Required Comms details to facilitate customisation	N/A
2)	Management Info	N/A	Frequency to be agreed	Frequency and format/ content to be discussed	N/A

Critical Service Failure

Not used.

Monitoring

Each party's Contract Manager/representative shall maintain contact via email, telephone and face-to-face channels; providing the agreed MI, assurance on progress, and discussing any emerging issues and/or any user feedback. The approach to Performance Monitoring shall be light-touch, limited to this communication and the provision of the agreed MI; no performance/service reports will be required.

The Service Provider's Contract Manager shall be [Redacted FOIA Sect 40 Personal Info] – contact:

[Redacted FOIA Sect 40 Personal Info]

The Customer's Contract Manager shall be [Redacted FOIA Sect 40 Personal Info] (HR) – contact:

[Redacted FOIA Sect 40 Personal Info]

Management Information

Management Information to be provided in accordance with clause 7 of the Call-Off Terms – the frequency and format/content to be agreed by the Parties.

Relevant MI in the form of anonymised platform/service usage statistics can be provided. Information will be provided in Microsoft Excel format monthly, or more frequently if required/on request. Information will present statistics for the month and cumulative to-date. The information that could be provided include (subject to agreement with the Customer):

- User data
- Total amount of users
- Total amount of logins across every user
- Total amount of activities across every user
- The times your users visit
- Where your users are located
- Which devices you users are using to access the platform

The reporting functionality within Snapdragon enables the Service Provider to report on (if required):

- Activity over time
- Activity by type
- Activity by user
- Trending
- Job Search activity

On first login the user can be prompted to respond to questions around demographics. This will facilitate collation of information on division, department, sex race, disability and age band which we can collate and share.

5. CUSTOMER RESPONSIBILITIES

Customer's Responsibilities (where appropriate)

The Customer shall provide to the Service Provider:

- the required Communications' details to facilitate some basic MHRA branding/customisation of the registration page/dashboard;
- the names of affected employees (when identified), who might wish to access the Service Provider's online web-based outplacement solution 'SnapDragon'. Upon receipt of referral an email will be sent to the user with a link to Snapdragon, along with a unique username and password. Access will be available from the agreed 'go live' date with employee access for 6 months post termination date from MHRA.

Customer's equipment (where appropriate)

Not Applicable.

6. CHARGES AND PAYMENT**6.1 Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS))**

The Customer shall pay for Services delivered (i.e. charges for actual registrations on the online web-based portal/solution and any called-off options) up to the budget figure of £15,000.00; unless otherwise agreed in a written Variation.

ELEMENT	PRICES (Excluding VAT)	NOTES/ASSUMPTIONS
Total Price for delivering online web-based portal/solution	Redacted FOIA Sect 43(2)/Commercial Interests	Based on access for Redacted FOIA Sect 43(2)/Commercial Interests registering on the portal across the maximum Contract Period.
Flat user fee for portal (only chargeable when a user registers/accesses the portal)	Redacted FOIA Sect 43(2)/Commercial Interests	Access will be available from the agreed 'go live' date with each employee access for 6 months post termination date.

Options Ratecard

(these optional elements may be called off subject to funding)

One-to-One Coaching	Redacted FOIA Sect 43(2)/Commercial Interests Redacted FOIA Sect 43(2)/Commercial Interests	1 hour session 3 sessions
Webinars (interactive)	Redacted FOIA Sect 43(2)/Commercial Interests	On Specialist topics or where some tailoring is required. A number of free webinars are also provided. No minimum number of participants, maximum Redacted FOIA Sect 43(2)/Commercial Interests

All Invoices must be submitted electronically to accounts.payable@mhra.gov.uk and in arrears on a monthly or quarterly basis. The Customer shall pay the Service Provider the Charges within 30 days of receipt by the Customer of a valid, undisputed invoice.

The Customer has a "no purchase order no pay policy" in place. Any work or expense the Service Provider undertakes prior to receipt of a purchase order shall be undertaken solely at their risk. Any invoice the Service Provider submits must quote the valid purchase order number. Invoices not meeting this requirement will be rejected by the Customer.

6.2 Details of any Customer Rebate (if any) agreed in accordance with clause 11.5.

Not Applicable.

7. CONFIDENTIAL INFORMATION

The following information shall be deemed Commercially Sensitive Information:

Information	Explanation of Sensitivity	Period of Confidence
Pricing information	Service Provider's Pricing information should be considered commercially sensitive as disclosure would impact on ability to compete effectively in the market place.	Life of contract

8. PROCESSING, PERSONAL DATA AND DATA SUBJECTS

PART A - PROCESSING, PERSONAL DATA AND DATA SUBJECTS

This Part A should be completed by the Controller, who may take account of the view of the Processor; however, the final decision as to the content of this Part A shall be with the Controller at its absolute discretion.

1. Introduction

- 1.1 The contact details of the Controller's Data Protection Officer/department are: dataprotection@mhra.gov.uk
- 1.2 The contact details of the Processor's Data Protection Officer are:
Redacted FOIA Sect 40 Personal Info
- 1.3 The Processor shall comply with any further written instructions with respect to processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Section 8 of the Master Contract Schedule.

Description	Details
Identity of the Controller and Processor	<p>For the purposes of this requirement: the Customer shall be classified as the Controller and the Service Provider classified as the Processor.</p> <p>Where the Service Provider wishes to use a sub-processor to process any Personal Data, the Service Provider must obtain the written consent of the Customer.</p>
Subject matter of the processing	<p>To help support affected staff (impacted by job losses), the Customer requires the provision of Outplacement and Career Transition Services in the form of an online web-based portal with a range of eLearning activities, interactive tools, practical resources and webinars to support with the transition and provide good staff coverage. Support shall be required across the range of grades (junior level up to senior civil service grades) and across a range of professional, specialist, scientific and more general/administrative roles.</p> <p>Optional one to one coaching sessions may also be supplied.</p>
Duration of the processing	The Duration of Processing shall take place as required for the Service Provider to fulfil the service and contractual obligation, and/or as agreed with the Customer. Each registered user shall have access to the online Outplacement web-based portal for up to six

	<p>months. The Personal Data should be deleted/destroyed within one month of the user no longer having access.</p> <p>Where the Personal Data needs to be retained longer, for statutory compliance purposes and/or as required by Law, this Data must be securely stored and managed, and deleted as soon as no longer required.</p>
Nature and purposes of the processing	<p>The nature of the Processing shall be to store and manage the Personal Data of affected staff when the staff register with their details onto the online Outplacement web-based portal, to access the relevant online Outplacement support tools. Data shall only be collected and used for the 'legitimate purpose' of delivering career transition services.</p> <p>The requested Personal Data shall be held and stored on the Outplacement system; this Personal Data will also be used in agreed Management Information requested by the Customer (anonymised).</p> <p>The Processing will be for the purposes of:</p> <ul style="list-style-type: none"> • Registering new users (affected staff) onto the online Outplacement web-based portal, to allow them access to the support tools; • Allowing ongoing access to the relevant Outplacement web-based portal and tools; • Providing the agreed Management Information; • Referrals for one to one coaching (optional) <p>Users will be informed of their rights to access their data and can view data protection and privacy policies at will.</p> <p>Also, as part of setting up this Contract, the Service Provider has nominated their Contract Manager (key staff), including providing their name, role and some contact details. The Customer has also nominated key staff to manage the Contract, including providing their names and contact details.</p>
Type of Personal Data	<p>The Personal Data will include:</p> <ul style="list-style-type: none"> • Names and the contact details (work emails/telephone numbers) for affected staff • Dates of Birth/ages • Job roles/titles and grades <p>Also, as part of setting up this Contract, the Service Provider has nominated their Contract Manager (key staff), including providing their name, role and some contact details. The Customer has also nominated key staff to manage the Contract, including providing their names and contact details.</p>
Categories of Data Subject	<p>The Data Subjects will include:</p> <ul style="list-style-type: none"> • Staff • Key Customer's Staff • Key Service Provider's Staff
Plan for return and destruction of the data once the processing is complete unless requirement under union or member state law to preserve that type of data.	<p>The Personal Data shall be retained until the relevant Processing has been completed, or at the latest within one month of Contract termination. The Personal Data must be securely deleted from the online Outplacement web-based portal and any other data repositories/files (e.g. back-ups).</p>

	Where the Personal Data needs to be retained longer, for statutory compliance purposes and/or as required by Law, this Data must be securely stored and managed, and deleted (as above) as soon as no longer required.	
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9. AGREED AMENDMENTS TO THE CALL-OFF TERMS

The following amendments shall be deemed to be made to the Call-Off Terms:

A 30 day break clause (without cause) shall also apply for either party to terminate the Contract on providing 30 days’ written notice.

APPENDIX A - SERVICE PROVIDER SOLUTION (TENDER)

Coverage of online web-based outplacement solution - options/modules on offer

Snapdragon provides intelligent and interactive tools to help the user navigate today's job market, along with the latest job opportunities to make career change a reality. Please follow the link below for a short introduction Redacted FOIA Sect 43(2) Commercial Interests

Snapdragon provides the user with resources and just-in-time learning that is interactive and engaging and supports not only an imminent successful career transition but also the development of life-long career management skills.

Working Transitions Ltd are able to meet the requirement to potentially support across the full range of grades from junior level to senior civil service grades, across a range of professional, specialist, scientific and general/administrative roles.

We recognise that each user is unique with their own specific needs. Upon first login, Redacted FOIA Sect 43(2) Commercial Interests an initial assessment, the user is provided with a personalised job search programme that is tailored to their requirements with clear actions to take them on a journey and automatic tracking to enable them to map their progress and milestone attainment.

The resources within Snapdragon cover all the areas listed in the specification:

Career Assessment

- Career Pulse rates the user's confidence in 5 key areas; CV & Personal Brand, Job Search, Interviewing, Skills and Wellbeing
- Range of career assessments and e-learning to help the user understand their values, motivation, interests and strengths
- Intelligent Career Quiz to assess readiness for beginning to develop their career

Personal Branding

- Elevator Pitch Builder for creation of a 60-second summary of self to engage the listener
- E-learning around building a personal brand, how to self-market and techniques for maximising success at application and interview

Identify Skills and Experience

- E-learning on how to identify and articulate transferable skills, competencies and achievements
- E-learning to address development needs in a plethora of manager and leader, business, IT and Microsoft skills

Design & Build a CV

- CV Builder for CV creation
- CV Checker that scores the CV to maximise its effectiveness against Applicant Tracking Systems
- E-learning and explainer videos for advice on creating targeted CVs for maximum impact
- Cover Letter Builder for creation of a compelling cover letter

Understand the Jobs Market

- E-learning to develop understanding of all the potential recruitment channels and how to approach them
- Industry reports providing trends, SWOT analysis, employment considerations and recruiter and employer links
- Job Search engine providing access to millions of jobs
- LinkedIn Networking Tool for researching companies by location

Recruitment Agencies & Networking

- Recruiter lists as well as links to institutes, associations and other organisations relevant to the industry
- E-learning for practical advice on maximising success when using recruitment agencies and networking

Produce an Action Plan

- Personalised Job Search Programme with a structured clear action plan
- Automatic action tracking enables progress monitoring and milestone achievement

Interview Skills

- Elevator Pitch Builder for creation of a 60-second summary of self to engage the listener
- E-learning for increased understanding of different types of interview, development of interview techniques and confidence building
- Interview Simulator tool for interview preparation and practice with instant feedback

Networking and Using Social Media

- E-learning for increased understanding of how to use the full range of social media channels for self-marketing and networking
- LinkedIn Networking Tool for researching companies by location and accessing LinkedIn profiles for employees

Support and Advice

- Assessment Centre tool provides an overview of Assessment Centres, advice on how to complete the various activities and tips on how to be successful on the day, as well as a quiz to test knowledge
- E-learning to build familiarity with the role of Assessment Centres and Psychometrics in the recruitment process
- Practice commonly used numerical, verbal, spatial and in-tray tests to improve skills and maximise chances of performing well

Self-Employment and Starting Own Business

- E-learning on planning and running a business, types of self-employment and the practical aspects of self-employment
- Tools to assess personal suitability for starting a business and assessing the viability of a business idea

Content is kept fresh with new content added weekly - circa five topical articles are added each week and made available on the carousel on the home page.

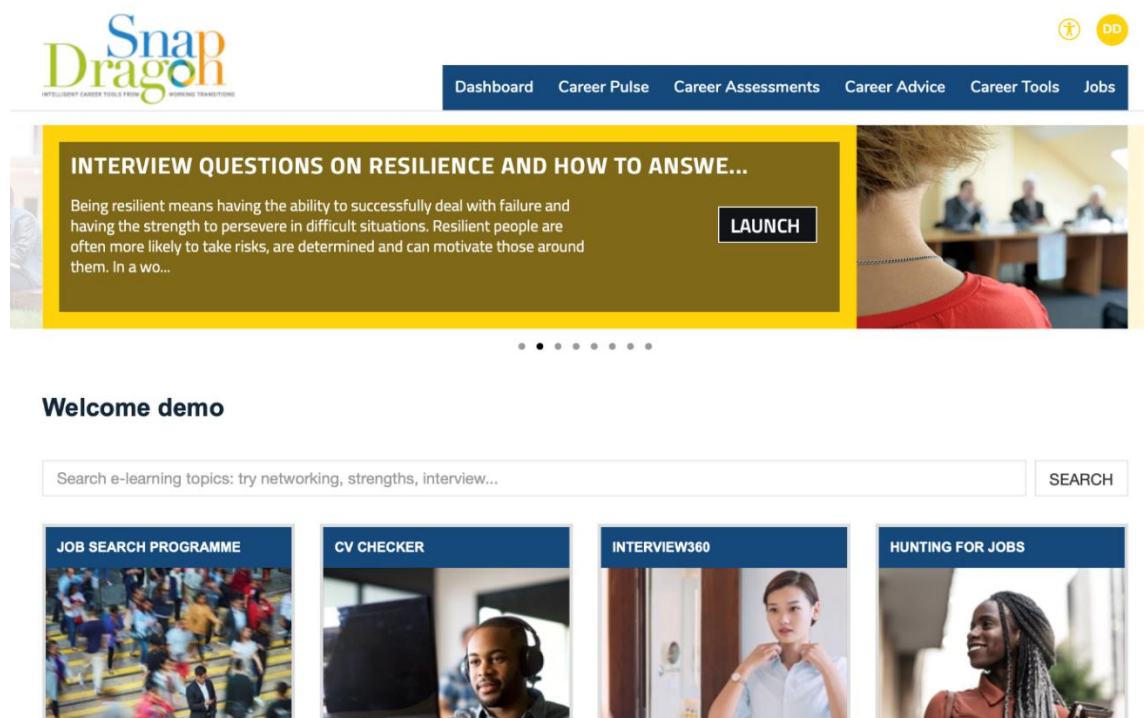
Content is structured into six sections:

- Dashboard
- Career Pulse
- Career Assessments
- Career Advice
- Career Tools
- Jobs

The modules that sit within each section.

1. Dashboard

The Dashboard is the home page from which all tools and resources can be accessed, as depicted below.

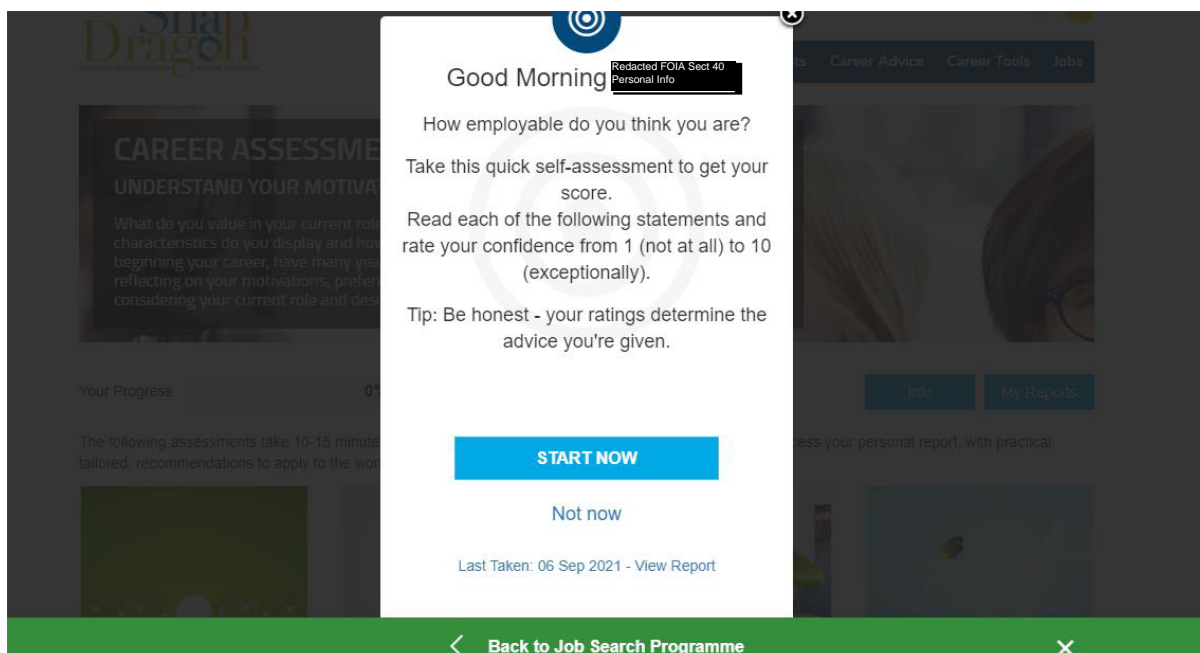


2. Career Pulse

Modules	Aims of module for the user
Take Career Pulse	Rate their confidence to build their personal learning programme
View Your Career Pulse Report	View the results of the Career Pulse and get advice on next steps
My Job Search Programme	A 6-stage programme designed to transform their employability

Take Career Pulse

On first login the user will be greeted with a message asking them to take a quick self-assessment. This is called the 'Career Pulse' and rates the user's confidence in 5 key areas; CV & Personal Brand, Job Search, Interviewing, Skills and Wellbeing, as depicted below



Completion of the Career Pulse is not obligatory. The user can dive straight into the resources if they prefer, however it is a great starting point for identifying key areas for focus.

Throughout their journey the user can retake the Career Pulse to see how their confidence is building as a result of the action they have taken.

View Your Career Pulse Report

Once the Career Pulse has been completed, a report is generated with confidence scores for each of the five categories. The user is presented with a recommendation of the top three areas on which to focus. Confidence scores are then provided for all five categories with advice on the key things to be thinking about, along with an action plan.

My Job Search Programme

The required actions across all five categories are pulled together into the user's personalised 'My Job Search Programme'. Actions are tracked automatically – as soon as an action is completed it is marked as such, allowing the user to track their progress as they go.

3. Career Assessments

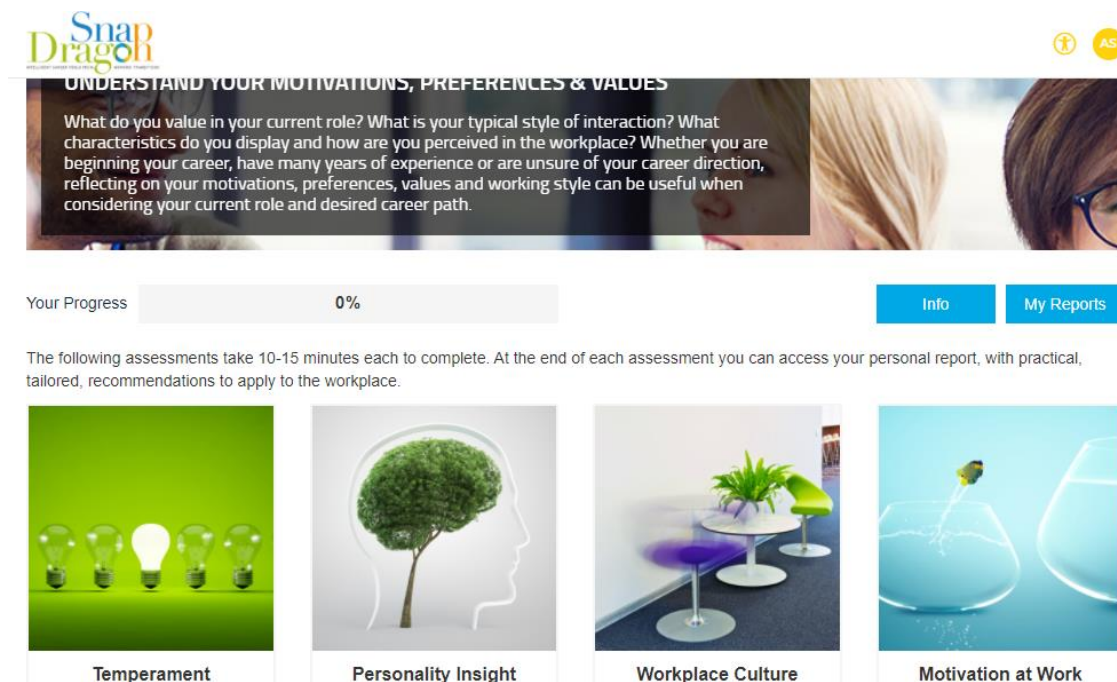
Modules	Aims of module for the user
Temperament	<ul style="list-style-type: none"> Understand themselves and their interactions with others Gain a good idea of where they get their energy, how they take in information, make decisions, and deal with time Appreciate how other people are different from them and build on these differences rather than be frustrated by them

	<ul style="list-style-type: none"> • Challenge them to look beyond their immediate environment or situation and to explore a greater number of opportunities • Understand what jobs and careers are chosen by others who share their type
Personality Insight	<ul style="list-style-type: none"> • Gain a good idea of what they want out of life and work • Challenge themselves to look beyond their immediate environment or situation and to explore a greater number of opportunities and life chances • Plan for changes in their life and in a changing world • Become more self-sufficient at making job, life and career decisions • Understand what types of roles would suit their personality
Workplace Culture	<ul style="list-style-type: none"> • Decide where they want to work or focus their job search activities • Challenge themselves to look beyond their immediate environment or situation and to explore a greater number of opportunities and life chances • Plan for changes in their life and in a changing world • Become more self-sufficient at making job, life and career decisions
Motivation at Work	<ul style="list-style-type: none"> • Gain a good idea of what they want out of life and work • Consider how rewarding their current situation is and challenge themselves over what might be over- or under-represented • Plan for changes in their life and in a changing world • Become more self-sufficient at making job, life and career decisions • Understand more about what they need from a job to find it motivating and fulfilling
Personal Resilience	<ul style="list-style-type: none"> • Gain awareness of the key areas of stress in their life • Appreciate how well they deal with challenging situations

	<ul style="list-style-type: none"> • Understand how to make themselves stronger and more resilient • Learn how they can manage a changing world more effectively
Emotional Control	Discover hints and tips to handle their personal level of emotional response
Management Skills	Discover tips on how they can improve their skills as a manager
Giving Feedback	Gain insight into their preferences and tendencies as well as techniques to make giving (and receiving) feedback easier and more productive. Discover tips to overcome barriers
Stress Management	Find out how well they currently cope with pressure and discover some hints and tips to be able to deal better with it at work
Customer Focus	Gain an insight into their perception of the importance to their role of being customer focused and their approach towards their customers. Hints and tips are provided on how they could develop their customer-related skills
Sound Decision-Making	Look more closely at their decision-making process: their tendencies, the process they go through, the perspectives they consider and the level to which they rely on their instincts and offer guidance on how their decision-making can be made more robust
Assertiveness	Increase their assertiveness and decrease their passiveness and aggressiveness
Learning Styles	Discover how they prefer to learn, which could save them time, money and energy. Understand how they can broaden the range of learning styles they use, enabling them to grow and develop more effectively, both in a personal and a professional capacity
Strengths	Assess their strengths from a broad selection of skills using three dimensions: enjoyment, proficiency and importance and group them into five categories: prime strengths, untapped strengths, necessary skills, underdeveloped skills and weaknesses

Each assessment takes 10-15 minutes to complete. At the end of each assessment a personal report is provided with practical and tailored recommendations.

All modules are clearly depicted and accessible from the Career Assessments Page, as shown below.



SnapDragon

UNDERSTAND YOUR MOTIVATIONS, PREFERENCES & VALUES

What do you value in your current role? What is your typical style of interaction? What characteristics do you display and how are you perceived in the workplace? Whether you are beginning your career, have many years of experience or are unsure of your career direction, reflecting on your motivations, preferences, values and working style can be useful when considering your current role and desired career path.

Your Progress **0%** [Info](#) [My Reports](#)

The following assessments take 10-15 minutes each to complete. At the end of each assessment you can access your personal report, with practical, tailored, recommendations to apply to the workplace.

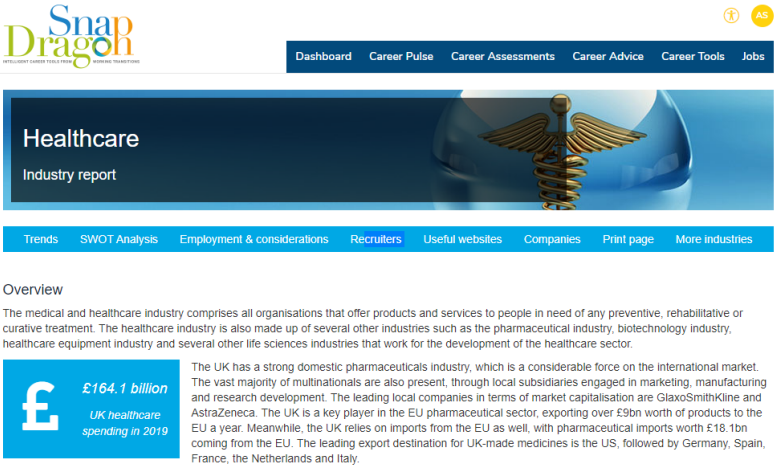
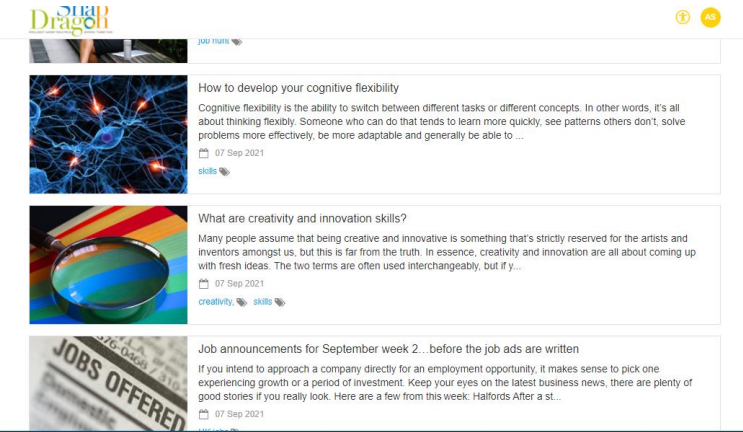
- Temperament**
- Personality Insight**
- Workplace Culture**
- Motivation at Work**

4. Career Advice

Modules	Aims of module for the user
Career E-Learning	<p>Develop new career and business skills through expert-advice videos, interactive e-learning, tips and articles</p> <p>Learning Paths include:</p> <ul style="list-style-type: none"> • Skills & Preferences • Career Possibilities • Industry Insight • Job Search • CV & Applications • Interviews • New Job • Career Skills • Managers & Leaders • Business Skills • IT Skills • IT & Microsoft Skills <p>Topics include:</p> <ul style="list-style-type: none"> • Attitude & Mindset

	<ul style="list-style-type: none"> • Career Direction • Commercial Awareness • Communication • Creativity & Innovation • Culture & Diversity • Decision Making • Emotional Intelligence • Enterprise • Feedback • Language & Writing • LinkedIn • Mentors • Motivation • Negotiation • Networking • Performance • Personal Brand • Planning • Presentation Skills • Problem Solving • Project Management • Reflection • Remote Interviews • Remote Working • Resilience • Return to Work • Self-awareness • Self-employment • Social care • Social media • Strengths • Team working • Tests & assessments • Time management • Transferable skills • Values • Well-being • Women in business • Work experience • Working styles
Additional Resources	<p>Develop new career skills through a range of additional resources including:</p> <ul style="list-style-type: none"> • Personal Resilience • Social Media & Networking

	<ul style="list-style-type: none"> • Self-Employment
Explainer Videos	<p>Gain an insight into the basics of job-searching through a range of short videos including:</p> <ul style="list-style-type: none"> • Career Decision Making • Job Hunting • Workplace Skills • New Job Success • Productivity • Interview Preparation • Creating your CV • Self-awareness
Industry Reports	<p>Top company reports, trends and SWOT analysis for specific industries to help evaluate career options and prepare for interview</p> <p>Information covers 15 industries:</p> <ul style="list-style-type: none"> • Accountancy • Banking • Charities • Consulting • Consumer Goods • Energy, Oil & Gas • Engineering & Construction • Healthcare • Insurance • Legal • Media incl. Advertising & Marketing • Mining • Retail • Telecommunications • Travel & Tourism <p>Each industry report covers:</p> <ul style="list-style-type: none"> • Trends • SWOT Analysis • Employment & Considerations • Recruiters • Useful websites • Companies <p>Example shown below</p>

	
Career Pathways	<p>Real life career stories revealing the inside view on a range of roles to help the user discover what they could do and how they could get there</p> <ul style="list-style-type: none"> • Ca. 1000 videos across 37 job functions <p>Example shown below</p> 
Latest News Articles	<p>The latest thinking sourced from leading global publications to support thinking and skills development</p>

5. Career Tools

Modules	Aims of module for the user
CV Checker	Scores CV against 50+ checks to optimise performance and overcome barriers presented by Applicant Tracking Systems

Interview 360	Practice interview techniques and get instant feedback
CV Builder	Create an expert CV based on employer requirements
Cover Letter Builder	Create a compelling cover letter quickly and easily
Elevator Pitch Builder	Create a 60-second summary about oneself to engage the listener
Assessment Centre Tool	Provide everything they need to know about Assessment Centres
LinkedIn Networking Tool	Research companies by location and access LinkedIn profiles for employees
Intelligent Career Quiz	Assess if they are ready to begin developing their career
My Documents	Share CVs, cover letters and other useful documents
Aptitude Tests	Practice commonly used numerical, verbal, spatial and in-tray tests to improve skill and maximise chances of performing well

6. Jobs

Modules	Aims of module for the user
Job Search Engine	Provides access to millions of live vacancies in over 50 countries

ADDITIONAL SERVICES Redacted FOIA Sect 43(2) Commercial Interests

In addition to the wealth of content and e-learning available through Snapdragon Working Transitions Ltd would also like to offer access to its open webinar programme, Redacted FOIA Sect 43(2) Commercial Interests

Redacted FOIA Sect 43(2) Commercial Interests

Working Transitions Ltd host a programme of webinars each month in a range of topics that are available to programme participants from across client base.

As a value add, these will be made available at no additional cost.

Webinars run each month in the following topics:

- Creating a winning CV
- Job Searching & Accessing the Hidden Job Market
- Application Form Success

- Navigating Assessment Centres & Psychometrics
- Mastering Interviews
- Dealing with Change
- Continuous Career Success
- Self-Employment
- Exploring Retirement Options

All webinars are 1 hour.

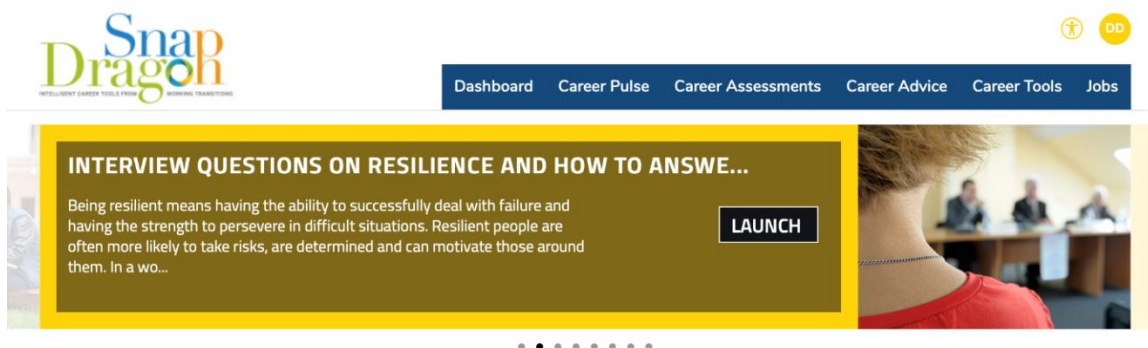
Ease of use and navigation, accessibility and interactivity for portal/system

Ease of login

Upon receipt of referral an email will be sent to the user with a link to Snapdragon, our online portal, along with a unique username and password. To login the user simply needs to click the link and enter their login details.

Navigation

Snapdragon is an easy to navigate portal with all tools and resources accessible from the home page, known as the Dashboard. The Dashboard can be accessed via the navigation bar or by clicking on the Snapdragon logo. A simple navigation bar at the top of the Dashboard directs the user to content. The Dashboard is shown below.



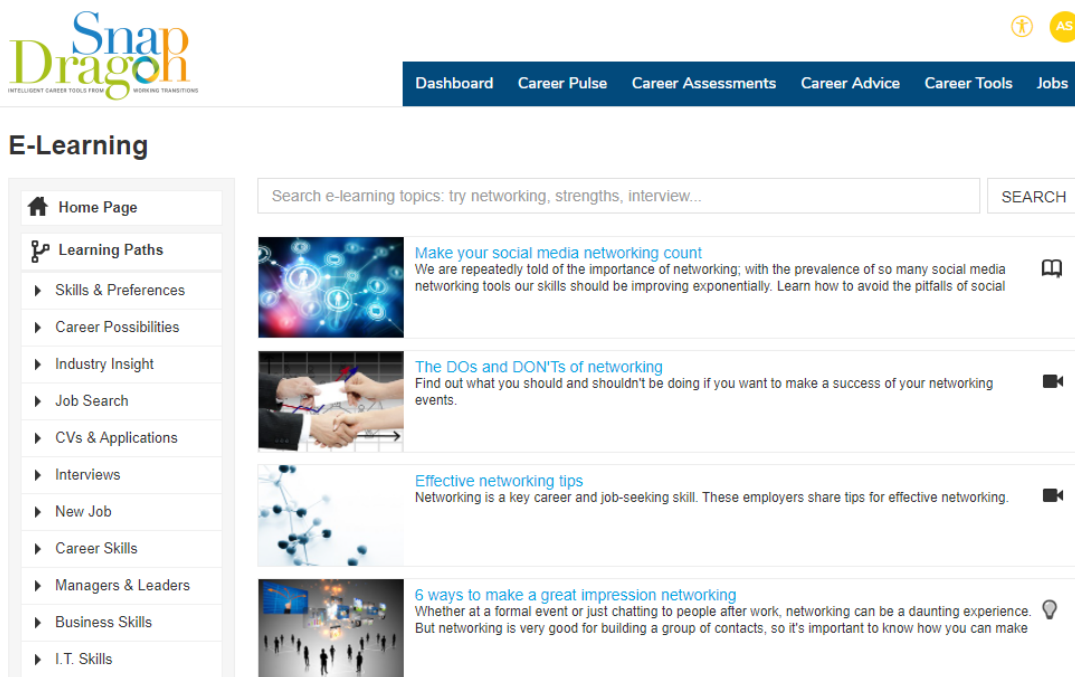
The navigation bar on the Dashboard takes the user through a journey with all tools and resources accessible through one of five links:

- Career Pulse
- Career Assessments

- Career Advice
- Career Tools
- Jobs

In addition to the navigation bar, the Dashboard has:

- A carousel which shows newer content – a great way to flag more recent content to regular users
- Dashboard tiles for navigation to content
- Bookmarking
- Alerts view
- Ability to generate links for sharing
- A search function – to search for e-learning tools or content. Simply typing in the search bar will bring a list of relevant content. For example, searching 'networking' brings a list of related content, as shown below.



The screenshot shows the SnapDragon website interface. At the top left is the SnapDragon logo with the tagline 'INTELLIGENT CAREER TOOLS FROM REDEFINING TRANSITIONS'. To the right of the logo is a navigation bar with links: Dashboard, Career Pulse, Career Assessments, Career Advice, Career Tools, and Jobs. In the top right corner, there are two circular icons: one with a person and another with the letters 'AS'.

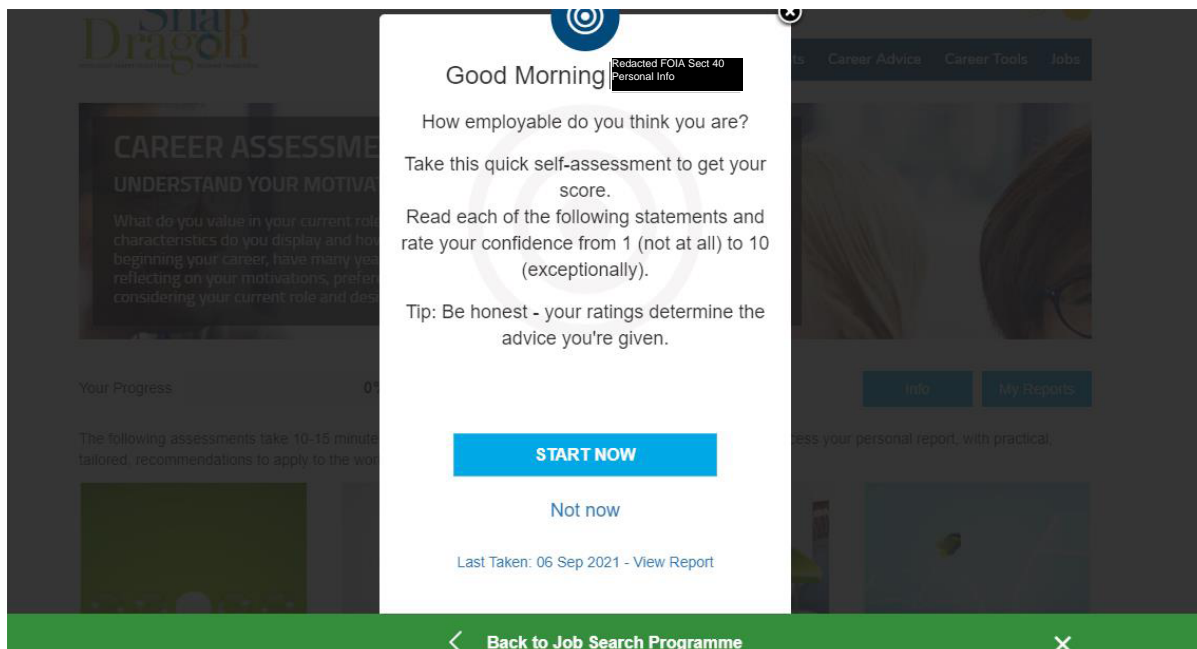
The main content area is titled 'E-Learning'. On the left side, there is a sidebar menu with the following items: Home Page, Learning Paths (with a sub-menu including Skills & Preferences, Career Possibilities, Industry Insight, Job Search, CVs & Applications, Interviews, New Job, Career Skills, Managers & Leaders, Business Skills, and I.T. Skills), and a search bar. The search bar contains the text 'Search e-learning topics: try networking, strengths, interview...' and a 'SEARCH' button.

The search results are displayed in a list of four items, each with a thumbnail image, a title, a description, and an icon:

- Make your social media networking count**: We are repeatedly told of the importance of networking; with the prevalence of so many social media networking tools our skills should be improving exponentially. Learn how to avoid the pitfalls of social media. (Icon: speech bubble)
- The DOs and DON'Ts of networking**: Find out what you should and shouldn't be doing if you want to make a success of your networking events. (Icon: video camera)
- Effective networking tips**: Networking is a key career and job-seeking skill. These employers share tips for effective networking. (Icon: video camera)
- 6 ways to make a great impression networking**: Whether at a formal event or just chatting to people after work, networking can be a daunting experience. But networking is very good for building a group of contacts, so it's important to know how you can make the most of it. (Icon: lightbulb)

Career Pulse

On first login the user will be greeted with a message asking them to take a quick self-assessment, as shown below. This is called the 'Career Pulse' and rates the user's confidence in 5 key areas; CV & Personal Brand, Job Search, Interviewing, Skills and Wellbeing.

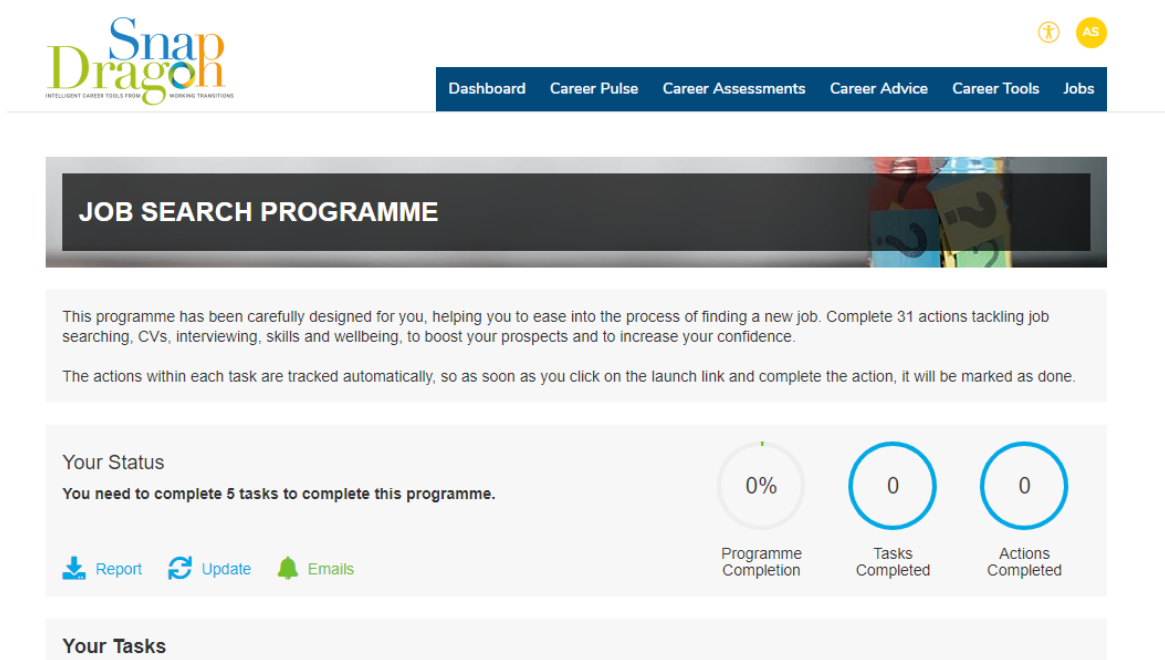


Completion of the Career Pulse is not obligatory. The user can dive straight into the resources should they prefer, however it is a great starting point for identifying key areas for focus.

Once the Career Pulse has been completed, a report is generated with confidence scores for each of the five categories. The user is presented with a recommendation of the top three areas on which to focus. Confidence scores are then provided for all five categories and the user can click into each category for advice on the key things to be thinking about, along with an action plan to address those key areas.

The required actions across all five categories are pulled together into the user's personalised 'My Job Search Programme'. Actions are tracked automatically – as soon as an action is completed it is marked as such, allowing the user to track their progress.

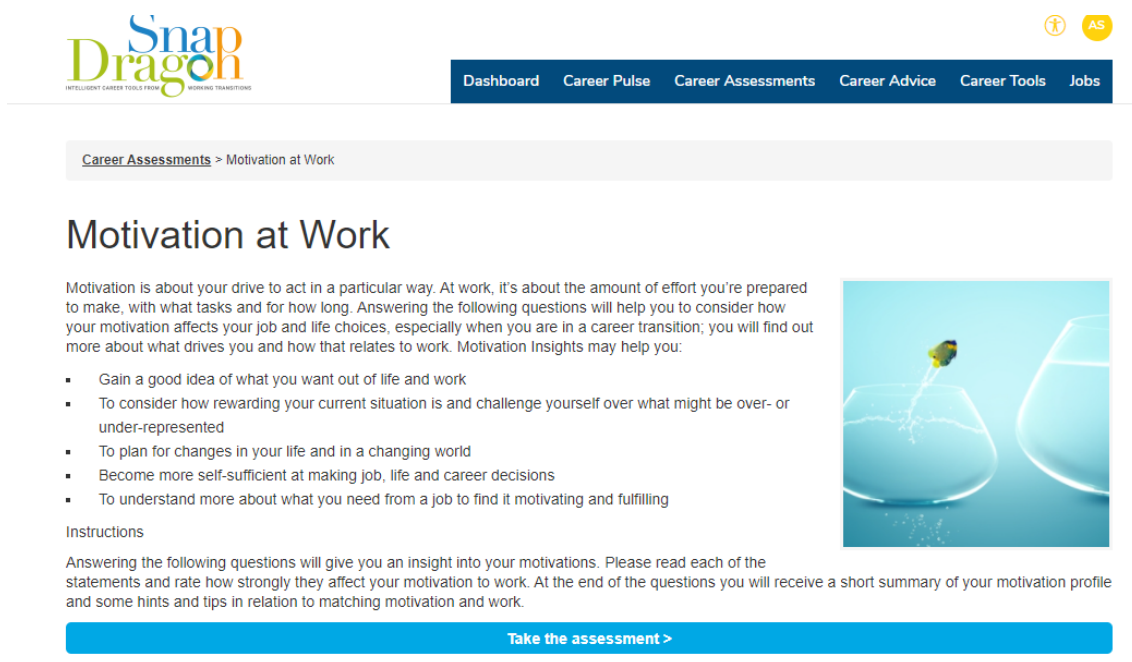
The Career Pulse, Career Pulse Report and My Job Search Programme are easily accessed by clicking on the Career Pulse tab.



Career Assessments

Clicking on the Career Assessments tab from the navigation bar on the Dashboard provides the user with tiles showing 14 assessments that can be undertaken in a range of areas. The user can click on each tile to get an overview of the area being assessed, how the assessment may benefit the user, instructions for completion and a link to take the assessment, as shown below. A report is automatically generated and made available upon completion.

Each module has a clear overview outlining the objectives. The user can commence the assessment by simply clicking 'Take the assessment', as shown below.



The screenshot shows the Snap Dragon website interface. The top navigation bar includes 'Dashboard', 'Career Pulse', 'Career Assessments', 'Career Advice', 'Career Tools', and 'Jobs'. The 'Career Assessments' tab is selected. Below the navigation bar, a breadcrumb trail reads 'Career Assessments > Motivation at Work'. The main heading is 'Motivation at Work'. The text explains that motivation is about drive and effort, and that answering questions will help understand what drives the user. A list of objectives includes: gaining a good idea of what you want, considering how rewarding your current situation is, planning for changes, becoming more self-sufficient, and understanding what you need from a job. An image of a fish jumping into a glass of water is shown. Below the list, there are 'Instructions' and a 'Take the assessment >' button.

Snap Dragon
INTELLIGENT CAREER TOOLS FROM WORKING TRANSITIONS

Dashboard Career Pulse Career Assessments Career Advice Career Tools Jobs

Career Assessments > Motivation at Work

Motivation at Work

Motivation is about your drive to act in a particular way. At work, it's about the amount of effort you're prepared to make, with what tasks and for how long. Answering the following questions will help you to consider how your motivation affects your job and life choices, especially when you are in a career transition; you will find out more about what drives you and how that relates to work. Motivation Insights may help you:

- Gain a good idea of what you want out of life and work
- To consider how rewarding your current situation is and challenge yourself over what might be over- or under-represented
- To plan for changes in your life and in a changing world
- Become more self-sufficient at making job, life and career decisions
- To understand more about what you need from a job to find it motivating and fulfilling

Instructions

Answering the following questions will give you an insight into your motivations. Please read each of the statements and rate how strongly they affect your motivation to work. At the end of the questions you will receive a short summary of your motivation profile and some hints and tips in relation to matching motivation and work.

[Take the assessment >](#)

Career Advice

Clicking on the Career Advice tab from the navigation bar on the Dashboard provides the user with a sub menu of six links:

- E-learning
- Additional resources
- Explainer Videos
- Industry reports
- Career Pathways
- Latest News Articles

Content can be easily found via the navigation bars or the visual tiles, as shown below.

E-Learning

Home Page

Learning Paths

- ▶ Skills & Preferences
- ▶ Career Possibilities
- ▶ Industry Insight
- ▶ Job Search
- ▶ CVs & Applications
- ▶ Interviews
- ▶ New Job
- ▶ Career Skills
- ▶ Managers & Leaders
- ▶ Business Skills
- ▶ I.T. Skills

Search e-learning topics: try networking, strengths, interview...

SEARCH

Getting Started

Welcome to your e-learning hub. Discover and develop new career and business skills with expert advice videos, interactive e-learning courses, tips and articles. Use the navigation on the left to guide you through your career learning, search using the box above or browse the latest resources below.



< Back to Job Search Programme



INDUSTRY REPORTS

Providing valuable information, including a SWOT analysis, trends and top companies, to help evaluate career options within a specific industry and prepare for the interview process.



Accountancy



Banking



Charities



Consulting

Accessibility and availability

Snapdragon is continually available 24 hours a day, 7 days per week and can be accessed on all devices. Access will be available from the agreed 'go live' date with employee access for 6 months post termination date from MHRA.

Our resources are designed and developed in accordance with the internationally recognised Web Content Accessibility Guidelines (WCAG) 2.1 Level AA (<http://www.w3.org/TR/WCAG20>). Our accessibility certificate document verifying that this website has been externally tested and

remediated to meet the WCAG 2.1 (Web Content Accessibility Guidelines 2.1) AA level is available for viewing.

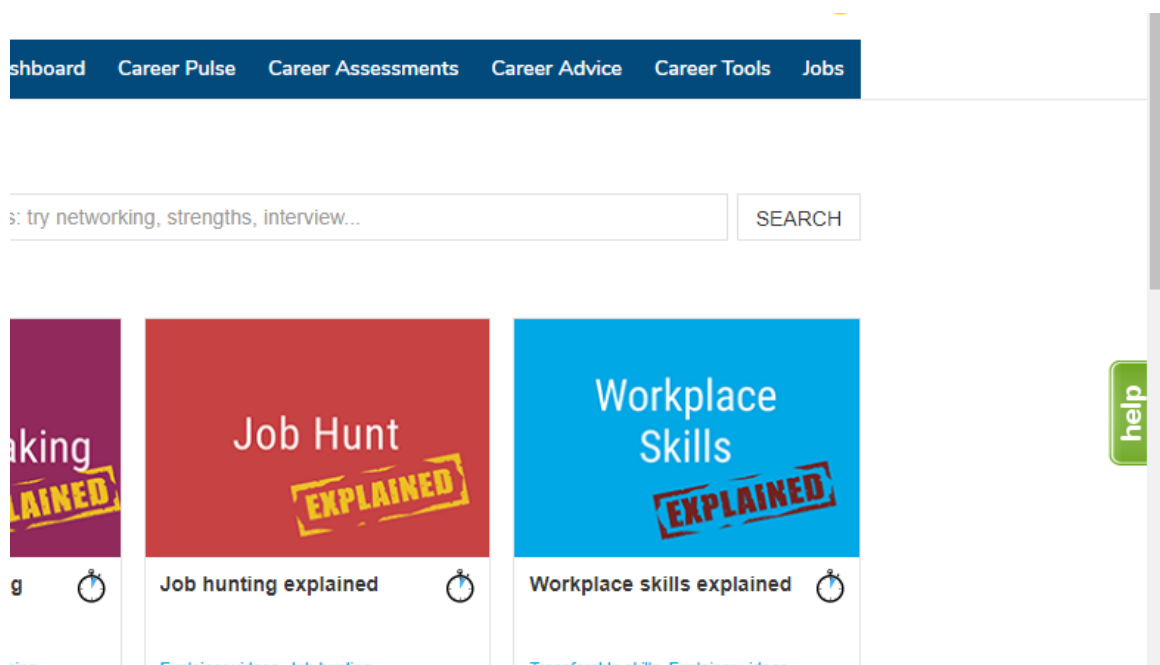
Interactivity

Snapdragon is fully interactive with content provided in a range of formats. A range of interactive tools provide for an engaging user experience including CV Builder, CV360, Interview360, Elevator Pitch Builder and Aptitude Tests.

Supporting Users

Users are supported in two ways.

Help can be obtained by clicking the 'Help' tab on the right of every page which links to Customer Support, as shown below. A question can be posted which can be of a technical or non-technical nature.



Help can also be accessed through our team of in-house Personal Career Managers who are contactable by phone and email and available Monday to Friday from 9am until 5pm. Our Personal Career Managers can support users with system and access issues as well as signposting.

Information/Data Management and Processing - procedures and systems

Working Transitions fully complies with current legislation and best practice in meeting professional and legal obligations relating to data protection, confidentiality and storage of employee data.

We adhere to all Data Protection legislation including the Data Protection Act 2018 (DPA2018) and the General Data Protection Regulation (GDPR) and have implemented controls to ensure continued compliance. The Working Transitions Data Protection Officer is responsible for overseeing the implementation and adherence to our policies by all staff which are reviewed on an annual basis or when significant changes to legislation or new legislation emerges.

Working Transitions can confirm we have the following policies in place:

- Information Management and Security
- Data Protection and GDPR

The policies are made available to our staff during their induction via our intranet. Refresher training is completed annually. We expect all staff to adhere to our policies.

Working Transitions comply with all relevant legislation and statutory guidelines and the seven principles for data protection as outlined by the Information Commissioners Office (registration number Redacted FOIA Sect 43(2) Commercial Interests). We comply with the requirements of the Cyber Essentials Scheme Redacted FOIA Sect 43(2) Commercial Interests and our systems and processes have been adapted to comply with the requirements of General Data Protection Regulation (GDPR).

Staff have recently been trained in understanding and applying GDPR in practice. This included awareness of GDPR, practical issues such as access and deletion requests, data privacy protocols and data management. To ensure we are up to date with legislation and best practice, we retain the services of an outsourced Data Protection and IT security consultancy. The full Data Protection and GDPR Policy is available to you on demand.

Specific areas of compliance include:

a) Keeping confidential plans:

- As part of contract implementation, we will nominate a Contract Manager for all planning discussions and confidential service requests.

b) The circumstances and personal details of people using the service:

- We ensure the security of data through staff training, rigorous user and employee access control and the highest levels of physical and virtual security at our server host site. Data is securely managed by Microsoft in an ISO-certified data centre located in the UK (ISO 14001:2015 | ISO 9001:2008 | ISO/IEC 27001:2013).
- Data is only collected and used for the 'legitimate purpose' of delivering our career transition services.
- Users are informed of their rights to access their data and can view our data protection and privacy policies at will.
- Data is only held while delivering the service and is deleted 4 months after the programme end date.
- We will respond professionally and swiftly to any data access requests. We ensure all information recorded is accurate, clear and appropriate, and the integrity of this data is regularly audited to ensure it has been completed correctly, there are no gaps/inconsistencies, and that information has been reviewed/updated regularly.

We agree to provide ongoing assurance of compliance as required, which may include audits by clients.

All data is suitably encrypted using AES 256 BIT encryption if sent outside of Government email addresses.

The data would be subject to symmetric key encryption using an advanced Encryption Standard like AES 256-bit encryption, which is the strongest symmetric encryption standard currently accepted, based on the date this response was completed.

We confirm that any elements of the service delivered electronically is accessed via an https web-based portal.

Our UK based IT Services are hosted by Microsoft.

Microsoft is a corporate member of the Cloud Security Alliance and are government approved suppliers through the G-Cloud 10 framework.

Our IT System meets WAI AA (WCAG1) or 2.0 accessibility standards in line with Central Government standards.

Our IT system ensures confidentiality and is subjected to formal accreditation in line with HMG IA Standards 1 and 2.

Our approach to Information Governance, confidentiality and data protection assurance

Working Transitions understands the legal framework governing the use of personal confidential data in is complex.

The importance of confidentiality in our workplace is taken very seriously and information security best practises are enforced. As per our Information Security policy.

The service provided includes assurances on our compliance with data protection regulations. As per our Data Protection Policy, which is available upon request for further detail.

Our Data Protection Officer oversees the Data Protection-related policies, and with the GDPR and other applicable data protection legislation. These administrative controls ensure records are kept up-to-date. The Company shall keep written internal records of all personal data collection, holding, and processing.

Account/Contract Management and Management Information

Your nominated Contract Manager is Redacted FOIA Sect 40 Personal Info She has worked Redacted FOIA Sect 40 Personal Info for Working Transitions for a number of years and expertly manages a number of our public sector clients.

Redacted FOIA Sect 40 Personal Info role is to be your day-to-day contact for referrals, engagement, invoicing and reporting. Redacted FOIA Sect 40 Personal Info knowledge, professionalism and diligence will ensure the effective delivery of the contract.

We confirm that we shall provide relevant MI in the form of anonymised platform/service usage statistics. Information will be provided in Microsoft Excel format monthly, or more frequently

if required. Information will present statistics for the month and cumulative to-date. We would wish to agree with you the information that you would like provided which could include:

- User data
- Total amount of users
- Total amount of logins across every user
- Total amount of activities across every user
- The times your users visit
- Where your users are located
- Which devices you users are using to access the platform

The reporting functionality within Snapdragon enables us to report on:

- Activity over time
- Activity by type
- Activity by user
- Trending
- Job Search activity

Reports can be provided from usage of the self-assessment diagnostic, CV and Interview AI tools, % increase/decrease confidence scores, skills distribution and mock interviews statistics.

Reports allow for measurement of the impact of learning with % scores over time, for example:

- Self-Assessment diagnostic shows the users starting confidence score, latest score and the % gain/loss. Full transparency of all your users engagement, improvement and overall scores are visible
- CV 360 analysis tool shows users initial starting score and its increase in compatibility with an Applicant Tracking System after the user has made the relevant recommended changes
- Interview 360, similar to the above, gives visibility over users confidence levels and the AI feedback scores against interview questions

On first login the user can be prompted to respond to questions around demographics. This facilitates collation of information on division, department, sex race, disability and age band which we can collate and share with you.