

# GDS Academy

## Service Level Agreement

Parties: GDS Academy and NHS Digital.....

Agreement effective from: 1 May 2018

Terms: 'You' is used to mean the organisation named above. Where 'your people' is used, it means the people of the organisation.

### **1. Purpose**

- 1.1. The purpose of this agreement is to set the expectations and terms for the provision of services by the GDS Academy to you. From May 2018, the GDS Academy will charge for services in accordance with the terms of this agreement.
- 1.2. Please find in Annex A a price list for all currently available GDS Academy courses and services.

### **2. GDS Academy service offerings**

- 2.1. The availability of places on courses is subject to the published course schedule.
- 2.2. The GDS Academy will hold open and closed courses. An open course is a course advertised and available to be booked by you and others outside your organisation. A closed course is a course available only to your attendees. The GDS Academy will charge a flat course rate for a maximum number of attendees. Details of the closed course prices can be found in the Annex A price list.
- 2.3. The GDS Academy offers workplace coaching mentoring and support to you as detailed in the Annex A price list. Workplace support provides learning and development with an embedded team or individual on a reasonable day rate.
- 2.4. The GDS Academy aims to only cover the costs of running our services. We intend for courses delivered by us to be good value compared to those offered externally.
- 2.5. GDS Academy commits to continually iterate our courses, respond to delegate feedback and analyse government needs to ensure a quality service.

- 2.6. We expect organisations to comply with the terms of this agreement. Failure to satisfactorily resolve any disagreements between both parties will result in the cancellation of this agreement.

### **3. Billing procedure**

- 3.1. The GDS Academy will invoice you in arrears for the total number of course places taken by your people and any closed courses or workplace support provided in the previous quarter. This invoice will detail the numbers of attendees for each GDS Academy course and information on other services provided within the previous quarter.
- 3.2. The numbers of attendees on courses will be recorded by the GDS Academy through their booking process and in accordance with the procedures detailed in this agreement.
- 3.3. Any dispute of the numbers of attendees in the invoice must be raised within 5 working days of receipt of the invoice. In the case of a dispute, evidence provided by the GDS Academy as to the total number of attendees will be considered conclusive by both parties.
- 3.4. You agree to pay the invoice within 4 weeks of receipt.

### **4. Terms of service**

#### **4.1. Service availability**

- 4.1.1. The availability of places on courses and provision of other services is subject to the course schedule, the availability of suitable facilitators, coaches and venues, and at the GDS Academy's discretion.
- 4.1.2. Course places and GDS Academy services will only be available to you and your people once this agreement has been signed by your authorised representative.

#### **4.2. Booking**

- 4.2.1. The GDS Academy is not responsible for ensuring that your spend and approval processes are followed internally.
- 4.2.2. The GDS Academy will request that the attendee confirms approval to spend in the booking process. But it is the attendee's and your responsibility to ensure that any required internal approvals are in place.
- 4.2.3. Failure to obtain internal approvals will not constitute a valid reason for dispute of the invoice to the GDS Academy and full payment will still be required.

### **4.3. Cancellations, substitutions and failure to attend**

- 4.3.1. You or your people must give the GDS Academy 10 working days written notice prior to the course commencing of the cancellation of a place on a course otherwise the place will be charged in full.
- 4.3.2. If a course attendee fails to attend the course the place will be charged in full.
- 4.3.3. If you or an attendee want to substitute their place, details of the substitution must be given to the GDS Academy with more than 3 working days written notice to ensure the right people are given access to the course and building.
- 4.3.4. If the GDS Academy is required to cancel a course it will provide you or the attendee 3 working days written notice before the commencement of a course or service and, where possible, propose alternative dates. You will not be charged for a course which has been cancelled by the GDS Academy. The GDS Academy cancels courses only as a last resort.
- 4.3.5. For the purpose of this agreement, written notice includes notice provided by email.

### **4.4. Future courses and changes to prices**

- 4.4.1. The GDS Academy will provide prices on our website if additional courses or services become available throughout the year.
- 4.4.2. The GDS Academy will try to alter prices only in exceptional circumstances. If changes are made to prices of existing courses or services, the GDS Academy will notify you and update prices on the website before we release spaces on courses or services with the new price.

signed by **REDACTED** Head of Category 5<sup>th</sup> March 2020

As your authorised representative holding the position of

Interim Chief People Officer

Date 19<sup>th</sup> May 2018

Your single point of contact for communication is **REDACTED**  
**REDACTED**

Signed by

As the authorised representative of GDS holding the position of

Date .....

# Annex A - Price list for the GOS Academy 2018-19

These prices are exclusive of VAT, which will be charged at the appropriate rate

Digital & Agile Foundation Course (10 days)

**REDACTED**

Agile for Teams (3 days)

Closed course **REDACTED** for a maximum of 15 attendees

Working Level for Delivery Managers (3 days)

**REDACTED** per attendee

Working Level for Business Analysts (3 days)

**REDACTED** per attendee

Working Level for Product Managers (3 days)

**REDACTED** per attendee

Digital & Agile Awareness (1 day)

Digital & Agile Awareness for Analysts (1 day)

Digital & Agile Awareness for Policy Makers (1 day)

Free

Closed course: **REDACTED** for a maximum of 15 attendees; please enquire for larger events

Research and Design in Government (1 day)

Free

Service Owners (6 days)

**REDACTED** per attendee

Hands on Agile for Leaders (3 days)

**REDACTED** per attendee

Closed courses: if the closed course is not at a GDS Academy location then we will also charge for reasonable travel and subsistence costs, and travel time, which will be calculated on a case by case basis and agreed with you in advance.

Workplace support

**REDACTED** per day and reasonable travel and subsistence costs, and travel time, calculated on a case by case basis and agreed with you in advance

