

APPENDIX 1 - AUTHORITY TRAINING MATERIAL

Document	Format
'Oyster Day 1 Lesson Plan 2016'	Word
'Oyster Day 2 Lesson Plan 2016'	Word
'Oyster Day 3 Lesson Plan 2016'	Word
'Oyster Day 4 Lesson Plan 2016'	Word
(Day5)'Capping Lesson Plan 2016'	Word
'Questions about Maximum fare 2016'	Word
'Questions about Maximum fare (Answers) 2016'	Word
'Answers about Maximum fare for delegates 2016'	Word
'Pick out of a hat questions – 2016'	Word
'Pick out of a hat questions – 2016 answers'	Word
'EE Questions Part 1 – 2016'	Word
'EE Answers Part 1 – 2016'	Word
'EE Answers Part 2 – 2016'	Word
'EE Questions Part 2 – 2016'	Word
'ID&V Exercise - ANSWERS 2016'	Excel
'ID&V Exercise 2016'	Excel
'Oyster KB Quiz for Agents 2016'	Word
'Role Play Scenarios 2016'	Word
'Role Play Scenarios – Part 2 2016'	Word
'Recap Questions 2016'	Word
Informed & PAD	PowerPoint
'Intro 10 Statements 2016'	Word
'Intro Types of Card – 2016'	Word
'Oyster KB Quiz for Trainers 2016'	Word
'Intro to Oyster 2016'	PowerPoint
'Capping Lesson Plan 2016'	Word
'Capping Worksheet Answers 2016'	Word
'Capping Worksheet 2016'	Word
'School Party Lesson Plan (2016)'	Word
'School Party Quiz 2016'	Word
'School Party Quiz – Answers (2016)'	Word
'SP Presentation (2016)'	PowerPoint
'OS 2016 SDR Lesson Plan'	Word
'SDR Slideshow 2016'	PowerPoint
'SDR Knowledge Check – Delegates'	PowerPoint
'SDR Knowledge Check Answers'	PowerPoint
'SDR Research Questions 2016'	Word
'SDR Research Answers 2016'	Word
'Eligible or Ineligible'	PowerPoint
'Eligible or Ineligible (Trainers Answer sheet)'	Word
'OCTAgone Take a Hint – Questions & Answers for Trainers 2016'	Word
'OCTAgone Take a Hint – Questions for Delegates 2016'	Word

'OCTAgone Take a Hint v25 2015'	PowerPoint
'Ticketing_Test-One_Master test V6 2016'	Excel
'Ticketing_Test-TWO_Master test V6 2016'	Excel
'Revision Questions for Test 2'	Word
'Revision Answers for Test 2'	Word
'Oyster Who Wants to Win a Million'	PowerPoint
'CCO University Challenge 2016'	Word
'GUI Lesson Plan (2016)'	Word
'How to use Prestige GUI (2016)'	PowerPoint
'GUI Training Practical Jan 2016'	Word
'GUI Training Practical Jan 2016 – Answers'	Word
'Module – SAP CRM Business Partners and ID&V – ESSENTIAL'	Word
'Module – SAP CRM Service Tickets – ESSENTIAL'	Word
'Apple Pay, bPay & Barclays Mobile slides 2016'	PowerPoint
'Apple Pay, bPay & Barclaycard Mobile Test Answers2016'	Word
'Apple Pay, bPay & Barclaycard Mobile Test 2016'	Word
'Apple Pay, bPay & Barclaycard Mobile Trainer notes 2016'	Word
'Apple Pay Handout'	Word
'bPay Handout'	Word
'Barclaycard Mobile Handout 2016'	PDF
'CPC_Test_Master 2016'	Excel
'ftp2 -Introduction – Delegates Handout v3 2016'	PowerPoint
'FTP2 – Presentation – Day 1 2016'	PowerPoint
'Trainer Notes – FTP Day 1 – 2016'	Word
'Who's the Daddy – CPC 2016'	PowerPoint
'Who's the Daddy – Oyster and CPC 2016'	PowerPoint
'Who's the Daddy – Oyster 2016'	PowerPoint
'Who's the Daddy Answer Sheet 2016'	Word
'Who's the Daddy Background Poster 2016'	Word
'True or False – 2016'	PowerPoint
'Reg V Unreg exercise – 2016'	Word
'NEW CPC Crossword 2016'	PowerPoint
'AIC Outcome cards – 2016'	PowerPoint
AIC Flashcards – 2016'	PowerPoint
(Spot the Difference) 'Question Sheet 2016'	Word
(Spot the Difference) 'Question and Answer Sheet 2016'	Word
'CPC IDV – TRAINERS ANSWERS 2016'	Word
'CPC IDV ANSWERS 2016'	Word
'CPC IDV QUESTIONS 2016'	Word
CPC IDV TALLY SHEET 2016'	Word
'CAS in a Hat exercise 2016'	Word
'CAS in a Hat Answer Checklist 2016'	Word
'CAS in a Hat Answer sheet 2016'	Word
'CAS Individual Assessment – Answer sheet 2016'	Word
'CAS Individual Assessment 2016'	Word

'CAS Powerpoint Update'	PowerPoint
'CASC Powerpoint'	PowerPoint
'Trainer Notes Day 2 – Module 4 – CAS 2016'	Word
'Day 3 Presentation – inc countdown, fares and capping 2016'	PowerPoint
'FTP2 – Card Not Approved For Travel – Delegates 1 2016'	PowerPoint
'Trainer notes – Day 3 v.3'	Word
'FTPOLOPOLY Rules 2016'	Word
'FTPOLOPOLY Board 2016'	PowerPoint
'FTPOLOPOLY Question Cards 2016'	PowerPoint
'FTPOLOPOLY Cash'	PowerPoint
'Amended PODs'	Excel

6 SCHEDULE 6 - SYSTEMS INTEGRATION

1. Authority Assets to be provided to the Service Provider

- 1.1. Subject always to Clause 19 (Access to Premises and Assets), as at the date of the Contract the Authority Assets to which it is agreed that the Service Provider is to be given access for the purpose of performance of the Services are as described in Appendix 1 to this Schedule 6.
- 1.2. The Authority Assets are all owned or leased/licensed by the Authority.
- 1.3. The Authority grants the Service Provider the right to use the Authority Assets for the purposes only of providing the Services and fulfilling the Service Provider's other obligations pursuant to this Contract.
- 1.4. The Authority will at all times retain all right and title to the Authority Assets.
- 1.5. The Service Provider will in respect of Authority Assets:
 - 1.5.1. take reasonable and proper care of the Authority Assets and exercise a standard of care that matches or exceeds that which the Service Provider exercises in relation to its own assets;
 - 1.5.2. comply with all of the Authority's reasonable requests (or those of the Authority's authorised nominee) in relation to the Authority Assets;
 - 1.5.3. not remove any labelling or other indication on any Authority Asset which identifies the same as property of the Authority or any person approved by the Authority for this purpose;
 - 1.5.4. if the Authority Assets are subject to a lease or licence, comply with the terms of the such lease or licence as notified by the Authority to the Service Provider from time to time; and
 - 1.5.5. have no encumbrance and ensure no encumbrance is created over or in respect of the Authority Assets.
- 1.6. The Service Provider will ensure that during the Term each Authority Asset in used in accordance with the manufacturer/supplier's technical specifications (if any).
- 1.7. Without limiting paragraph 1.8, the Service Provider shall comply with the requirements of Schedule 8 (Service Management) in respect of the arrangements for facilitating the maintenance, repair and replacement of Authority Assets.
- 1.8. The Service Provider will be responsible for all loss and damage (fair wear and tear excepted) to those Authority Assets which are delivered into the possession of the Service Provider or its sub-contractor, save to the extent that the same results directly from the act or omission of the Authority or a member of the Authority Group.
- 1.9. Where Authority Assets are delivered into the possession of the Service Provider (or its sub-contractor) Service Provider will:
 - 1.9.1. obtain the Authority's consent for where those assets are to be located;
and

- 1.9.2. ensure that those assets are not removed from that location without the Authority's prior written consent.
- 1.10. Without limiting the Handback Plan, the Service Provider will cease to have any right to use an Authority Asset from the End Date applicable to the Service for which that Authority Asset is required and will ensure that the relevant Authority Asset is safely delivered to the Authority (or as may otherwise be provided in the Handback Plan) on such date.

Appendix 1 - AUTHORITY ASSETS

Where applicable user documents will be provided as part of an Authority Asset.

Authority Assets to be provided for Section A Ticketing Contacts of Schedule 4 (Service Scope Specification)

Software

1. Sy Customer Relationship Management (CRM)
2. Business Objects
3. Graphic User Interface (GUI)); currently version NSLD Prestige 5 but may be updated
4. Oyster Expansion on National Rail (OXNR) Knowledge Base
5. Oyster Professional User System (OPUS)
6. Oyster Card Transaction Analyser (OCTAGone)
7. Customer Account System (CAS)
8. Avaya Interaction Centre (AIC)
9. Interaction Centre Operational Analyst (IC OA)
10. Eckoh Protect
11. SharePoint
12. Avaya One-X Agent
13. HeartBeat
14. Cognos
15. Any software that comes with OneLondon access that is not listed elsewhere in the Contract.

Electronic templates

1. L&S letter templates

Documentation

1. Process Documents - as detailed in Appendix 1 of Schedule 4 (Service Scope Specification))
2. Training materials - as detailed in Appendix 1 of Schedule 5(Training)
3. TfL quality and compliance process audit criteria - as detailed in Appendix 5 of Schedule 4 (Service Scope Specification)
4. Top 50 quality audit criteria for telephone calls - as detailed in Appendix 5 of Schedule 4 (Service Scope Specification)