

## CONTRACT ORDER FORM

This Contract Order Form is issued in accordance with the provisions of the Apprenticeship Training Provider Dynamic Marketplace (DMP) Agreement for the **Provision of Apprenticeship Training Services**. Dated 26 August 2025.

The Supplier agrees to supply the Goods and/or Services specified below on and subject to the terms of this Contract.

For the avoidance of doubt this Contract consists of the terms set out in this Contract Order Form and the Contract Terms

Order Number	PS/25/63
From	<b>Driver and Vehicle Licensing Agency (DVLA)</b> Driver and Vehicle Licensing Agency (DVLA), Longview Road, Morriston Swansea SA6 7JL ( <b>"Customer"</b> )
To	<b>Millbrook Management Services T/A Prostart Training</b> 28 High St., Nottingham, Derbyshire NG10 1LL ( <b>"Supplier"</b> )

### 1. CONTRACT PERIOD

1.1	Commencement Date	01/09/2025
1.2	Expiry Date (Apprenticeship programme completion date / End Point Assessment completion date)	The expected end date for this apprenticeship is September 2027, however it is expected that contract will cover the learner until completion of their apprenticeship should this end date be delayed

### 2. SERVICES REQUIRED

2.1	Services Required.  APPRENTICESHIP TRAINING PROVIDER SERVICES / END POINT ASSESSOR SERVICES / BOTH.  LOCATION  APPRENTICESHIP TYPE AND SPECIFIC APPLICABLE INSTITUTE FOR	<b>Team leader - ST0384 - Level 3</b>  <b>Customer service practitioner - ST0072 - Level 2</b>  Both  Online for our Birmingham staff  Team leader - ST0384 - Level 3 Customer service practitioner - ST0072 - Level 2
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	APPRENTICESHIPS STANDARD	
	NUMBER OF STUDENTS	The Contract is for the provision of up to twenty (20) apprenticeship placements. DVLA reserves the right, at its sole discretion, to determine the actual number of apprenticeships to be undertaken, which may be fewer than the maximum stated, subject to business needs
	CLASS BASED	Online
	ADDITIONAL SERVICES	Monthly MI Report and progress meetings, in agreement with the contract owner.

### 3. CONTRACT PERFORMANCE

3.1	Required Apprenticeship Standard [ie the required apprenticeship course]	Team leader - ST0384 - Level 3  Customer service practitioner - ST0072 - Level 2
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3.1	Quality Standards	Continued adherence to the relevant Institute for Apprenticeships industry standard. ( <a href="http://www.instituteforapprenticeships.org/">www.instituteforapprenticeships.org/</a> ) Maintained ESFA registration and accreditation. General industry good practice
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### 4. PAYMENT

4.1	Contract Charges	XXXXXX redacted under FOIA section [40]  Team leader - ST0384 - Level 3 XXXXXX redacted under FOIA section [40]  Customer service practitioner - ST0072 - Level 2 XXXXXX redacted under FOIA section [40]  XXXXXX redacted under FOIA section [40]
4.2	Payment terms/Profile	Payment to be made in accordance with the current in force ESFA funding rules. XXXXXX redacted under FOIA section [40]

4.3	Customer billing address	XXXXXX redacted under FOIA section [40]

## 5. LIABILITY AND INSURANCE

5.1	Suppliers limitation of Liability	In Clause 25 of the Contract Terms
5.2	Insurance	(Clause [26] of the Contract Terms): Professional Indemnity Insurance cover of £1 million any one claim. Public Liability Insurance cover of £1 million any one claim. Employers Liability insurance cover of £5 million any one claim.

## FORMATION OF CONTRACT

By signing and completing this Contract Order Form the Supplier and the Customer agree to enter into a binding contract governed by the terms of this Contract Order Form and the attached terms and conditions.

For and on behalf of the Supplier:

Name and Title	XXXXXX redacted under FOIA section [40]
Date	26/8/25

For and on behalf of the Customer:

Name and Title	XXXXXX redacted under FOIA section [40]
Date	03/09/2025