**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 for Customer Service Practitioner Level 2 Dated 13th November 2024

The Supplier agrees to supply the 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

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| Order Number | Procurement Reference: CCZP24A11 Provision of Apprenticeship for Customer Service Practitioner Level 2 (Purchase Order reference number to be confirmed by customer) |
| From | Crown Commercial Service |
| To | Ginger Nut Media Limited |

1. CONTRACT PERIOD

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| 1.1 | Commencement Date | 18th November 2024 |
| 1.2 | Expiry Date  (Apprenticeship programme completion date / End Point Assessment completion date) | until Apprentices successfully complete Level 2.the contract can be extended in the following instances:to allow for any breaks an Apprentice may take in their learning.to allow the Apprentice to redo any assignments.for any other reasons decided by the Buyer. |

2. SERVICES REQUIRED

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| 2.1 | Services Required. | Provision for at least two learners to undertake the Customer Service Practitioner Level 2 apprenticeship course and end point assessment. From November 2024.  While we only have immediate need for two learners, we would like to request an additional 18 places for potential learners in the future. Total 20.  Whilst we are procuring for 20 places, we cannot guarantee all 20 will be filled.  Requirement includes:   * full induction and enrolment session - Line Manager/Learner * regular reviews - at least every 12 weeks - Line Manager/Talent Manager/Learner * payment monthly subject to satisfactory completion of course * until the Learner has successfully completed their L2 Customer Service Practitioner Level 2 Apprenticeship programme.   The contract can be extended in the following instances:   * to allow for any breaks an Apprentice may take in their learning. * to allow the Apprentice to redo any assignments. * for any other reasons decided by the Buyer. * The contract to end when apprentices successfully complete level 2. |

3. CONTRACT PERFORMANCE

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| 3.1 | Required Apprenticeship Standard [i.e. the required apprenticeship course] | Ginger Nut Training are ROATAP registered. Ofsted Good Provider. Matrix Accredited.   National Centre Number: 05895   Accredited by AIM, PAL, APM, Pearson, City and Guilds of London Institute, The Institute of Leadership & Management, BCS Approved Apprenticeship Centre ID. AP08180098, Cisco Academy - ID 20047953.   Cyber Essentials. Matrix Accredited. Ofsted Good.  Ginger Nut are committed to Achieving Net Zero emissions by 2035 and have a full, published Carbon Emissions Reduction Plan that is constantly in review. We have already reduced our emissions significantly by adopting a paperless working environment in our offices and remote working for all staff where possible.  . |

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| 3.2 | Quality Standards | Continued adherence to the relevant Institute for Apprenticeships industry standard. ([www.instituteforapprenticeships.org/](http://www.instituteforapprenticeships.org/))  Maintained ESFA registration and accreditation.  General industry good practice |

4. PAYMENT

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| 4.1 | Contract Charges | £70,000.00 excluding VAT  Includes the cost of any subcontractors and the cost of an approved end point assessor. |
| 4.2 | Payment terms/Profile | Payment to be made in accordance with the current in force ESFA funding rules.  The Supplier will invoice monthly in arrears for the cost of any Services provided during that month. Invoices must contain an elemental breakdown showing how the invoice value was derived. The total of all invoices submitted during the contract period must not exceed the maximum contract value of £70,000.00 which includes all expenses but excludes VAT.  Further additional terms in Annex 2 of Contract Schedule 3. |
| 4.3 | Customer billing address | REDACTED TEXT under FOIA Section 40, Personal Information |

5. LIABILITY AND INSURANCE

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| 5.1 | Suppliers limitation of Liability | In Clause 25 of the Contract Terms |
| 5.2 | Insurance | Clause 25 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:

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| --- | --- |
| Name and Title | REDACTED TEXT under FOIA Section 40, Personal Information |
| Date | 14/11/2024 |

For and on behalf of the Buyer:

|  |  |
| --- | --- |
| Name and Title | REDACTED TEXT under FOIA Section 40, Personal Information |
| Date | 15/11/2024 |