

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 **REDACTED**

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	REDACTED
From	REDACTED
To	REDACTED

1. CONTRACT PERIOD

1.1	Commencement Date	REDACTED
1.2	Expiry Date (Apprenticeship programme completion date / End Point Assessment completion date)	REDACTED

2. SERVICES REQUIRED

2.1	Services Required.	Legal Apprenticeships required Lot 1 Paralegal level 3 and Lot 2 Solicitor Level 7. Please see attached specification for lot 1 and lot 2 outlining the services we require and make up part of the contract terms and conditions. Lot 1 - REDACTED Lot 2 - REDACTED
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3. CONTRACT PERFORMANCE

3.1	Required Apprenticeship Standard	<p>Lot 1 – Paralegal Level 3 apprenticeship</p> <p>Provide legal support whilst working under supervision. Typical activities that may be carried out, but are not exclusive to this role include:</p> <ul style="list-style-type: none"> • Managing data/records • Reviewing documents • Drafting and producing legal documents and standard forms • Assisting with the inception, progress and completion of client files • Carrying out research • Handling confidential and sensitive information • Understand and utilise basic financial information • Communicating (written and oral) with internal and external clients <p>Lot 2- Solicitor Level 7 apprenticeship</p> <p>This role has responsibility for providing legal advice to clients through:</p> <ul style="list-style-type: none"> • acting ethically, with professionalism and judgement; • progressing legal matters and transactions. • applying legal knowledge and commercial judgement to produce solutions which meet clients' needs and address their commercial or personal circumstances; • deploying the full range of legal skills - research, interviewing and advising, advocacy, • negotiation, drafting, communicating orally and in writing; • establishing and maintaining effective and professional relationships with clients and other people; and • managing themselves and their own work effectively. <p>The MoJ requires organisations offering the following apprenticeships (which are fully funded by the Levy) and an option to fund commercially/equivalent qualifications.</p> <p>Must include: Blended learning– part online and part face to face. Online learning (any virtual classrooms/workshops/webinars/meetings must be</p>
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		<p>accessible via Microsoft Teams) and digital learning platforms.</p> <p>Everything required to complete the apprenticeship i.e. talent coach to guide and support the apprentice and regular meetings.</p> <p>Functional Skills teaching and assessment as part of the apprenticeship for learners who aren't exempt. This is required as learners need to hold GCSE or equivalent Maths and English certificates or be willing to complete Functional Skills in Maths and English as part of the apprenticeship to be eligible for funding.</p> <p>Access to a Skills/Learning Coach with regular meetings (at least monthly) via Microsoft Teams.</p> <p>End Point Assessment (EPA).</p> <p>Resits for on programme and end-point-assessments (if additional costs are required for this, provider should give details in bid).</p> <p>All aspects of an apprenticeship learner journey from onboarding to EPA. This should include any learning and study materials.</p> <p>Must be able to deliver equivalent qualifications (and/or the apprenticeship on a commercial basis) to learners not covered by the apprenticeship levy– including those based in Wales. Bids should include pricing for this.</p> <p>HMCTS would need a list of any software/plugin ins required to complete the apprenticeship (for example software used to assist with remote invigilation and assessments) as this may need to be considered due to our I.T requirements.</p> <p>Desirable: Option for some face to face elements in central locations across England Scotland and Wales. The MoJ are flexible with travel arrangements.</p>
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3.1	Quality Standards	<p>Continued adherence to the relevant Institute for Apprenticeships industry standard. (www.instituteforapprenticeships.org/)</p> <p>Maintained ESFA registration and accreditation.</p> <p>General industry good practice</p>
	KPI Data	<p>KPI Data that must be reported monthly to HMCTS:</p> <ol style="list-style-type: none"> 1. Communication - Supplier must ensure to confirm receipt of Apprentice's details included in the Services Request form within 2 working days 2. Communication – Supplier must attend Monthly virtual review meetings unless otherwise stated to discuss cohorts and concerns 3. Enrolment - Supplier must arrange and deliver pre-enrolment induction to Apprentices giving a full walk-through of the programme, answer any questions and explain the application process within 2 weeks of receiving a valid Apprentice's details. 4. Induction - Supplier to arrange and deliver Apprentice induction session in the first 2 weeks of Apprentice enrolment. 5. Retention - Supplier shall ensure that Talent coach resource retention rate will not drop below 80% and must report on retention rates on a monthly basis. 6. Progression - Supplier must ensure each Apprentice and their line manager have a formal progress review every 4 weeks. 7. Assessments - Supplier must ensure the assignments are marked and quality feedback provided within 4 weeks of submission date. 8. Completions - Supplier shall ensure that Apprentices are ready at least 8 weeks ahead of the EPA and supplier must work towards Pass /distinctions at EPA is no less than 80%. 9. Data - Supplier must provide Apprenticeship MI Data by 5 Working Days with 100% accuracy upon request, Monthly data report on progress, completions should also be provided.

		<p>10. Queries - Supplier must ensure to respond to initial enquiries within 24 hours (working hours) of receipts and ensure to resolve telephone and email enquiries within 5 Working Days of receipt.</p> <p>11. Complaints - Supplier must ensure to confirm receipt of any complaint received within 24 hours (working hours) and provide resolutions (or holding responses if complicated) to complaints or issues within 5 Working Days of receipt and making learners aware of complaints procedures</p> <p>Dates will be scheduled upon mobilisation</p> <p>REDACTED</p>
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4. PAYMENT

4.1	Contract Charges	<p>Lot 1 Pricing schedule</p> <p>REDACTED</p> <p>Lot 2 Pricing schedule</p> <p>REDACTED</p> <p>All funds will be paid through the English apprenticeship levy.</p> <p>.</p>
4.2	Payment terms/Profile	<p>Payment to be made in accordance with the current in force ESFA funding rules.</p> <p>Further additional terms in Annex 2 of Contract Schedule 3</p> <p>All funds will be paid through the English apprenticeship levy.</p>
4.3	Customer billing address	REDACTED

5. LIABILITY AND INSURANCE

5.1	Suppliers limitation of Liability	In Clause 25 of the Contract Terms
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5.2	Insurance	(Clause 26 of the Contract Terms): REDACTED
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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: **REDACTED**

Name and Title	REDACTED
Date	REDACTED

For and on behalf of the Customer:

Name and Title	REDACTED
Date	REDACTED