

Training Schedule

IT Policies

NOTE: Before submitting this Agreement to the Supplier please ensure that all NOTES and square brackets are deleted and all options have been chosen and the alternative deleted.

This is the Training Schedule referred to in the Order Form Number [insert Order Form Number].

1. INTERPRETATION

- 1.1 Words and phrases defined in the Conditions shall have the same meaning in this Schedule unless the context requires otherwise.
- 1.2 This Schedule together with the Conditions, the Order Form and the other Schedules referred to therein constitutes the Agreement.

2. TRAINING PROGRAMME

- 2.1 The Supplier will prepare and conduct a programme of training courses.
- 2.2 The programme will consist of the courses set out in the Order Form which will be provided on the dates specified in the table. Where the course will be run twice, the course must be entered in the table twice. The date of the course can be varied by agreement of the parties in writing. The total Charges will correspond to the Charges set out in Clause 4 relating to the Training Schedule.
- 2.3 The Supplier will customise the training courses to meet the Customer's requirements as provided by the Customer in accordance with Paragraph 5.

3. CONTENT AND MATERIALS

- 3.1 Printed sets of course notes will be provided to all attendees by the Supplier.
- 3.2 All courses will be held in English and all course notes will be written in English

NOTE: subject to local variation – amend as appropriate.

- 3.3 All equipment to be used for training will be provided by the Supplier as part of the training, unless agreed otherwise by the parties and evidenced in writing. Use of the Supplier's equipment will not interfere with any other Service provided by the Supplier or the Customer's operations.
- 3.4 The Supplier will supply all course attendees with comprehensive course notes relating to the content of the training course that they attend. The course notes will be in a durable form.
- 3.5 The Supplier will provide a copy of all course notes in electronic form.

NOTE: delete Paragraph 3.5 if not required.

4. SUPPLIER CREDENTIALS

- 4.1 All Supplier Personnel involved in the preparation and delivery of training courses will have previous successful experience in delivery of training courses and experience in the use of the equipment on which training is to be conducted.
- 4.2 The training experience and appropriate accreditation of the Supplier's training staff will be submitted to the Customer for prior approval at least [1 month] before the Commencement Date.

5. TRAINING PROGRAMME REQUIREMENTS

- 5.1 In the event that the Order Form does not set out the Customer requirements, the Customer will provide the Supplier with details of its training needs at least [1 month] in advance of the first training course date, unless the parties agree otherwise.
- 5.2 In the event that the Order Form does not set out the training programme and timetable, the Supplier will submit the training programme and timetable to the Customer at least [2 weeks] in advance of the first training course date, unless the parties agree otherwise. The training programme and timetable must be approved by the Customer before training can take place.
- 5.3 If the parties fail to agree the training programme and timetable at least [1 week] before the first training course date then this matter shall be referred to Dispute Resolution at Clause 18.
- 5.4 Where appropriate and agreed with the Customer, the Supplier shall provide "Train the Trainer" training where this is deemed appropriate from the Customer's requirements.
- 5.5 Each training course will provide attendees with the skills specified in the Customer's requirements.
- 5.6 The Customer and/or the Supplier will provide suitable training locations, as set out in the Order Form, and sufficient access for the attendees and the Supplier Personnel.
- 5.7 All costs incurred by the attendees for travel to the training locations will be borne by the Customer.
- 5.8 All attendees trained will be required to complete a training course assessment, provided by the Supplier as part of the training course and approved by the Customer, on the final day of any training course attended.
- 5.9 The training course assessment will consist of questions which receive one mark if correct. If more than half of the attendees do not achieve marks greater than 50% of those available, then the Supplier will re-run the training course once at no extra cost to the Customer and at a location and on a date agreed with the Customer.
- 5.10 Additional ad hoc or repeat courses and material to cover for absentees are not included.