



Department
for Education

Accountability Agreement (Colleges): Terms and Conditions

**For Agreements entered into from 1
August 2026**

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SECTION 1: DEFINITIONS AND INTERPRETATION

- 1.1 These Terms and Conditions, together with a Funding Offer Letter, govern the Funding paid to a College for its performance of the Services.
- 1.2 In this Agreement, unless the context otherwise requires, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears. If a capitalised expression does not have an interpretation in Schedule 1 (Definitions) or the relevant Schedule, it shall have the meaning given to it in this Agreement.
- 1.3 In this Agreement except where the context otherwise requires:-
 - 1.3.1 the masculine includes the feminine and vice-versa;
 - 1.3.2 the singular includes the plural and vice-versa;
 - 1.3.3 a reference to any clause, sub-clause, paragraph, schedule or annex is, except where it is expressly stated to the contrary, a reference to such clause, sub-clause, paragraph, schedule or annex of this Agreement;
 - 1.3.4 any reference to this Agreement or to any other document shall include any permitted variation, amendment or supplement to such document;
 - 1.3.5 any reference to any enactment, order, regulation, code, guidance or other similar instrument shall be construed as a reference to the enactment, order, regulation, code, guidance or instrument (including any EU instrument) as amended, replaced, consolidated or re-enacted;
 - 1.3.6 references to any documents being "in the agreed form" means such documents have been initialled by or on behalf of each of the Parties for the purpose of identification;
 - 1.3.7 a reference to a person includes firms, partnerships and corporations and their successors and permitted assignees or transferees;
 - 1.3.8 headings are for reference only;
 - 1.3.9 words preceding "include", "includes", "including" and "included" shall be construed without limitation by the words which follow those words;
 - 1.3.10 the Schedules to this Agreement form part of this Agreement;
 - 1.3.11 references to the Parties shall be to the parties to this Agreement; and
 - 1.3.12 references to months shall mean calendar months.
- 1.4 No review, comment or approval by the Department under the provisions of this Agreement shall operate to exclude or limit the College's obligations or liabilities under this Agreement or the Department's rights under this Agreement.

1.5 Precedence of Documentation

1.5.1 In the event of any inconsistency between the provisions of the Funding Offer Letter, Clauses 1 to 48 and the Schedules, or between any of the Schedules, the conflict shall be resolved according to the following descending order of priority:

- (a) Funding Offer Letter;
- (b) Clauses 1 to 48;
- (c) Schedule 1 (Definitions);
- (d) Schedule 2 (Specification & Monitoring);
- (e) Schedule 3 (Payment);
- (f) the remaining Schedules.

1.5.2 For the avoidance of doubt, in the event of any inconsistency between this Agreement and the Funding Rules and/or any policy that is referred to in this Agreement, this Agreement will take precedence.

SECTION 2: THE SERVICES

2 COMMENCEMENT AND DURATION

2.1 The Agreement will commence on the Agreement Date and expire on the Expiry Date, unless terminated earlier in accordance with these Terms and Conditions.

3 SERVICE DELIVERY

3.1 The Services to be delivered by the College under this Agreement are set out in the Funding Offer Letter. The detailed requirements in respect of the Services are also set out in the Funding Rules as amended from time to time by the Department and which form part of these Terms and Conditions.

3.2 The College must deliver the Services in accordance with this Agreement including Schedule 2 (Specification & Monitoring), the Funding Rules and Policies as amended from time to time by the Department. The Funding Rules and Policies are deemed to form part of these Terms and Conditions as if they were set out within it.

3.3 Without prejudice to Clause 3.2, in relation to Schedule 9 (National Skills Priorities), the College will additionally deliver the Services in accordance with Section 2 of this Agreement and any specific requirements of the Department.

3.4 Without prejudice to Clause 3.2, the College will additionally deliver the Services to address local need in accordance with their Annual Accountability Statement and any specific requirements of the Department.

- 3.5 The College will comply (and will ensure that any Subcontractor complies) with the Department Policies.
- 3.6 The College will ensure that data relating to Learners including Learner Records is held and saved in a format that can be reasonably accessed by the Department on request.
- 3.7 The College will comply with the College governance obligations set out in Schedule 7 (College Governance).
- 3.8 The College will comply in all respects with all relevant Laws to which it may be subject.
- 3.9 The College may be required by the Department to take part in pilot projects related to the Services (such pilot project services being **"Additional Services"**). Where the College is participating in a pilot project and the specification for the Additional Services sets out a requirement that is enhanced and/or different from a requirement set out in this Agreement, the College will comply with the enhanced and/or different requirement set out in the specification for the Additional Services. This may include but is not limited to enhanced monitoring, regular feedback to the Department or any other body, or more frequent or detailed ILRs. The Additional Services will be provided and funded in accordance with the provisions of this Agreement.
- 3.10 The Department may from time to time publish new versions of these Terms and Conditions on its GOV.UK website. Where this occurs, the Department will notify the College and issue a variation to incorporate the new version in the Agreement in accordance with Clause 41 (Amendments to this Agreement).

4 PAYMENT, FUNDING AND AUDIT

4.1 Payment, Funding and Audit provisions

- 4.1.1 Subject to these Terms and Conditions, the Department agrees to pay the College the amounts of Funding set out in the Funding Offer Letter.
- 4.1.2 The College must use the Funding solely for the purpose of delivering the Services.
- 4.1.3 The College shall comply with the requirements of, and have regard to the guidance in, the [College financial handbook - GOV.UK](#).
- 4.1.4 The payment of Funding by the Department will be without prejudice to any claims or rights, which the Department may have against the College and will not constitute any admission by the Department as to the performance by the College of its obligations under this Agreement. Prior to any such payment of Funding, the Department will be entitled to make deductions or deferments in respect of any disputes or claims whatsoever the amounts of which have been determined or agreed, with or against the

College, arising from this Agreement or any other agreement between the College and the Department.

- 4.1.5 The Department shall be entitled to terminate this Agreement pursuant to Clause 32.3.2 (Termination) if the College does not recruit and/or data returns reveal that no Learners have been enrolled for the Funding Year to which this Agreement relates. Where the Department terminates the Agreement pursuant to Clause 32.3.2 (Termination), the Department will withdraw the allocation of Funding for the Funding Year and will take action to recover Funds where payments have already occurred.
- 4.1.6 Where the Department identifies errors in the data that the College is required to provide under this Agreement to support the payment of Funding, the Department reserves the right at its absolute discretion to require the College at the College's cost to procure an independent audit or assurance review of all or part of the Services as required and by a deadline specified by the Department and/or to require the College to repay Funding equivalent to the full amount of the Funding that has been wrongly claimed or paid. If only a sample of the Services has been audited, the Department reserves the right to calculate an error rate based on the said sample and claim repayment from the College of an extrapolated amount based on the error rate identified and the total value of the Funding paid to the College under this Agreement. The independent auditor will be specified by the Department.
- 4.1.7 Without prejudice to any other provisions in this Agreement, at the Department's discretion, such amounts as are identified as being recoverable under Clause 4.1.6, may be recovered by the College making corrective adjustments to its ILR data, or, where this is not possible, by the Department making deductions from future payments due to the College. Where data adjustments or set off against future payments is not possible, the Department may submit an invoice to the College for payment of the amounts identified for repayment under Clause 4.1.6. Failure to settle such amounts by the College will constitute a breach of agreement. The decision of the Department as to the amount of recovery under this Clause 4.1 (Payment, Funding and Audit provisions) is final.
- 4.1.8 Where the Department, in accordance with Clause 4.1.6, identifies errors it may at its discretion review the College's controls and processes to gain assurance the errors will not occur again. Where further assurance work is required this will be at the College's cost (or the Department will procure and recharge to the College at its sole discretion). Where a full funding audit results in a "qualified" rating this will constitute a breach of agreement and the Department may terminate this Agreement pursuant to Clause 32.3.3 (Termination).
- 4.1.9 The Department may implement an increase or a reduction in Funding as set out in the Funding Rules through a notification and

not a variation pursuant to Clause 41 (Amendments to this Agreement).

- 4.1.10 Where the Department identifies that the allocated Funding has been miscalculated and that the College has been overpaid as a result, the Department will notify the College in writing of the amount of the overpayment, the date when the Department will seek to recover the Funding and the method of recovery such as being through an invoice or through setting off the overpayment against future payments of the Funding.
- 4.1.11 If the College wants to make representations in relation to the notification it received in accordance with Clause 4.1.10 the College must put them in writing within 5 Working Days of the date the notification is received from the Department. The College may make representations to the Department where it has incurred in good faith costs or liability in excess of the amount of allocated Funding that the Department has now notified as being the correct amount of Funding that the College should have been allocated.
- 4.1.12 The Department will consider any representations made by the College in accordance with Clause 4.1.11 and issue the College with written notification of its final decision including the amount of overpayment of Funding to be repaid, the date when the Department will recover the Funding and the method of recovery. The Department will also set out the basis on which it has made its decision and shall include an amended Funding Offer Letter setting out the corrected Funding allocation.
- 4.1.13 The decision of the Department as to the amount of recovery of Funding that is due to it from the College is final.
- 4.1.14 All payments of Funding by the Department will be made via BACS.

Tax Compliance

- 4.1.15 The Department may ask the College to provide information which demonstrates how the College complies with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax in respect of that consideration.
- 4.1.16 The Department may supply any information which it receives under Clause 4.1.15 to HMRC.
- 4.1.17 If, during the Agreement Period, an Occasion of Tax Non-Compliance occurs, the College will:
 - (a) notify the Department in writing of such fact within 5 Working Days of its occurrence, or the identification of the occurrence whichever is sooner; and
 - (b) promptly give the Department:
 - (i) details of the steps it is taking to address the Occasion of Tax Non-Compliance and to prevent the same from

- recurring, together with any mitigating factors it considers relevant; and
- (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Department may reasonably require.

5 SUBMISSION OF LEARNER DATA

5.1 General

- 5.1.1 The College must supply the Department with data in accordance with the following:
- (a) in line with agreed audit arrangements;
 - (b) in adherence with the Data Protection Legislation;
 - (c) to support payments to be made;
 - (d) to enable reconciliation to take place;
 - (e) to support the Agreement management and allocation processes; and
 - (f) any written request from the Department.
- 5.1.2 The College undertakes to the Department to submit accurate data.
- 5.1.3 Where the Department is concerned about the quality of the data, including the completeness or accuracy of the data, provided by the College, the Department may require the College to supply data more frequently for such a period as the Department will require and the Department may audit, or instruct a third party to audit, at the College's cost, the College's data and controls to gain assurance that the quality improvements have been made.
- 5.1.4 The Department reserves the right to require the College, at its own cost, to carry out such work as the Department deems necessary to improve the quality of data.
- 5.1.5 The Department reserves the right to suspend Funding to the College under the Agreement where data quality gives rise to concern about the accuracy of the data provided by the College..
- 5.1.6 Where the College is providing the Services to Learners claiming out of work benefits, it must provide data to the Department with responsibility for unemployment or their nominated representative in accordance with the requirements notified to the College. Failure to transmit complete and accurate data under this Clause 5 will constitute a material breach of agreement and may result in Funding for this part of the Services being suspended and/or withdrawn in accordance with Clause 31 (Withholding, Suspension and Repayment of Funding) and/or termination pursuant to Clause 32.3.5 (Termination).

- 5.1.7 The College must update the course information with details of all of the Services funded by the Department to the course directory ([Publish to the course directory](#)). The College must regularly review this information and keep it updated.
- 5.1.8 The College must register with UKRLP ([UK Register of Learning Providers](#)) and Get Information About Schools ([Get Information about Schools - GOV.UK](#)) and maintain contact details on an on-going basis.
- 5.1.9 The College must publish online the set of information as set out at [What academies and further education colleges must or should publish online - GOV.UK](#).
- 5.1.10 The College must submit data about any member of its College Personnel in the format and to the timescales as required by the Department.
- 5.1.11 Failure to transmit complete and accurate data to the Department in accordance with this Clause 5 will constitute a material breach of agreement.

5.2 FE Data Submission

- 5.2.1 Where required, the College must supply the Department data on each individual Learner, in accordance with the 'Data Collection Timetable' set out in the 'Appendices, validation rules and schema' as amended and updated, and in accordance with the 'Provider Support Manual' as amended and updated, which are published on the Department's website [Individualised Learner Record \(ILR\) technical documents, guidance and requirements](#).
- 5.2.2 The College must report new Learner starts within 2 months of the Learner starting, or within 3 months of the Learner finishing all withdrawals and achievements. The College must report all changes by the final collection of the Funding Year. Failure to report withdrawals by this time will result in the recovery of Funding. Continuing failure to comply with this Clause 5.2.2 may result in the withholding of Funding or the suspension of or termination of this Agreement in accordance with Clause 31 (Withholding, Suspension and Repayment of Funding) or pursuant to Clause 32.3.16 (Termination).
- 5.2.3 ILR Data and Earnings Adjustment Statements must be transmitted to the Department through the Department's web portal [Submit learner data](#). Access to the Department's web portal is restricted and the College agrees to comply with the conditions of use regarding the supply of data to the Department set out in this Clause 5.2.3 and in the 'ILR Specification' and the 'Provider Support Manual' as amended and updated available on the Department's website.
- 5.2.4 The Department will confirm the data successfully submitted through Funding Reports [Individualised Learner Record \(ILR\) - GOV.UK](#) posted on the Department's web portal after the data

has been submitted. The College must correct or remove data that fails the validation rules as set out in the ILR Specification [Individualised Learner Record \(ILR\) technical documents, guidance and requirements](#).

- 5.2.5 Where required, the College must use the Earnings Adjustment Statement (“EAS”) to claim funding that cannot be recorded through the ILR. The funding claim must be submitted as detailed in the guidance [Individualised Learner Record \(ILR\) technical documents, guidance and requirements](#). The College must check the accuracy of the submissions on the EAS via the Submit Learner Data service and any errors must be corrected immediately. All submissions must be supported by evidence. Where the College identifies errors in the EAS (other than as a result of an audit in accordance with Clauses 4.1.6 and 4.1.7), the EAS should be used to repay Funding claimed in error by the College. The College must claim or repay funding via the EAS as set out in the EAS guidance: [Earnings adjustment statement \(EAS\) - GOV.UK](#) as updated and amended from time to time. Any claim or repayment of Funding should take place in the relevant Funding Year and, in any event, no later than 3 months from the end of the relevant Funding Year.

6 REQUIREMENTS

6.1 The College must:

- 6.1.1 comply at all times with the Funding Rules;
- 6.1.2 act in accordance with any requests made by the Department;
- 6.1.3 have documented and implemented procedures for identifying and dealing with conflicts of interest;
- 6.1.4 comply with any requirements of the FE Commissioner;
- 6.1.5 have documented and implemented procedures and processes to deal with the prevention of fraud and/or administrative malfunction;
- 6.1.6 proactively ensure all data and information (including financial information) submitted to the Department is true, accurate and submitted promptly;
- 6.1.7 ensure that it has the appropriate registrations with the Information Commissioner’s Office for controlling and/or processing data and that it maintains them for the Term of this Agreement;
- 6.1.8 notify the Department of any events or circumstances arising in connection with the delivery of its obligations under this Agreement which could give rise to any legal liability, have an adverse effect on the reputation of the Department or call into question the College’s suitability to deliver the Services, including (but not limited to):

- (a) any events or circumstances leading to the death or serious injury of any Learner;
- (b) the commission of any serious criminal offence by a senior individual in the College's organisation or any individual involved in the delivery of the Services;
- (c) ensuring that the provisions of the Computer Misuse Act 1990 are complied with;
- (d) not committing a Prohibited Act; and
- (e) notify the Department in writing within 5 Working Days if it or a College Related Party is subject to remedial and/or enforcement action by an Awarding Organisation.

7 REVIEW OF PERFORMANCE UNDER THE AGREEMENT AND RECONCILIATION OF AGREEMENTS

7.1 In-Year Reconciliation

- 7.1.1 Reviews of performance under the Agreement and reconciliation will be carried out in accordance with part 2B of Schedule 2 (Specification & Monitoring).
- 7.1.2 The evidence required in respect of each Learning Programme is set out in the Funding Rules and the College must retain such evidence for inspection on demand.

7.2 Performance

- 7.2.1 Performance will be monitored in accordance with the provisions of part 2B of Schedule 2 (Specification & Monitoring).
- 7.2.2 The Department will be able to share allocations and performance information with Combined Authorities, Crown Bodies and LEPs.

8 COLLEGE'S RECORDS AND AUDIT

8.1 Maintenance of Records

- 8.1.1 The College must, and will procure that any College Related Parties, maintain a full record of all incidents relating to data protection, health, safety and security, including CCTV, which occur during the Agreement Period. The College will make the records available for inspection by the Department upon reasonable notice and will present a report of them to the Department as and when requested.

8.2 Auditor

- 8.2.1 The Department (in accordance with [College financial handbook - Guidance - GOV.UK](#)), the European Commission, the European Court of Auditors and/or a Crown Body may at any time conduct (whether itself or by its agents, consultants or advisers) audits for the following purposes:-

- (a) to establish that the College has used the Funding (and proposed or actual variations to the Funding in accordance with this Agreement) in the delivery of the Services and/or the costs of all suppliers (including Subcontractors) of the Services;
- (b) to verify the College's claims for Funding;
- (c) to review the integrity, confidentiality and security of the Department Data as well as the Department's access to the Department Data;
- (d) to review the College's and/or a College Related Party's (compliance with the DPA 2018, the FOIA and EIR in accordance with Clauses 22 (Department Data) and 25 (Freedom of Information and Confidentiality) and any other Law applicable to the Services;
- (e) to carry out the audit and certification of the Department's accounts;
- (f) to verify the accuracy and completeness of any management information delivered or required by this Agreement;
- (g) to ensure that the College and/or a College Related Party is complying with the Department Policies and any British or equivalent European standards and any other audit that may be required by any Relevant Authority,

such audits may be based on current or preceding years or preceding Agreements.

8.2.2 The Department will use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the College or delay the provision of the Services.

8.2.3 Subject to the Department's obligations of confidentiality, the College and/or a College Related Party must on demand provide the Department (and/or its agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:-

- (a) all information requested by the Department within the permitted scope of the audit;
- (b) reasonable access to any Premises and any equipment used (whether exclusively or non-exclusively) in the performance of the Services;
- (c) access to the College's and/or a College Related Party's systems; and
- (d) access to College Personnel;
- (e) provision of any accounting records as referred to in section 386 of the Companies Act 2006 and/or financial records as the Department may require which if the College is not a

company may include similar accounting records as are referred to in section 386 of the Companies Act 2006.

- 8.2.4 The College will implement all measurement and monitoring tools and procedures necessary to measure and report on the College's (including for the avoidance of doubt a College Related Party's) performance of the Services.
- 8.2.5 The Department will endeavour to (but is not obliged to) provide at least ten (10) Working Days' notice of its intention to conduct an audit. The Department may carry out audit visits with or without prior notice at its discretion.
- 8.2.6 The Parties agree that they will bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause, unless the audit identifies a material breach or malpractice by the College and/or a College Related Party in which case the College will reimburse the Department for all the Department's reasonable costs incurred in the course of the audit.
- 8.2.7 If the findings of an audit conducted pursuant to this Clause 8 results in the requirement for ILR Data to be corrected and re-submitted the College must re-submit the data to the Department, as set out in Clause 5 (Submission of Learner Data), within two months. Failure to do so will be a breach of agreement.
- 8.2.8 If the Department identifies that:-
 - (a) the College has failed to perform its obligations under this Agreement in any material manner, without prejudice to any other remedy that the Department has, the Parties will agree and the College will implement and comply with a remedial plan. If the College's failure relates to a failure to provide any information to the Department about the Funding, proposed Funding or the College's costs, then the remedial plan will include a requirement for the provision by the College of all such information;
 - (b) there has been any under or over payment it will be dealt with in accordance with Clause 4.1 (Payment, Funding and Audit provisions).
- 8.2.9 The College must permit records referred to in this Clause 8 to be examined and copied from time to time by the Department's auditor and inspectors and their representatives and other representatives of the Department.

8.3 Retention

- 8.3.1 The records referred to in this Clause 8 will be retained for a period of at least six (6) years, after the end of the Agreement Period subject to any requirements for a longer retention period set out in the Funding Rules.

9 SUBSIDY CONTROL

- 9.1 The College should obtain its own advice as to whether the Subsidy Control Rules apply to the Funding received in relation to the Services delivered under this Agreement. Guidance on this can be found at [Complying with the UK's international obligations on subsidy control: guidance for public authorities - GOV.UK](#).
- 9.2 Where the rules on Subsidy Control apply, the College must:
- 9.2.1 comply with the relevant notification requirements; and
 - 9.2.2 collect and retain appropriate records and will supply those records to the Department on its request.
- 9.3 The Department reserves the right to require the College to obtain a contribution towards the cost of the Services delivered under this Agreement from the employer of any Learner. Where a contribution is required, the Department will confirm to the College in writing the exact percentage of the contribution.
- 9.4 Where the Department requires the College to obtain a contribution towards the cost of the Services under Clause 9.3 above, the College must provide evidence that the contribution has been received.
- 9.5 If a recovery order or any other enforcement measure is taken under the Subsidy Control Act 2022, the College will repay the relevant subsidy to the Department within 28 days or such other timescale that the Department agrees with the College.

10 QUALITY ASSURANCE AND RAISING STANDARDS

- 10.1 The College warrants and undertakes to the Department that it and any College Related Party has and will continue to have the resources and skills necessary to carry out the College's obligations pursuant to this Agreement.
- 10.2 The College must comply with the Funding Rules published by the Department as amended from time to time and any other requirements, which may from time to time be issued by the Department, Inspectorates, the Awarding Organisations and other Regulatory Bodies and of which the College is made aware.
- 10.3 The College must ensure that all activities carried out pursuant to this Agreement will be documented in accordance with any requirements of the Department and must provide such documentation as the Department may request from time to time to ensure compliance with this Clause 10.3.
- 10.4 The College will continuously seek to improve the Services and raise standards to benefit the Learner. The College will have the primary responsibility for improving standards and will need to demonstrate to the Department's satisfaction that it has an effective quality assurance system based on the implementation of its own quality improvement process. The Department reserves the right to require the College to provide the Department or Ofsted with evidence to support the quality improvement processes.

- 10.5 The College must use all reasonable endeavours to:
- 10.5.1 minimise dropout rates and deliver high completion and achievement rates and appropriate progression;
 - 10.5.2 offer equality of access to learning opportunities and close equality gaps in learning and outcomes;
 - 10.5.3 provide good management and leadership of the learning process;
 - 10.5.4 deliver value for money and financial probity; and
 - 10.5.5 ensure all Subcontractors delivering Services under the Agreement on behalf of the College comply with the requirements set out in Clauses 10.5.1 to 10.5.4 above.
- 10.6 The College must meet the relevant requirements for data gathering for Learner and employer satisfaction data in line with the Department's requirements that are in place at the relevant time. Colleges should note that the Department is currently considering the most useful information to collect from Learners. Information will be updated when it becomes available at [Learner and employer satisfaction surveys - GOV.UK](#) and in any subsequent updates to these web pages.
- 10.7 Where appropriate, the College must confirm in writing to the Department that their (including College Related Parties) Centre Approval Status for the relevant Services is still current. The written statement will need to confirm approved centre status for the specific Regulated Qualification Framework ("RQF") titles and levels, including Awarding Organisation name(s).
- 10.8 The College must notify the Department immediately in writing via the Customer Help Portal: [Home - Customer Help Portal](#) if it receives any sanction from an Awarding Organisation, including but not limited to the suspension and/or removal of Centre Approval Status and/or the removal of the ability to register or certificate Learners.
- 10.9 The Department can request any Awarding Organisation reports, assessments and notices from the College at any time.
- 10.10 The Department may assess the quality and delivery of the Services and the College's compliance with the requirements in Clauses 10.5.1 to 10.5.5 during the Agreement Period. The College will be informed of the outcome of that process. Where the Department assesses the College to be in breach of agreement following such assessment but the Department is not terminating this Agreement, the Department will issue a notice which may:
- 10.10.1 require the College to meet improvement indicators to improve the quality of its Services. The Department will meet with the College to discuss and reach agreement on implementation of these actions and improvement indicators and to agree arrangements for monitoring and reviewing progress. In such cases reviews will take place at the frequency specified by the Department and in agreement with the College;

10.10.2 agree detailed improvement plans and measures that set out clearly the expected timescale for improvement;

10.10.3 agree arrangements for more frequent monitoring of quality improvement plans.

11 EMERGENCIES AND SIGNIFICANT INCIDENTS

11.1 The College must have and maintain an up-to-date Business Continuity Plan that meets the obligations set out in [Expecting the unexpected - GOV.UK](#)

11.2 The College must at the request of the Department provide whatever support and assistance may reasonably be required by the Department in response to any national, regional or local emergency or incident (including Significant Incident or Emergency) including at any Premises identified by the Department.

11.3 The College will ensure that Learners have access to portfolios, e-portfolios, learning materials and other evidence at all times.

12 PERFORMANCE MONITORING

12.1 College Monitoring

12.1.1 The College must put in place the necessary internal control framework, including an internal audit function if appropriate to ensure that it meets its obligations and those of its Subcontractors under this Agreement.

12.2 Department Monitoring

12.2.1 The Department will undertake its own performance monitoring, as set out in Schedule 2 (Specification & Monitoring) and may elect, at its own cost, to undertake further monitoring at any stage during the Agreement Period for any purpose, including ensuring that the Services are being provided in accordance with this Agreement.

12.2.2 The College must use its reasonable endeavours to assist the Department in any performance monitoring exercise under Clause 12.2.1. The Department may notify the College of the outcome of the performance monitoring exercise and the College must have due regard to the Department's comments in relation to the future provision of the Services.

12.2.3 The Department reserves the right on reasonable grounds, by notice to the College, to increase the level of its monitoring of the College until such time as the College has demonstrated to the reasonable satisfaction of the Department that it will perform (and is capable of performing) its obligations.

12.2.4 Without prejudice to the Department's rights under Clauses 31 (Withholding, Suspension and Repayment of Funding) and 32.2 (Termination) and to any other express rights under this Agreement, where the College has been found to be fraudulent or

have recklessly submitted erroneous reports, claims and/or Learner data, or the Department reasonably believes such reports to be fraudulent or erroneous the Department may, by notice to the College, increase the level of its monitoring of the College, or (at the Department's option) require the College to increase the level of the College's monitoring of its own performance of its obligations under this Agreement in respect of the relevant Services which are the subject of such fraudulent, erroneous or misleading reporting until such time as the College must have demonstrated to the reasonable satisfaction of the Department that it will perform (and is capable of performing) its obligations under this Agreement and, in which case, the following provisions will apply:

- (a) any such notice to the College will specify in reasonable detail the additional measures to be taken by the Department or by the College (as the case may be) in monitoring the performance of the College;
- (b) if the College (acting reasonably) objects to any of the specified measures on the grounds that they are excessive it will notify the Department in writing within five (5) Working Days of the receipt of the notice of the measures objected to (and of any Changes necessary in order to prevent prejudice to the College's performance of its obligations under this Agreement);
- (c) the measures to be taken by the Department and the College (as the case may be) will be agreed between the Parties or, in the absence of agreement within ten (10) Working Days of the Department's receipt of the College's objection, determined pursuant to the Dispute Resolution Procedure; and
- (d) the College will bear its own costs and indemnify and keep the Department indemnified at all times from and against all costs and expenses reasonably and properly incurred by or on behalf of the Department in relation to such increased level of monitoring.

12.3 College Responsible

12.3.1 The College acknowledges and agrees that, notwithstanding any provision of this Agreement which contemplates that the Department will or may from time to time:

- (a) monitor or inspect any performance of the Services;
- (b) check compliance by the College with its obligations;
- (c) confirm or indicate approval of or non-objection to proposals made by the College; or
- (d) request that the College makes a Change to the Services;

it will always be fully the responsibility of the College, and not the responsibility of the Department, to ensure that the Services are performed in all respects in accordance with the College's obligations under this Agreement and no such action by or on behalf of the Department will in any way limit or affect such obligations.

12.4 Quality Management Systems

- 12.4.1 The Department will have the right upon reasonable notice and at reasonable times to audit the College's quality management systems (for example ISO 9000 or equivalent standard) and/or any other quality management system to which the Specification refers, including examining and inspecting Services and activities on or off the Premises owned or occupied by the College to establish the adequacy or accuracy of the quality management system documentation. The College will use all reasonable endeavours to assist the Department in such an exercise.

13 CHANGES

- 13.1 The Department may implement a Change to the Services during the Agreement Period.
- 13.2 The Department may implement a Change by communicating the Change through the Department's publications, Update or Inform, or through updates to Funding Rules and other related documents on GOV.UK. The College will subscribe to alerts from GOV.UK so they are made aware of Changes.

14 HEALTH & SAFETY

- 14.1 The College must comply with all health and safety legislation and Health and Safety Executive working regulations, adopt and maintain safe operating systems of work and appropriate safety policies in order to protect the health and safety of College Personnel, Learners and all other persons including members of the public.
- 14.2 Where part of the Services are provided in an environment outside the direct control of the College, the College must take all reasonable steps to ensure that adequate arrangements are in place to ensure the health and safety of Learners. This will include but not be limited to, co-ordinating and co-operating with other organisations/bodies with responsibilities being clearly identified and documented as appropriate, to ensure understanding between the relevant Parties.
- 14.3 The College must report all incidents that are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 ("RIDDOR") in accordance with those regulations and must investigate or assess the circumstances of all Learner incidents within the scope of RIDDOR and follow HSE guidance 'Investigating accidents and incidents: A workbook for employers, unions, safety representatives and safety professionals' (HSG245) ISBN 0717628272. The College must only

use persons competent to investigate/assess Learner incidents with a view to identifying the causes of any incident and lessons to be learned.

- 14.4 The College must inform the Department of the death of any Learner during the provision of the Services. This will be done by informing the Department's representative by telephone or email immediately upon the College becoming aware of the death.
- 14.5 The College will, in circumstances where it Subcontracts the management and/or delivery of the Services under this Agreement, ensure that all the provisions in respect of health and safety in this Clause 14 are included in the Subcontract with each Subcontractor.

15 LEARNER WELFARE

- 15.1 In addition to its statutory health and safety responsibilities as referred to in Clause 14 (Health & Safety) above, the College must ensure that the Services are delivered in safe, healthy and supportive environments, which meet the needs of Learners in accordance with this Clause 15 and Clause 26 (Employees).
- 15.2 Where the College provides residential accommodation for Learners, the College must inform the Department of the provision of such residential accommodation, must record this information on Get Information about Schools and will comply with the requirements of the national minimum standards for children in further education residential accommodation published from time to time by the Department under section 87C of the Children Act 1989.
- 15.3 In providing the Services, the College must ensure it actively promotes the fundamental British values of democracy, the rule of Law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs, and promote principles that support equality of opportunity for all.
- 15.4 In providing the Services, the College must comply with the general duty on specified authorities in section 26 of the Counter-Terrorism and Security Act 2015 (the Prevent duty) and must have regard to statutory guidance issued under section 29 of the Counter-Terrorism and Security Act 2015 [Prevent duty guidance: England and Wales \(2023\) - GOV.UK](#).
- 15.5 In providing the Services, the College must comply with the duty on partners of a panel in section 38 of the Counter-Terrorism and Security Act 2015 (the Channel co-operation duty).
- 15.6 The College will monitor, and act on, any other harm to Learners to the extent that the College could reasonably be expected to do so and/or where the harm could affect the quality of the learning experience. Harm includes (but is not limited to) incidents that cause absence from learning, any loss to the Learner of any physical or mental faculty or any disfigurement and incidents of bullying and harassment.
- 15.7 The College will co-operate with the Department and Department for Work and Pensions for the purposes of the Industrial Injuries Disablement Benefit (IIDB) in respect of those Learners to which it applies.

- 15.8 The College and/or the College Related Parties must be able to demonstrate that they have robust record-keeping procedures in respect of health, safety and safeguarding through checks on record keeping undertaken.
- 15.9 The College will ensure it notifies the Department via the Customer Help Portal: [Home - Customer Help Portal](#) where a referral has been made by the College or one of the College Related Parties in either of the following circumstances (such notification must include the name of the institution, a high level summary of the nature of the incident (without sharing personal information about victims or alleged perpetrators) and confirmation of whether it is, or is scheduled to be, investigated by the Local Authority and/or the police):
- 15.9.1 a safeguarding concern related to sexual violence to Local Authority Children's social care/adult social care and/or the police, or
 - 15.9.2 an allegation of abuse made against a teacher, lecturer or other member of staff to the designated officer(s) (at the local authority).
- 15.10 The College will ensure it notifies the Department via the Customer Help Portal: [Home - Customer Help Portal](#) of incident(s) and/or where a referral has been made, where the College or one of the College Related Parties:
- 15.10.1 is aware of an incident, or pattern of incidents, which undermines the promotion of British fundamental values as referred to in Clause 15.3 or the ability of the College or the College Related Parties to comply with the Prevent duty, or
 - 15.10.2 makes a referral of an individual member of College Personnel for the purposes of determining whether that member of College Personnel should be referred to a panel for the carrying out of an assessment under section 36 of the Counter-Terrorism and Security Act 2015 of the extent to which that individual is vulnerable to being drawn into terrorism.
- 15.11 Where it applies
- 15.11.1 The College must comply with the Modern Slavery Act 2015 and must have in place throughout the Agreement Period policies and procedures to ensure full compliance.
 - 15.11.2 The College must ensure that all Subcontracts that it enters into include an obligation for the Subcontractor to comply with the Modern Slavery Act 2015 with special emphasis on express anti-slavery and anti-human trafficking provisions.
 - 15.11.3 The College shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain.
- 15.12 Where it applies, the College must comply with the Safeguarding Vulnerable Groups Act 2006 and must have in place throughout the Agreement Period policies and procedures to ensure full compliance.

- 15.13 The College will, in circumstances where it Subcontracts the management and/or delivery of the Services under this Agreement, ensure that all the provisions in respect of Learner welfare in this Clause 15 are included in the Subcontract with each Subcontractor.

16 EQUALITY OF OPPORTUNITY

- 16.1 The College must not unlawfully discriminate within the meaning and scope of the provisions of the Equality Act 2010 or any statutory modification or re-enactment thereof or any other statutory provision relating to discrimination in employment or the provision of Services. The College must take all reasonable steps to ensure the observance of these provisions by all servants, employees or agents of the College and all Subcontractors employed in the execution of the Agreement. The College will comply with the detailed requirements in relation to equality of opportunity set out in Clauses 16.2 to 16.4.
- 16.2 The College will, in delivering the Services under this Agreement, demonstrate that it has had regard to the duties placed on the Department and the College by the Equality Act 2010. The College will take all reasonable steps to ensure the observance of these provisions by all servants, employees or agents of the College and all Subcontractors engaged in the delivery of the Services.
- 16.3 The College must ensure that equality of opportunity is built into all aspects of Services; the business planning process; and the self-assessment process. The College must use analysis of data to inform future planning to improve the representation, participation and success of underrepresented and underachieving groups and challenge stereotyping. The College must use appropriate, specific and measurable objectives. These will be proportionate, relevant and aligned to the Services the College is funded to deliver.
- 16.4 The Department may use a variety of equality information and data to support judgements about quality and eligibility for funding. These may include, but are not limited to: inspection judgements for equality and diversity, judgements from the Equality and Human Rights Commission, and the success and participation rates of different groups of Learners.

17 INTERVENTION AND IMPROVEMENT SUPPORT

- 17.1 The Department will regularly undertake a review of risks in accordance with the [College Oversight Policy](#). Intervention action or other targeted actions may be triggered in accordance with the College Oversight Policy.
- 17.2 Where significant risks are identified (as set out in the College Oversight Policy), or the College declines to engage with an offer of targeted support, or where risks persist, the Department may issue the College with a Letter to Improve. This will set out targeted action and mandated support as a condition of funding. The action the Department may take/require, include but not be limited to:

- 17.2.1 FE Commissioner-led 'Improvement Review' as a condition of Funding and an assessment of the College's capacity to address weaknesses identified; and/or
 - 17.2.2 a tailored plan setting out specific areas for improvement; and/or
 - 17.2.3 a programme of intensive support and/or targeted action; and/or
 - 17.2.4 escalation to intervention where progress is insufficient; and/or
 - 17.2.5 any other action and support as may be described in the College Oversight Policy.
- 17.3 Intervention may be triggered under the following five categories, as described in the College Oversight Policy:
- 17.3.1 Financial Health;
 - 17.3.2 Financial management and other controls;
 - 17.3.3 Quality – if Ofsted has published its assessment and concluded that the Ofsted Evaluation Areas of: (a) 'leadership and governance' or 'inclusion' are assessed as Urgent Improvement; or (b) 'safeguarding' is Not Met;
 - 17.3.4 Contribution to meeting skills needs;
 - 17.3.5 Failure to make progress on resolving an issue/s of concern.
- 17.4 The College shall, on request, provide the Department and/or Ofsted with a copy of its self-assessment report, quality improvement activity, and any other relevant information in accordance with the timescale required by the Department and/or Ofsted. The College must notify the Department of the date of the meeting at which Ofsted gives feedback on the inspection and allow the Department's nominated representative to attend the meeting.
- 17.5 Should the College meet any of the triggers for Intervention or other action as set out in the College Oversight Policy, the Department may, in its absolute discretion, take one or more of the following actions:
- 17.5.1 issue a Notice to Improve and place the College in Intervention;
 - 17.5.2 require the College to develop a Single Improvement Plan;
 - 17.5.3 require the College to accept and comply with additional conditions of funding, relating to the improvement or resolution of the issues which led to the College being placed in Intervention. Such conditions will include recommendations of any published reports of the Further Education Commissioner and, where relevant, the published recommendations of Ofsted. These conditions will apply until the College can demonstrate the required improvement / resolution to the Department's satisfaction;
 - 17.5.4 place the College into Supervised College Status;
 - 17.5.5 require the College to suspend the recruitment of Learners, and/or to cap any growth in Learner numbers;

- 17.5.6 in accordance with the College Oversight Policy, the Department will write to the College to confirm the position and thereafter consult with the College's governors, accounting officer (CEO or principal) and, where required, local stakeholders. The College will be subject to a Further Education Commissioner intervention assessment. The College must comply with the requirements/requests of the Further Education Commissioner to enable them to undertake their role;
- 17.5.7 give consideration to what changes, if any, are required in its allocations when finalising the amount of Funding in any subsequent agreements between the Parties;
- 17.5.8 if Ofsted has published its assessment and concluded that, at provider-level or provision-level:
 - (a) any of the Ofsted Evaluation Areas are assessed as Urgent Improvement; or
 - (b) the Ofsted Evaluation Area of 'Safeguarding' is Not Met,give consideration to the College's Funding allocations when finalising the amount of Funding in any subsequent agreements between the Parties;
- 17.5.9 reduce, suspend and/or recover payment to the College in accordance with the provisions of this Agreement and/or as set out in the College Oversight Policy;
- 17.5.10 terminate this Agreement pursuant to Clause 32.3.9 (Termination).
- 17.6 The failure of the College to comply with any action required of it by the Department under Clause 17.5 within such time as the Department has stipulated will be a breach of this Agreement and the Department may take such further action as it deems appropriate which may include, but is not limited to, terminating this Agreement pursuant to Clause 32.3.10 (Termination).
- 17.7 As set out in the College Oversight Policy the Department may exercise statutory intervention powers if satisfied that any of the circumstances for statutory intervention are met. The Department statutory intervention powers are set out in sections 56A and 56E of the FHEA 1992 or may invoke the FE insolvency regime under the Technical and Further Education Act 2017.

18 FRAUD AND IRREGULARITY

- 18.1 The College must immediately notify the Department in writing where the College becomes aware of any instance of suspected fraud or financial irregularity in the delivery of the Agreement including, but not limited to, cases of:
 - 18.1.1 collusion with members of staff of the Department or employees of the Department for Education;
 - 18.1.2 computer fraud;

- 18.1.3 the submission to the Department of inaccurate, incomplete, misleading or falsified information for the purpose of a claim for funding;
- 18.1.4 fraud involving Awarding Organisations;
- 18.1.5 fraud involving Subcontractors;
- 18.1.6 any reported financial irregularities, ILR Data errors and/or funding errors that have been identified either internally or externally by a third party through internal/external audit or other reviews;

provided that nothing in this Clause 18 will require the College to do anything, which may cause it to infringe any Law.

18.2 Where the Department has reasonable cause to suspect that fraud or irregularity has occurred in relation to the delivery of the Agreement and payments made hereunder, the Department and/or its agents will have:

- 18.2.1 right of access to the College Premises (or that of any of its Subcontractors) at any reasonable time with or without notice to examine and remove or copy all relevant documents and records including electronic records;
- 18.2.2 the right to require the College to provide written authority to enable the Department to obtain such documents, records and/or information directly from third parties; and
- 18.2.3 the right to interview the College's servants or agents engaged with the delivery of the Agreement.

Failure to comply with this provision will constitute a breach of agreement.

18.3 Where the Department has reasonable cause to suspect that fraud or irregularity has occurred in relation to the delivery of the Agreement and payments made hereunder, the Department may require the College to procure the services of an independent accountant (or other equivalent/appropriate professional) to investigate at the College's cost (or the Department will procure such an independent accountant and recharge the costs to the College at its sole discretion).

18.4 Where the Department has reasonable cause to suspect that fraud or irregularity has occurred in relation to:

- 18.4.1 the delivery of this Agreement; or
- 18.4.2 the delivery of any other agreement between the Department and the College; or
- 18.4.3 the payments made under this Agreement or any other agreement between the Department and the College, the Department will have the right to suspend payments and/or require the College to suspend recruitment of Learners under this Agreement and any other agreement between the Parties.

18.5 Where the College is a registered or exempt charity, the College will inform the Department of any schemes, orders or official warnings issued

to them by the Charity Commission. Failure to inform the Department will constitute a breach of agreement.

- 18.6 The Parties will co-operate in the identification of Learners who may be unlawfully claiming benefits. The Department may from time to time brief the College as to the co-operation and assistance it reasonably requires including the provision of information regarding fraud by Learners. The Department will provide a named contact or telephone answering machine for receiving such information.

SECTION 3: AGREEMENT GOVERNANCE

19 RELATIONSHIPS

19.1 Information and Assistance

- 19.1.1 Subject to any obligation in respect of confidentiality, the Data Protection Legislation and Confidential Information, the Parties will use all reasonable endeavours to provide and share information and data reasonably required by the other:

- (a) to enable it to perform its obligations under this Agreement; and/or
- (b) (in the case of the College) which is reasonably necessary to enable the Department to perform its statutory obligations and other functions insofar as they relate to the Services.

- 19.1.2 Neither Party will hinder, delay or prevent the other Party in the performance of the other Party's obligations under this Agreement.

19.2 Enquiries, Investigations and Inspections

- 19.2.1 The College must and will procure that its Subcontractors will at all times during the Agreement Period and for a period of six (6) years thereafter, or such other time period as stated in Schedule 2 (Specification & Monitoring), at its own cost, fully co-operate with any enquiry, investigation or inspection (whether routine or specific) which in any way concerns, affects or relates to the Services, or any sum claimed or charged in relation to this Agreement or to any other Agreement of the Department. Such enquiry, investigation or inspection may be by, inter alia:-

- (a) the Department;
- (b) the Department's auditors (whether internal or external);
- (c) Regulatory Bodies; and/or
- (d) the Inspectorates.

- 19.2.2 Such co-operation will include (but not be limited to) the following:-

- (a) providing access to or copies of such files, documents, letters, emails, notes, minutes, records, accounts or any other information (whether held or stored electronically, in

hard copy format or otherwise) which relate to the subject or Service (in whole or in part) under investigation;

- (b) providing access to the Premises, equipment (including IT hardware and software) or other assets used by the College and/or its Subcontractors in the performance of this Agreement, such access to be supervised at all times unless the nature of the investigation requires the parties defined at Clause 19.2.1 to be unsupervised, such parties acting reasonably in making such assessment;
- (c) providing access to College Personnel (of whatever seniority) involved in this Agreement (including managerial or supervisory staff) or who may be the subject of, or be named in, any enquiry or investigation by the auditors or the ombudsmen (including providing suitable facilities for interviewing such staff);
- (d) maintaining the confidentiality of the enquiry or investigation when requested to do so;
- (e) making such explanations (whether written or oral) as may be necessary for the enquiry or investigation to be satisfied that these Terms and Conditions, the Funding Rules and the Law are being complied with;
- (f) at all times and without notice allowing access by the Inspectorates, in connection with any complaint, investigation or inspection relating to this Agreement or the Services to the College's premises; and to all documentation and information relating to this Agreement to which the College has (and/or is required under this Agreement to have) access; and to the College's agents, employees and Subcontractors.

19.2.3 Where the Department has undertaken an investigation or received a report from an independent accountant or otherwise, in relation to the College it may, as a consequence of that investigation or report, require the College to, and the College will, accept and comply with additional conditions of funding and will meet the cost of such investigation.

19.2.4 Where the College fails to comply with the additional conditions imposed under Clause 19.2.3 within such time as the Department deems reasonable, the Department may take such actions as it deems appropriate which may include, but is not limited to, action under Clause 31 (Withholding, Suspension and Repayment of Funding) and/or termination pursuant to Clause 32.3.11 (Termination).

19.2.5 The College will in performing the Services comply fully with all relevant rules and regulations of the Department in force from time to time.

- 19.2.6 The College will, if requested by the Department, co-operate with the Department, at its own expense, in connection with any legal proceedings, adjudication, arbitration, court proceedings or ombudsmen enquiries in which the Department may become involved, arising from breaches of the Department's duties under the Equalities Legislation due to the alleged acts or omissions of the College, its employees, Subcontractors or agents.
- 19.2.7 The College will ensure that the terms of any Subcontract include identical provisions to this Clause 19 and will indemnify the Department against any losses, damages or claims it suffers in consequence of a failure to ensure the inclusion of such identical provisions.

19.3 Complaints and Feedback

- 19.3.1 The primary responsibility for receiving feedback and investigating complaints promptly and thoroughly in respect of the Services will rest with the College. The College will have procedures in place including but not limited to a complaints framework, which are acceptable to the Department, to gather and act upon feedback and complaints from Learners and/or their representatives and employers and the wider community. The College must also keep a log of the complaints received which will be accessible to the Department upon request.
- 19.3.2 The College must ensure that Learners are made aware of its procedure for dealing with complaints and that the procedure is clear and accessible to Learners who wish to complain. The complaints procedure must be published on the College's website and be provided to the relevant parties as part of the College's onboarding process.
- 19.3.3 The College will be responsible for resolving complaints in accordance with its own procedures and any guidance issued by the Department. Once the College has concluded its investigations, including any appeal, it must inform the complainant in writing of the outcome.
- 19.3.4 Where the College is a "Qualifying Institution" under Part 2 of the Higher Education Act 2004 and therefore a member of the independent complaints Scheme run by the OIA, the College should follow the OIA Rules and Guidance for higher education registered student complaints (defined by the OIA as a complaint from a student studying at Level 4 and above no matter how funded).
- 19.3.5 Where a complaint has not been resolved to the satisfaction of the complainant the College will advise the complainant of their right to complain to the Department ([Complaints procedure - Department for Education - GOV.UK](#)) and co-operate with any investigation carried out by the Department and act on any recommendations made by the Department following the investigation.

20 REPRESENTATIVE

20.1 Agreement Manager

- 20.1.1 Without limiting the Department's obligations or rights in respect of such matters the Department will appoint an Agreement Manager who may subject to Clause 20.1.2 exercise the rights and powers conferred by this Agreement upon the Department.
- 20.1.2 Except pursuant to Clause 41 (Amendments to this Agreement), or unless specifically authorised for that purpose, the Agreement Manager does not have authority to amend the Agreement or to relieve the College of any express obligations under the Agreement.

20.2 Account Manager

- 20.2.1 The College will notify the Department in writing of the name, telephone number, e-mail address and the postal address of the person appointed as the Account Manager.
- 20.2.2 The Account Manager may exercise the functions, rights and powers conferred by this Agreement upon the College.
- 20.2.3 In the event that the College wishes to change the identity of the Account Manager, it will, subject to Clause 20.2.4 give to the Department not less than 5 Working Days' notice in writing of such change. Such written notice will inform the Department of the name, telephone number, e-mail address and postal address of the new Account Manager.
- 20.2.4 In the event that it is not possible or practical for any reason for the College to give notice to the Department in accordance with Clause 20.2.3 the College will notify the Department by whatever means the College considers appropriate and will confirm such notification in writing within 5 Working Days.

20.3 User Role Management System

- 20.3.1 The College must ensure that those senior members of staff who are authorised to agree and sign Agreements on behalf of the College, submit Funding claims and return data are registered as users of the user role management system at [DfE Sign-in](#). It is the College's responsibility to maintain appropriate user roles on an on-going basis.

21 DISPUTE RESOLUTION

- 21.1 Any dispute will be dealt with in accordance with this Clause 21.
- 21.2 In the first instance, the Agreement Manager and the Account Manager will each use their reasonable endeavours to resolve the dispute. If the dispute cannot be resolved by such representatives within 15 days of the dispute arising, it will be referred to a senior representative of each Party, who will each use their reasonable endeavours to resolve the dispute.

- 21.3 If a dispute cannot be resolved by negotiation as referred to in Clause 21.2 within 30 days of the dispute arising, either Party may refer the dispute for determination in accordance with the mediation procedure administered by the Centre for Effective Dispute Resolution, the costs of the mediator being split equally between the Parties, who will otherwise bear their own costs.
- 21.4 For the avoidance of doubt, the Department shall not be obliged to follow the Dispute Resolution Procedure in circumstances where it wishes to terminate this Agreement under Clause 32 (Termination).

SECTION 4: IPR DATA AND CONFIDENTIALITY

22 DEPARTMENT DATA

- 22.1 The College acknowledges that the Department Data is the property of the Department and the Department hereby reserve all Intellectual Property Rights which may subsist in the Department Data.
- 22.2 The College must perform secure back-ups of all the Department Data and must ensure that up-to-date back-ups, where not in the cloud, are stored off-site in accordance with the Business Continuity Plan. Back-ups stored in the cloud must comply with Data Protection Legislation. The College must ensure that such back-ups are available to the Department at all times upon request.
- 22.3 The College must take all necessary steps to ensure that any Department Data which comes into its possession or control is protected in accordance with the Data Protection Legislation and appropriate security procedures as set out in Schedule 5 (Security & Department Policies) and in compliance with Good Industry Practice (having regard to the nature of its other obligations under this Agreement and under the Data Protection Legislation).
- 22.4 In the event that the Department Data used in the provision of the Services is corrupted or lost by the College as a result of a breach by the College of Clause 24 (Security), the Department will have the option, in addition to any other remedies that may be available to them either under this Agreement or otherwise, to elect either of the following remedies:-
- 22.4.1 the Department may require the College at its own expense to restore or procure the restoration of such the Department Data using the back-up copy referred to in Clause 22.2; or
- 22.4.2 the Department may itself restore or procure restoration of such the Department Data using the back-up copy referred to in Clause 22.2 and will be repaid by the College any reasonable expenses so incurred.
- 22.5 In the event that the Department Data used in the provision of the Services is corrupted or lost solely as a result of an act or omission by the Department the Department will, at its own expense,

- 22.5.1 require the College to restore or procure the restoration of the Department Data using the back-up copy referred to in Clause 22.2; or
- 22.5.2 the Department may itself restore or procure the restoration of the Department Data.

22.6 The College must:-

- 22.6.1 not use the Department Data, except as may be required to provide the Services or as instructed by the Department;
- 22.6.2 not disclose the Department Data to any third party, other than in accordance with the requirements of the Data Protection Legislation for the purposes of fulfilling its obligations under this Agreement, except with the prior written consent of the Department or as required by this Agreement;
- 22.6.3 undertake its obligations under this Agreement in such a manner as to preserve so far as reasonably possible the integrity and prevent any loss, disclosure, theft, manipulation or interception of the Department Data; and/or
- 22.6.4 upon request provide the Department with full access to the relevant area of any systems of the College or its Subcontractors where the Department Data is stored or held for the purpose of viewing, retrieving, copying or otherwise dealing with the Department Data.

23 DATA PROTECTION AND PROTECTION OF PERSONAL DATA

- 23.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Department is the Data Controller and the College is the Data Processor only for the processing set out in Schedule 4 (UK GDPR/Data Protection) (i.e. submission of Learner data to the Department). Any other processing of Personal Data undertaken by the College (i.e. Learner enrolment or delivering education & training, e.g. e-portfolios) will be as a Data Controller and not on behalf of the Department. Clauses 23.2 to 23.14 below apply only in relation to the processing of Personal Data on behalf of the Department as set out in Schedule 4 (UK GDPR/Data Protection), and the only processing that the Data Processor is authorised to do on behalf of the Department is listed in Schedule 4 (UK GDPR/Data Protection) by the Department and may not be determined by the Data Processor.
- 23.2 The Data Processor must notify the Data Controller immediately if it considers that any of the Data Controller's instructions infringe the Data Protection Legislation.
- 23.3 The Data Processor must provide all reasonable assistance to the Data Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Data Controller, include:

- 23.3.1 a systematic description of the envisaged processing operations and the purpose of the processing;
 - 23.3.2 an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - 23.3.3 an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 23.3.4 the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 23.4 If requested by the Department's Agreement Manager, the Data Processor must, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- 23.4.1 process that Personal Data only in accordance with Schedule 4 (UK GDPR/Data Protection), unless the Data Processor is required to do otherwise by Law. If it is so required the Data Processor will promptly notify the Data Controller before processing the Personal Data unless prohibited by Law;
 - 23.4.2 ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Data Controller may reasonably reject (but failure to reject will not amount to approval by the Data Controller of the adequacy of the Protective Measures), having taken account of the:
 - (a) nature of the data to be protected;
 - (b) harm that might result from a Data Loss Event;
 - (c) state of technological development; and
 - (d) cost of implementing any measures;
 - 23.4.3 ensure that:
 - (a) the Data Processor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule 4(UK GDPR/Data Protection));
 - (b) it takes all reasonable steps to ensure the reliability and integrity of any Data Processor Personnel who have access to the Personal Data and ensure that they:
 - (i) are aware of and comply with the Data Processor's duties under this clause;
 - (ii) are subject to appropriate confidentiality undertakings with the Data Processor or any Data Sub-Processor;
 - (iii) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Data Controller or as otherwise permitted by this Agreement; and

- (iv) have undergone adequate training in the use, care, protection and handling of Personal Data; and
- 23.4.4 not make a Restricted Transfer unless the prior written consent of the Data Controller has been obtained and the following conditions are fulfilled:
 - (a) the destination country has been recognised as adequate by the UK government in accordance with Article 45 UK GDPR or section 74 of the DPA 2018;
 - (b) the Data Controller or the Data Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 of the DPA 2018) as determined by the Data Controller;
 - (c) the Data Subject has enforceable rights and effective legal remedies;
 - (d) the Data Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Data Controller in meeting its obligations); and
 - (e) the Data Processor complies with any reasonable instructions notified to it in advance by the Data Controller with respect to the processing of the Personal Data;
- 23.4.5 at the written direction of the Data Controller, delete or return Personal Data (and any copies of it) to the Data Controller on termination of the Agreement unless the Data Processor is required by Law to retain the Personal Data.
- 23.5 Subject to Clause 23.6, the Data Processor must notify the Data Controller immediately if it:
 - 23.5.1 receives a Data Subject Access Request (or purported Data Subject Access Request) in relation to processing their data under this Agreement only (submission of Learner data);
 - 23.5.2 receives a request to rectify, block or erase any Personal Data processed through the submission of Learner data. Notification in such cases should be given via the Agreement Manager;
 - 23.5.3 receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 23.5.4 receives any communication from the Information Commissioner or any other Regulatory Body in connection with Personal Data processed under this Agreement;
 - 23.5.5 receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 23.5.6 becomes aware of a Data Loss Event.

- 23.6 The Data Processor's obligation to notify under Clause 23.5 will include the provision of further information to the Data Controller in phases, as details become available.
- 23.7 Taking into account the nature of the processing, the Data Processor will provide the Data Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 23.5 (and insofar as possible within the timescales reasonably required by the Data Controller) including by promptly providing:
- 23.7.1 the Data Controller with full details and copies of the complaint, communication or request;
 - 23.7.2 such assistance as is reasonably requested by the Data Controller to enable the Data Controller to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - 23.7.3 the Data Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 23.7.4 assistance as requested by the Data Controller following any Data Loss Event;
 - 23.7.5 assistance as requested by the Data Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Data Controller with the Information Commissioner's Office.
- 23.8 The Data Processor must maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Data Processor employs fewer than 250 staff, unless:
- 23.8.1 the Data Controller determines that the processing is not occasional;
 - 23.8.2 the Data Controller determines the processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal Convictions and offences referred to in Article 10 of the UK GDPR; or
 - 23.8.3 the Data Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 23.9 The Data Processor will allow for audits of its Data Processing activity by the Data Controller or the Data Controller's designated auditor.
- 23.10 Each Party will designate its own Data Protection Officer if required by the Data Protection Legislation.
- 23.11 Before allowing any Data Sub-Processor to process any Personal Data related to this Agreement (submission of Learner data), the Data Processor must:
- 23.11.1 notify the Data Controller's Agreement Manager in writing of the intended Data Sub-Processor and processing;

- 23.11.2 obtain the written consent of the Data Controller's Agreement Manager;
- 23.11.3 enter into a written agreement with the Data Sub-Processor which give effect to the terms set out in this Clause 23 such that they apply to the Data Sub-Processor; and
- 23.11.4 provide the Data Controller with such information regarding the Data Sub-Processor as the Data Controller may reasonably require.
- 23.12 The Data Processor will remain fully liable for all acts or omissions of any of its Data Sub-Processors.
- 23.13 The Data Controller may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable Data Controller to Data Processor standard clauses or similar terms forming part of an applicable certification scheme (which will apply when incorporated by attachment to this Agreement).
- 23.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Data Controller may on not less than 30 Working Days' notice to the Data Processor amend this Agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.
- 23.15 Where the College is providing the Services to Learners claiming out of work benefits, the Secretary of State for Work and Pensions (or their successor) is the Data Controller in relation to Personal Data which the College is required to provide to the Secretary of State for Work and Pensions. This Clause 23 will be enforceable by the Secretary of State for Work and Pensions in relation to any Personal Data processed by the College on its behalf.
- 23.16 Where the College is providing the Service to Learners who are subject to active management by the Offender Manager in respect of an order or licence, the Secretary of State for Justice (or their successor) is the Data Controller in relation to Personal Data, which the College is required to provide to the Department.
- 23.17 Where the College is providing the Services to Learners who are subject to claiming Industrial Injuries Disablement Benefit (IIDB), the Department for Work and Pensions (or their successor) is the Data Controller in relation to Personal Data, which the College is required to provide to the Department. This Clause 23 will be enforceable by the Secretary of State for Work and Pensions in relation to any Personal Data processed by the College on its behalf.
- 23.18 The Data Processor will comply with any further written instructions or additional conditions from the Department's Data Controller in relation to the data processing.
- 23.19 In the circumstances set out in Clause 33.9, the Department may elect to take the role of Data Controller.

24 SECURITY

- 24.1 The College must comply, and will ensure compliance by the College Personnel, with the provisions of Schedule 5 (Security & Department Policies).

25 FREEDOM OF INFORMATION AND CONFIDENTIALITY

25.1 Freedom of Information

- 25.1.1 The Department and the College acknowledge that both the Department and the College are subject to legal duties under the FOIA and the EIR, which may require them to disclose on request information relating to this Agreement or otherwise relating to one or both of them.
- 25.1.2 The Department and the College acknowledge and agree that both are required by Law to consider each and every request made under the FOIA and/or the EIR for information.
- 25.1.3 The Department and the College acknowledge and agree that all decisions made by the other pursuant to a request under the FOIA and/or the EIR are solely a matter for and are at the discretion of the Department or the College respectively.
- 25.1.4 Notwithstanding anything in this Agreement to the contrary (including without limitation any obligations of confidentiality), the Department and the College will be entitled to disclose information in whatever form pursuant to a request made under the FOIA and/or the EIR, save that in relation to any information that is Exempt Information the Department and/or the College will use reasonable endeavours (but will not be obliged) to consult the other and will not:
- (a) confirm or deny that information is held by it; or
 - (b) disclose information requested to the extent that in the Department or the College's opinion (as relevant) the information is eligible in the circumstances for an exemption and therefore the Department or the College may lawfully refrain from disclosing such information.
- 25.1.5 In relation to information relating to the Department or the College or the Agreement which the Department or the College requests should be exempt under the FOIA and/or the EIR, the Department or the College (as applicable) will indemnify the other for any and all costs (including legal fees) incurred by the other in:
- (a) assessing the application of any exemption under the FOIA and/or the EIR; and/or
 - (b) responding to any FOIA Notice; and/or
 - (c) lodging any appeal against a decision of the Information Commissioner in relation to disclosure where such costs are

incurred pursuant to efforts by the Department or the College to withhold Exempt Information.

- 25.1.6 Neither the Department nor the College will on any account be liable for any loss, damage, harm or detriment, howsoever caused, arising from or in connection with the disclosure under the FOIA and/or the EIR of any Exempt Information or other information whether relating to this Agreement or otherwise relating to the Department or the College.
- 25.1.7 The Department and the College will assist each other as reasonably necessary to enable the Department and the College to comply with their obligations under the FOIA and/or the EIR.

25.2 Confidentiality

- 25.2.1 The College hereby warrants and undertakes that:
- (a) any person employed or engaged by it (in connection with this Agreement in the course of such employment or engagement) will treat all Confidential Information belonging to the Department as confidential, safeguard it accordingly and only use such Confidential Information for the purposes of this Agreement; and
 - (b) any person employed or engaged by it (in connection with this Agreement in the course of such employment or engagement) will not disclose any Confidential Information to any third party without prior written consent of the Department, except where disclosure is otherwise expressly permitted by the provisions of this Agreement.
- 25.2.2 The College must take all necessary precautions to ensure that all Confidential Information obtained from the Department is treated as confidential and not disclosed (without prior written approval from the Department's Agreement Manager) or used other than for the purposes of this Agreement by any of its employees, servants, agents or Subcontractors.
- 25.2.3 The provisions of Clauses 25.2.1 and 25.2.2 will not apply to any information:
- (a) which is or becomes public knowledge (other than by breach of Clauses 25.2.1 and 25.2.2 or any other duty of confidentiality);
 - (b) which was in the possession of the receiving party, without restriction as to its disclosure, before the date of receipt from the disclosing party;
 - (c) which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the party making the disclosure, including any requirements for disclosure under the FOIA or the EIR.

- 25.2.4 Nothing in this Clause 25.2.4 will be deemed or construed to prevent the Department from disclosing any Confidential Information obtained from the College:
- (a) to any other Central Government Body, Non-Departmental or Quasi Government Body or agency, central or local;
 - (b) to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - (c) to any professional adviser, consultant, contractor or other person engaged by the Department directly in connection with this Agreement, provided that such information is treated as confidential by the receiving consultant, contractor or any other person;
 - (d) on a confidential basis to any proposed successor body in connection with any assignment disposal of its rights, obligations or liabilities under this Agreement.
- 25.2.5 In order to ensure that no unauthorised person gains access to any Confidential Information or any data obtained in the course of the Services, the College undertakes to maintain adequate security arrangements that meet the requirements of professional standards and best practice.
- 25.2.6 The College will immediately notify the Department of any breach of security in relation to Confidential Information and all data obtained in the course of the Services and will keep a record of such breaches. The College will use its best endeavours to recover such Confidential Information or data however it may be recorded. The College will co-operate with the Department in any investigation that the Department considers necessary to undertake as a result of any breach of security in relation to Confidential Information or data.
- 25.2.7 The College must, at its own expense, alter any security systems at any time during the Agreement Period at the Department's request if the Department reasonably believes the College has failed to comply with Clause 25.2.6.
- 25.2.8 The Department reserves the right to publish details of this Agreement and the payments made under it to comply with the Government's transparency requirements. The Department will publish the outcomes of investigations where fraud, irregularity or error has been identified, in line with the [DfE investigation publishing policy - GOV.UK](#).
- 25.2.9 The provisions of this Clause 25 will apply for the Agreement Period and after its termination.

SECTION 5: WORKFORCE

26 EMPLOYEES

- 26.1 When employing or engaging a person to carry out teaching work (as defined in regulation 3 of the Teachers' Disciplinary (England) Regulation 2012), in respect of any Learners under the age of 19 and High Needs Learners aged up to 25 (as if those Learners were pupils for the purposes of the definition of teaching work in regulation 3 of the Teachers' Disciplinary (England) Regulations 2012) the College must comply with Part 3 (Safer Recruitment) of [Keeping children safe in education - GOV.UK](https://www.gov.uk/government/publications/keeping-children-safe-in-education).
- 26.2 The College will comply with Part 2 (The Management of Safeguarding) and Part 3 (Safer Recruitment) of [Keeping children safe in education - GOV.UK](https://www.gov.uk/government/publications/keeping-children-safe-in-education) in order to ensure the Provision is provided with a view to safeguarding and promoting the welfare of Children whether at the institution or in an environment outside the direct control but under the auspices of the College. In doing so, the College will have regard to any guidance published, from time to time, by the Department which sets out the expectations in relation to safeguarding practice within further education institutions. References to 'must' in any such guidance will be treated as 'should' for the purposes of this Agreement, save for any references to legal requirements arising from the Safeguarding Vulnerable Groups Act 2006 in respect of referrals to the Disclosure and Barring Service
- 26.3 The College will comply with Part 2 (The Management of Safeguarding) of [Keeping children safe in education - GOV.UK](https://www.gov.uk/government/publications/keeping-children-safe-in-education) in order to ensure the Provision is delivered with a view to safeguarding and promoting the welfare of High Needs Learners aged up to 25 receiving education or training at their institution or under the auspices of the College in an environment outside the direct control of the College. This must include the adoption of safer recruitment procedures, as set out in Part 3 (Safer Recruitment) of [Keeping children safe in education - GOV.UK](https://www.gov.uk/government/publications/keeping-children-safe-in-education). In doing so, the College will make those arrangements as if such Learners were Children and the College will have regard to any guidance published, from time to time, by the Department, which sets out the expectations in relation to safeguarding practice within further education institutions as if it applied to those Learners as if they were Children. References to 'must' in any such guidance will be treated as 'should' for the purposes of this Agreement, save for any references to legal requirements arising from the Safeguarding Vulnerable Groups Act 2006 in respect of referrals to the Disclosure and Barring Service.
- 26.4 The College must ensure it takes the following action in respect of all College Personnel and potential College Personnel who in connection with the College's provision of the Services will or is likely to be in contact with Learners or who will have access to Learners' information (other than the Department's employees):
- 26.4.1 they are questioned as to whether they have any Convictions or ASBOs or any other punishment for antisocial behaviour order

- (such as a civil injunction, community protection notice or criminal behaviour order);
- 26.4.2 the results are obtained of a background check with the DBS of the most extensive kind permitted by Law;
 - 26.4.3 to the extent permitted by Law, a copy of the results of such a background check as is referred to in Clause 26.4.2 are provided to the Department on request;
 - 26.4.4 in respect of potential College Personnel from overseas the College must comply with the following guidance [Criminal records checks for overseas applicants - GOV.UK](#);
 - 26.4.5 the College must take the above action before the relevant College Personnel or potential College Personnel commences any activities in relation to the Services.
- 26.5 The College must also ensure that:
- 26.5.1 no person who appears on a Barred List following the results of a DBS background check will be employed or engaged in the performance of the Services; and
 - 26.5.2 all its Subcontractors will comply with all reporting requirements to the DBS including those who will have access to Learners' information (other than the Department's employees).
- 26.6 In so far as permitted by Law, where the College has made a referral or provided information to the Disclosure and Barring Service in compliance with any duties of the College under the Safeguarding Vulnerable Groups Act 2006, the College will ensure that it informs the Department via the Customer Help Portal: [Home - Customer Help Portal](#) that a referral has been made/information has been provided.
- 26.7 In the event that any College Personnel or any employee of any Subcontractor is added to a Barred List, the College must ensure that such member of staff will cease to be engaged in the Provision or any activities connected with the Provision.
- 26.8 The College will require College Personnel, including those handling Learner information, to declare annually whether there has been a change in their circumstances relating to the background checks referred to in this Clause 26. Where the self-declaration indicates a change in circumstances relating to those background checks, the College will:
- 26.8.1 assess the risk of continuing to engage such member of College Personnel in the delivery of the Provision;
 - 26.8.2 request new background checks of such member of College Personnel as required by this Clause 26;
 - 26.8.3 without prejudice to Clause 26.9, put in place appropriate actions to ensure Learners are safeguarded, including, but not limited to, extra supervision of the member of College Personnel, re-assignment to an area of the delivery of the Services that does not bring the member of College Personnel into regular contact

with Learners and/or Learner information, or removal from the delivery of the Services of the member of College Personnel, until such time as the College has received the outcome of the background checks required under Clause 26.8.2 and has taken any action required as a result of the outcome of such background checks.

- 26.9 Pending the receipt by the College of the results of the background checks referred to in this Clause 26, College Personnel will not be used in the provision of the Services.
- 26.10 Failure by the College to comply with Clauses 26.4 to 26.9 will constitute a material breach of agreement.
- 26.11 The College will provide details of its policies and procedures for recruitment, training, development, supervision and other employment-related policies when requested to do so.
- 26.12 The College will ensure that it has in place and complies with an effective whistleblowing procedure, approved by the board of the College, whereby staff may raise in confidence concerns about possible malpractice without fear of victimisation, subsequent discrimination or disadvantage. The procedure must be published on the College's public-facing website. The College will regularly review the procedure, including securing approval from the board of any amended procedure.
- 26.13 Unless College Personnel transfer to the Department and/or a Successor College under TUPE at expiry or termination of the Agreement, the College will retain employment records (or retain the right to access employment records) for seven (7) years following the last day such College Personnel were engaged in providing Services save for College Personnel in contact with Children and/or with access to information about Children where such records will be retained for fifteen (15) years following such date.
- 26.14 When requested by the Department on reasonable grounds, the College will cease to use any College Personnel specified by the Department in the provision of the Services. For the purposes of this clause College Personnel will include all members of the board including those who are not employees.
- 26.15 The College must ensure that:
- 26.15.1 there will be at all times a sufficient number of staff (including all relevant grades of supervisory staff) engaged in the provision of the Services with the requisite level of skill and experience. This obligation will include ensuring that there are sufficient staff to cover periods of holiday, sickness, other absences and anticipated and actual peaks in demand for each of the Services; and
- 26.15.2 all College Personnel receive such training and supervision as is necessary to ensure the proper performance of the Services under this Agreement.

- 26.16 The College must inform the Department if directors, or any other person who has powers of representation, decision or control, meet the characteristics set out in the Funding Higher-Risk Organisations and Subcontractors document [Funding higher risk organisations and subcontractors - GOV.UK](#). Failure to inform the Department will be a material breach of agreement.
- 26.17 Where the Agreement value is greater than £10,000,000, the College will consider the use of Apprenticeships in the delivery of the Services.
- 26.18 The College must ensure that it and any Subcontractors have in place and maintain personnel policies and procedures covering all relevant matters (including discipline, grievance, equal opportunities and health and safety). The College must ensure that the terms and implementation of such policies and procedures comply with Law and Good Industry Practice and that they are published in written form. The College must provide copies of such policies to the Department, on the Department's request.

SECTION 6: CORPORATE GENERAL

27 SUBCONTRACTING

- 27.1 The College may enter into Subcontracts provided it does so in compliance with Schedule 2 (Specification & Monitoring) and Schedule 8 (Subcontracting).
- 27.2 Notwithstanding any arrangements the College has entered into with any Subcontractor, the College shall not be relieved or excused of responsibility or liability under this Agreement nor shall performance of its obligations be affected by the appointment of any Subcontractor.
- 27.3 If the College does not Subcontract any of the Services, the College must still provide a nil return via the Subcontractor Declaration to confirm this.
- 27.4 Failure to comply with any of the requirements under Clauses 27.1 to 27.3 may result in the Department taking such actions as it deems appropriate, which may include, but is not limited to, action under Clause 31 (Withholding, Suspension and Repayment of Funding) and/or termination pursuant to Clause 32.3.12 (Termination).

28 INDEMNITIES AND LIABILITY

28.1 College Indemnity

- 28.1.1 The College will be responsible for, and will release and indemnify the Department, its employees and agents on demand from and against all liability from:
- (a) death or personal injury caused by its negligence or that of its employees, agents or Subcontractors (as applicable);
 - (b) breach of statutory duty;

- (c) third party actions, claims or demands brought against the Department as a direct consequence of the College's breach of this Agreement;
 - (d) fraud or fraudulent misrepresentation by it, its employees, agents or Subcontractors (as applicable);
 - (e) loss of or damage to property;
- to the extent which the same may arise out of, or in consequence of:
- (f) the performance or non-performance by the College of its obligations under this Agreement; and
 - (g) In all other respects, any negligent act, default or breach of statutory duty in connection with the performance or non-performance by the College of its obligations under this Agreement or of any College Personnel in the performance or non-performance of the Services.

28.2 College Not Responsible

- 28.2.1 The College will not be responsible for or obliged to indemnify the Department for any injury, loss, damage, cost and expense caused by the negligence or wilful misconduct of the Department or by the breach by the Department of its obligations under this Agreement.

28.3 Limitation of Indemnity

- 28.3.1 Subject to Clause 28.9, an indemnity by either Party under any provision of this Agreement will be without limitation to any indemnity by that Party under any other provision of this Agreement.

28.4 Responsibility for Related Parties

- 28.4.1 The College will be responsible as against the Department for the acts or omissions of the College Related Parties as if they were the acts or omissions of the College and the Department will be responsible as against the College for the acts or omissions of Department Related Parties as if they were the acts or omissions of the Department.

28.5 Notification of Claims

- 28.5.1 Where either Party (the "Indemnified Party") wishes to make a claim under this Clause 28 against the other (the "Indemnifying Party") in relation to a claim made against it by a third party (a "Third Party Claim"), the Indemnified Party will give notice of the relevant claim as soon as reasonably practicable setting out full particulars of the claim.

28.6 Conduct of Claims

- 28.6.1 The Indemnifying Party may at its own expense and with the assistance and co-operation of the Indemnified Party have the conduct of the Third Party Claim including its settlement and the

Indemnified Party will not, unless the Indemnifying Party has failed to resolve the Third Party Claim within a reasonable period (and the Indemnified Party has notified the Indemnifying Party in writing that it is of the opinion that such reasonable period has expired), take any action to settle or pursue the Third Party Claim

28.7 Costs of Claims

- 28.7.1 The Indemnifying Party may, if it wishes to have conduct of any claim, give reasonable security to the Indemnified Party for any cost or liability arising out of the conduct of the claim by the Indemnifying Party.
- 28.7.2 The College's liability to the Department pursuant to this Clause 28 will be, for the avoidance of doubt, without prejudice to any other right or remedy available to the Department under this Agreement.

28.8 No Limit on Liability

- 28.8.1 Neither Party excludes or limits its liability to the other Party for:
- (a) death or personal injury caused by its negligence, or that of its employees, agents or Subcontractors (as applicable); or
 - (b) any breach of any obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - (c) fraud by it, fraud by its employees, fraud by its agents or Subcontractors (as applicable); or
 - (d) any breach of the DPA 2018.

28.9 College Limit on Liability

- 28.9.1 Subject to Clause 28.2 (College Not Responsible), Clause 28.8 (No Limit on Liability) and Clause 28.12 (Indirect Loss), the liability of the College for the Agreement Period will be Ten Million Pounds (£10,000,000) in aggregate in respect of all claims, losses or damages, whether arising under any indemnity from tort (including negligence), breach of Agreement or otherwise under or in connection with this Agreement.

28.10 College Aggregate Liability

- 28.10.1 If the aggregate liability of the College under Clause 28.9 (College Limit on Liability) is equalled or exceeded at any time during the Agreement Period, it will entitle the Department at its discretion to terminate this Agreement pursuant to Clause 32.3.13 (Termination).

28.11 Department Limit on Liability

- 28.11.1 Subject to Clause 28.8 (No limit on Liability) and Clause 28.12 (Indirect Loss), the liability of the Department for the Agreement Period will be limited to its obligation to pay the Funding as and when it falls due in accordance with the Agreement.

28.12 Indirect Loss

28.12.1 Neither Party will be liable to the other Party for any Indirect Losses or indirect damage.

28.13 Additional Clauses

28.13.1 The Parties expressly agree that if any limitation or provision contained or expressly referred to in this Clause 28 is held to be invalid under any Law, it will be deemed omitted to that extent, and if either Party becomes liable for loss or damage to which that limitation or provision applied, that liability will be subject to the remaining limitations and provisions set out in this Clause 28.

28.13.2 Nothing in this Clause 28 will act to reduce or affect a Party's general duty to mitigate its loss and for the avoidance of doubt including any circumstances under which a Party has the benefit of an indemnity under this Agreement.

28.14 No Double Recovery

28.14.1 Neither the Department nor the College will be entitled to recover compensation or make a claim under this Agreement in respect of any loss that it or they has or have incurred to the extent that the Party has already been compensated in respect of that loss pursuant to this Agreement or otherwise.

29 INSURANCE

29.1 Requirement to Maintain

29.1.1 Without prejudice to its liability to indemnify the Department under Clause 28 (Indemnities and Liability) the College must take out and maintain in force or procure the taking out and maintenance of the Required Insurances and any other insurances as may be required by Law. The insurances will be effective in each case no later than the date on which the relevant risk commences.

29.1.2 The Required Insurances referred to in Clause 29.1.1 will amount to:

- (a) ten million pounds (£10 million) in respect of public liability cover in respect of each and every occurrence;
- (b) ten million pounds (£10 million) in respect of employer's liability cover in respect of each and every occurrence; and
- (c) five million pounds (£5 million) in respect of professional indemnity cover in respect of each and every claim.

29.1.3 The Department reserves the right, at any time, to request evidence that the Required Insurances are in force.

30 PROHIBITED ACTS

30.1 The College shall not, and shall ensure that its employees and any College Related Party shall not, commit any Prohibited Act.

- 30.2 Any Prohibited Act committed by the College, its employees or by any College Related Party shall entitle the Department to terminate this Agreement pursuant to Clause 32.3.14 (Termination) and to recover from the College the amount of any loss resulting from such termination.
- 30.3 The College shall not enter into any agreement with any political or religious organisation using any Funding under this Agreement if any one of the objectives of that agreement is to promote a particular political or religious point of view.
- 30.4 The College must not use any Funding provided by the Department under this Agreement for any of the purposes set out in paragraph 21 of [6: Grant Agreements \(HTML\) - GOV.UK](#) regardless of whether the Funding consists of a general grant or any other type of grant. For the avoidance of doubt, the College's costs of memberships for their Associations are deemed eligible under the terms of the Agreement.
- 30.5 The College will not hold itself out as acting on behalf of the Department.

SECTION 7: TERMINATION AND EXIT MANAGEMENT

31 WITHHOLDING, SUSPENSION AND REPAYMENT OF FUNDING

- 31.1 Without prejudice to the Department's other rights and remedies under this Agreement or otherwise, the Department may at its discretion withhold, suspend or recover payment of Funding if one or more of the following applies:
- 31.1.1 the College materially breaches any of the terms or conditions of this Agreement;
 - 31.1.2 the Department, acting reasonably, has concerns:
 - (a) about the standard of Services that the College and/or a Subcontractor is delivering or has delivered including in respect of one or more standard or framework; and/or
 - (b) that the quality of leadership at the College is such that one or more Learner has no reasonable prospect of achieving their training objective; and/or
 - (c) that Learners may be at risk on safeguarding grounds;
 - 31.1.3 an Awarding Organisation is taking remedial and/or enforcement action against the College and/or a Subcontractor;
 - 31.1.4 the Department has reasonable grounds to suspect fraud, financial irregularity, dishonesty, negligence or malpractice by any of the College and/or one or more College Related Party;
 - 31.1.5 the Department has concerns about the completeness, accuracy or promptness of the data submitted by the College on the ILR in relation to this Agreement or, subject to Clause 31.5 any other agreement;
 - 31.1.6 any employee of the College or any other College Related Party has acted or failed to act in a way which, as a result, in the

reasonable opinion of the Department, brings or is likely to bring the Department's name, brand or reputation or the Apprenticeships brand into disrepute;

- 31.1.7 the College was not entitled to Funding under the Funding Rules in relation to one or more Learner;
 - 31.1.8 there occurs, in respect of the College, any Insolvency Event which, in the reasonable opinion of the Department, may affect the College's ability to comply with its obligations under this Agreement; and/or
 - 31.1.9 the College fails to comply with any of the provisions set out in this Agreement (including the provisions in the Funding Rules, the College Financial Handbook) and fails to rectify any such failure within 30 days of receiving written notice from the Department (or such other timescale specified in the notice) detailing the failure and requiring it to rectify the failure.
- 31.2 The Department is entitled to withhold, suspend or recover payment of Funding under any other provisions in this Agreement.
- 31.3 Without prejudice to or limiting the provisions of Clause 31.1.1, where more than one breach (which are not material breaches) have occurred, those breaches (taken together) may be regarded as a material breach.
- 31.4 Rights to withhold, suspend and/or require repayment of the Funding are set out in other provisions in this Agreement, the Funding Rules and the College Financial Handbook (as amended from time to time).
- 31.5 If under Clause 31.1.5 some or all of the Department's concerns about the completeness, accuracy or promptness of data relate to data submitted under an agreement other than this Agreement, then such concerns are relevant to the extent that they undermine the Department's confidence in the College's ability to comply with its obligations to submit complete or accurate or prompt data in relation to this Agreement.
- 31.6 The right to suspend Funding in accordance with Clause 31.1 includes the right to:
- 31.6.1 suspend the payment of Funding to the College in part and/or for a specified period in relation to current Learners; and/or
 - 31.6.2 not consider any applications or pay any Funding for new Learners for a specified period.
- 31.7 Where the Department suspends Funding in accordance with the terms of this Agreement, it shall notify the College in writing of the suspension and its duration as well as the intervals at which the suspension will be reviewed for the Department to determine whether the suspension should be withdrawn or extended.
- 31.8 The Department reserves the right to recover from the College any Funding paid to a College under this Agreement if the College breaches this Agreement, the Funding Rules, the College Financial Handbook, or the entitlement to Funding was based on wrong, inaccurate or misleading information.

32 TERMINATION

Termination by either Party

- 32.1 Either Party may terminate this Agreement in whole or in part by giving to the other Party not less than three months' written notice.
- 32.2 Either Party may terminate this Agreement with immediate effect by serving written notice if:
- 32.2.1 the other Party commits a material breach of any of its obligations under this Agreement which is incapable of remedy; or
 - 32.2.2 the other Party commits a material breach of its obligations under this Agreement which is capable of remedy and fails to remedy it or persists in such breach after 30 days of having been required in writing to remedy or desist.

Termination by the Department

- 32.3 The Department may terminate this Agreement, in full or in part, without liability to the College by giving to the College, or where relevant its representatives, written notice, having effect immediately or after such notice period as the Department may determine on one or more of the following grounds:
- 32.3.1 If, in the Department's absolute discretion, the Department considers that the outcome of any financial health and/or control assessment undertaken by the Department in relation to the College indicates that the College's financial health is or may be declining and/or is or may be inadequate;
 - 32.3.2 if the circumstances set out in Clause 4.1.5 (no Learners have been enrolled for the Funding Year to which this Agreement relates) applies;
 - 32.3.3 if the circumstances as set out in Clause 4.1.8 (if the College receives a "qualified" rating in two consecutive full funding audits) applies;
 - 32.3.4 if the College:
 - (a) fails to provide information in response to a request made under Clause 4.1.15;
 - (b) provides information which does not demonstrate how the College complies with Clause 4.1.15 or why the clause does not apply to it;
 - (c) is notified by HMRC that it is not complying with its obligations under the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax;
 - 32.3.5 if the circumstances set out in Clause 5.1.6 (Submission of Learner Data) applies;
 - 32.3.6 if the College fails to comply with requirements agreed with the College under Clause 6 (Requirements);

- 32.3.7 if the College fails to comply with requirements agreed with the College under Clauses 10.10.1, 10.10.2 and/or 10.10.3 (Quality Assurance and Raising Standards);
 - 32.3.8 if an inspection by Ofsted results in provider-level or provision-level being assessed as Urgent Improvement or Safeguarding Not Met;
 - 32.3.9 if the circumstances set out in Clause 17.5.10 (Intervention) applies;
 - 32.3.10 if the circumstances set out in Clause 17.6 (Intervention) applies;
 - 32.3.11 if the circumstances set out in Clause 19.2.4 (Enquiries, Investigation and Inspections) applies;
 - 32.3.12 if the circumstances set out in Clause 27.4 (Subcontracting) applies;
 - 32.3.13 if the circumstances set out in Clause 28.10 (College Aggregate Liability) applies;
 - 32.3.14 the College commits one or more Prohibited Acts;
 - 32.3.15 if any of the circumstances set out in Clauses 31.1.1 to 31.1.9 (Withholding, Suspension and Repayment of Funding) applies;
 - 32.3.16 the College repeatedly breaches any of the terms of this Agreement in such a manner as to reasonably justify the Department's opinion that the College's conduct is inconsistent with it having the intention or ability to give full effect to the terms of this Agreement;
 - 32.3.17 an Insolvency Event of the College occurs;
 - 32.3.18 if the Department terminates another agreement with the College on fault grounds similar to the Department's termination rights set out in this Agreement; and/or
- 32.4 This Agreement will be voidable where, following an evaluation of the last three (3) years' Data Submissions relating to any other agreement with the Department, the Department concludes that the College was in material breach of that agreement or agreements and if the Department had known at the time of awarding and/or entering into this Agreement that the College had committed a material breach, it would not have awarded and/or entered into this Agreement.
- 32.5 If the circumstances set out in Clause 32.4 arise and the Agreement is declared void, the parties will be deemed to have subsequently entered into a new legally binding agreement that includes the provisions set out in the table at Clause 48.1.2.
- 32.6 Where the College goes into administration or liquidation, the Department must be assumed to be a creditor of the College. The College must take steps to ensure that the Department is provided with details of the administrator or liquidator and receives notification of any creditors meetings. The Department will confirm whether in fact it is a creditor within

12 weeks of being notified that the College is in administration or liquidation.

33 CONSEQUENCES OF TERMINATION AND EXPIRY

- 33.1 Notice of termination of the Agreement under Clause 32 will result in the College being removed from the Apprenticeship Provider and Assessment Register.
- 33.2 The College must not recruit new Learners, including Learners that have transferred from another provider, after notice of termination of the Agreement has been given. The Department will not be liable to make payments in respect of any Learners recruited in breach of this clause.
- 33.3 The Department reserves the right to retain Funding that would otherwise be paid to the College prior to the Expiry Date or Termination Date and/or to demand repayment of Funding, as relevant, in order to reconcile what has already been paid to the College under the Funding Offer Letter with the amount the College is entitled to under this Agreement (including the Funding Rules).
- 33.4 On or before the Expiry Date (except where the College will be responsible for delivering the Services in the subsequent Funding Year) or Termination Date, the College must (at its own cost) ensure that all Learner files, documents and computer records in its and a Subcontractor's possession, custody or control (including but not limited to e-portfolios) which contain information relating to the Services are transferred to the Department upon request.
- 33.5 For the avoidance of doubt, after notice of termination and/or an Insolvency Event affecting the College, the College must not share any information about Learners, including but not limited to Department Data, with another organisation unless the Department provides written authorisation for the College to do so. In addition, the College shall not recruit Learners from another college that has been issued with a notice of termination and/or in relation to whom an Insolvency Event has occurred, without the permission of the Department.
- 33.6 The College hereby grants the Department a non-exclusive licence to access the College's Premises from the date of a notice of termination for such periods as may be reasonably necessary to enable the Department to retrieve the information referred to in Clause 33.4. The Department will exercise the rights provided under this clause where the College has failed to comply with Clause 33.4 and the obligations set out in Schedule 6 (Exit Arrangements).
- 33.7 The termination or expiry of this Agreement shall be without prejudice to rights of either Party accrued prior to the Termination Date or Expiry Date and shall not affect the continuing rights of the Parties under any provision of the Agreement that either expressly or by implication has effect after the Termination Date or the Expiry Date.
- 33.8 For the avoidance of doubt, the termination of this Agreement howsoever arising shall not entitle the College to any compensation.

- 33.9 Where this Agreement is terminated or expires, the Department may elect to take the role of Data Controller to secure and protect Learner Files, Learner Records and/or Evidence Packs, including e-portfolios until the Learner information can be transferred to a new provider, the Learner, or destroyed in accordance with defined retention periods. If the Department elects to assume this role, the College shall co-operate fully to facilitate this.

34 EXIT ARRANGEMENTS

- 34.1 The Department and the College must, unless the College will be responsible for delivering the Services in the following Funding Year, comply with their respective obligations in relation to the exit arrangements set out in Schedule 6 (Exit Arrangements) and any current Exit Plan.
- 34.2 On (i) either Party giving notice of termination for any reason; or (ii) 30 days before the Expiry Date, the College shall do its utmost to minimise any disruption to Learners and shall co-operate fully with any reasonable requests made by the Department relating to this. For the avoidance of doubt the Department will be entitled to request that where the College cannot complete Learners that it will co-operate in transferring the Learners to a new provider even if this is prior to the Termination Date or Expiry Date of this Agreement and the College's Exit Plan should reflect this. The Department will not be liable for any costs prior to or after the Termination Date or Expiry Date incurred by the College in complying with this Clause 34.2.
- 34.3 Unless the Department otherwise requires, during the time between service of a notice of termination of this Agreement in whole or in part and such termination taking effect, the College must take all steps, which are necessary and consistent with its continuing obligations, to mitigate any losses, costs, liabilities and expenses which the College may incur as a result of the termination, including to:
- 34.3.1 cancel all capital and recurring cost commitments in connection with the provision of the Services on the most cost-effective terms without fettering the Department's access to Department Data and the Database;
 - 34.3.2 terminate all relevant Agreements or the relevant parts of relevant Agreements with its Subcontractors in connection with the provision of Services on the most favourable terms as can be achieved in the particular circumstances, having first ascertained from the Department whether such Agreements are required to be transferred to the Department or any Successor College instead; and
 - 34.3.3 reduce labour costs by the redeployment or release of College Personnel to the extent possible in the circumstances.
- 34.4 If the College does not fulfil its obligations in accordance with Clause 34.3, the Department will not pay any sums in excess of those which the Department would have paid had such action been taken.

- 34.5 If the College does not co-operate with the Department in relation to exit in accordance with this Clause 34 and the Department incurs additional expenditure of any description as a result, the Department reserves the right to require the College to reimburse the Department for this additional expenditure.

SECTION 8: GENERAL PROVISIONS

35 PROVISION OF INFORMATION

- 35.1 The Department may share information provided by the College under this Agreement and information about the College or Agreement, with other Government departments, Crown Bodies, Inspectorates, Combined Authorities and local authorities.
- 35.2 In addition to the other requirements to provide information set out in this Agreement, the Department reserves the right to request information from the College in order to exercise its responsibilities and/or to fulfil requirements to provide information to the Department, to account to Parliament and to meet European funding requirements (where applicable). On occasion, the Department will require urgent information from the College.
- 35.3 The College must provide the Department or agents acting on its behalf with the information it requires under Clause 35.2 at the times and in the formats specified by the Department. This information will be of sufficient quality to meet the purposes for which it has been requested.
- 35.4 Failure to comply with any request for information under this clause, at all or in the required timescales, will constitute a breach of agreement.

36 SERVICE OF NOTICES

- 36.1 Any notice or other document to be given under this Agreement must be in writing and personally delivered, e-mailed, sent through the Department's electronic portal or sent by first class post to the address of the relevant party, as referred to above or in the case of an email address or correspondence address, as notified by the relevant party in writing from time to time. The notice or communication will be considered delivered as follows:
- 36.1.1 if personally delivered, when handed over to the addressee;
 - 36.1.2 if sent by email or through the Department's electronic portal, on the day the email is sent if sent on a Working Day and before 5.00 pm, otherwise the email will be deemed delivered at 9.00 am on the next Working Day;
 - 36.1.3 if sent by first class post, on the second Working Day after the day on which it is posted.
- 36.2 All such notices and documents must be in the English language. To prove the giving of a notice or other document it will be sufficient to show that it was despatched.

37 ENTIRE AGREEMENT

37.1 Prior Representations Superseded

37.1.1 Except where expressly provided in this Agreement, this Agreement constitutes the entire agreement between the Parties in connection with its subject matter and supersedes all prior representations, communications, negotiations and understandings concerning the subject matter of this Agreement.

37.2 Acknowledgements

37.2.1 Each of the Parties acknowledges that:

- (a) it does not enter into this Agreement on the basis of and does not rely, and has not relied, upon any statement or representation (whether negligent or innocent) or warranty or other provision (in any case whether oral, written, express or implied) made or agreed to by any person (whether a Party to this Agreement or not) except those expressly repeated or referred to in this Agreement and the only remedy or remedies available in respect of any misrepresentation or untrue statement made to it will be any remedy available under this Agreement; and
- (b) this clause will not apply to any statement, representation or warranty made fraudulently, or to any provisions of this Agreement which was induced by fraud, for which the remedies available will be all those available under this Agreement and under the Law governing this Agreement.

38 NO AGENCY

38.1 No Partnership, Joint Venture or Employment

38.1.1 Nothing in this Agreement will be construed as creating a partnership or joint venture or as an agreement of employment between the Department and the College.

38.2 No Agency or Power to Bind

38.2.1 Save as expressly provided otherwise in this Agreement, the College must not be, or be deemed to be, an agent of the Department and the College will not hold itself out as having authority or power to bind the Department in any way.

39 EXERCISE OF STATUTORY AUTHORITY

39.1 Nothing in this Agreement will be construed as a fetter or restriction on the exercise by the Department of its statutory functions.

40 PUBLIC RELATIONS AND PUBLICITY

40.1 The College must not by itself, its employees or agents and shall procure that its College Personnel must not:

40.1.1 take part in any communications with representatives of the press, television, radio or other communications media on any matter concerning this Agreement; and/or

40.1.2 use or make use of the Department's name, logo or other branding without the prior written approval of the Department.

Without the prior written consent of the Department.

41 AMENDMENTS TO THIS AGREEMENT

41.1 This Agreement will not be amended unless such amendment has been agreed in writing. For the avoidance of doubt this will include any amendments required to effect a Change agreed in accordance with Clause 13 (Changes).

42 WAIVER

42.1 No term or provision of this Agreement will be considered as waived by any Party to this Agreement unless a waiver is given in writing by that Party. No act or omission of either Party shall by itself amount to a waiver of any right or remedy unless expressly stated by that Party in writing. In particular, no reasonable delay in exercising any right or remedy shall by itself constitute a waiver of that right or remedy.

42.2 No waiver under Clause 42.1 will be a waiver of a past or future default or breach, nor will it amend, delete or add to the terms, conditions or provisions of this Agreement unless (and then only to the extent) expressly stated in that waiver.

43 SEVERABILITY

43.1 If any term, condition or provision contained in this Agreement is held to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will not affect the validity, legality or enforceability of the remaining parts of this Agreement.

44 LAW AND JURISDICTION

44.1 This Agreement is governed by the Laws of England and Wales and, subject to Disputes which are properly referred to and resolved in accordance with the Dispute Resolution Procedure, the Parties submit to the exclusive jurisdiction of the courts of England and Wales.

45 MITIGATION

45.1 The Department and the College will at all times take all reasonable steps to minimise and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to this Agreement and to take all reasonable steps to minimise and mitigate any effects or circumstances and/or events adversely affecting the performance of its obligations under this Agreement which would otherwise entitle that Party to relief and/or to claim compensation hereunder.

46 FURTHER ASSURANCE

- 46.1 Each Party must do all things and execute all further documents necessary to give full effect to this Agreement.

47 THIRD PARTY RIGHTS

- 47.1 No term of this Agreement is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not a party to this Agreement.

48 CONTINUING OBLIGATIONS

- 48.1 Save as otherwise expressly provided in this Agreement:-
- 48.1.1 the termination or expiry of this Agreement will be without prejudice to any accrued rights and obligations under this Agreement as at the Expiry Date or the Termination Date; and
 - 48.1.2 the termination or expiry of this Agreement will not affect the continuing rights or obligations of the Department and the College under the Clauses in the table below and/or under any other provision of this Agreement which is expressed to survive expiry or termination or which is required to give effect to such expiry or termination or the consequences of such expiry or termination for a period of six (6) years (or such longer term as may be specified in this Agreement), after such expiry or termination:

Clause	Description
4	Payment, Funding and Audit
8	College's Records and Audit
18	Fraud and Irregularity
19.3	Complaints and Feedback
21	Dispute Resolution
22	Department Data
23	Data Protection and Protection of Personal Data
25	Freedom of Information and Confidentiality
26	Employees
28	Indemnities and Liability
29	Insurance
33	Consequences of Termination and Expiry
34	Exit Arrangements
40	Public Relations and Publicity
Schedule 4	UK GDPR/Data Protection
Schedule 5	Security & Department Policies
Schedule 6	Exit Arrangements

SCHEDULE 1: DEFINITIONS

Term	Definition
“16 to 19 Education”	means 16 to 19 further and higher education pursuant to s14 Education Act 2002 and s100(1B) of the Apprenticeships, Skills Children and Learning Act 2009;
“Account Manager”	the person appointed by the College in accordance with Clause 20.2 (Account Manager);
“Additional Services”	has the meaning in Clause 3.10;
“Adult Skills”	means adult skills (pursuant to s100(1) Apprenticeships, Skills, Children, and Learning Act 2009);
“Advanced Learner Loans”	means advanced learner loans pursuant to the Teaching & Higher Education Act 1998 and the Further Education Loans Regulations 2012;
“Agreement”	means the agreement between the Department and the College governing the Funding paid to a College for its performance of the Services, comprising of the Funding Offer Letter, these Terms and Conditions, any other documents (or parts thereof) specified in the Terms and Conditions, and any variations to the Agreement agreed in writing and signed by both Parties;
“Agreement Date”	the date of the Funding Offer Letter;
“Agreement Manager”	the person appointed by the Department in accordance with Clause 20.1 (Agreement Manager);
“Agreement Period”	means the period between the Agreement Date and the Expiry Date, unless terminated earlier on the Termination Date;
“Annual Accountability Statement”	means the annual College owned document setting out how the College will deliver provision in the year ahead in response to local, regional and national skills priorities and, where applicable, meet the requirements of the Local Needs Duty;
“Apprenticeship”	means the training and (where applicable) apprenticeship assessment for an employee as part of a job with an accompanying skills development programme;

Term	Definition
“Apprenticeship Provider and Assessment Register” “APAR”	means the Apprenticeship Provider and Assessment Register (APAR) which is a record of organisations that are eligible to receive government funding to train apprentices or any register which replaces the APAR;
“ASBO”	an anti-social behaviour order as defined in the Crime and Disorder Act 1998;
“Awarding Organisation”	an organisation that is regulated by Ofqual or is recognised by QAA as an access validating agency;
“Barred List”	means the list of individuals who are barred from engaging in regulated activity with Children, adults or both in England and Wales maintained by the Disclosure and Barring Service;
“Borrowing Money”	means any debt: taken out by the College or a related subsidiary that relates to any new or refinancing of existing facilities agreement, senior debt finance agreement, working capital facility, term-loan, overdrafts, revolving credit facility, PFI property finance agreement (whether recognised on the balance sheet or not) and any other financing agreement but excluding finance leases. For avoidance of doubt, this includes borrowing under section 19(4)(c) FHEA 1992 for FE corporations and section 33F(6)(e) and (f) FHEA 1992 for sixth form corporations;
“Brokerage”	means the provision by a third party of services, for a fee, to source Subcontractors to provide the Services on behalf of the College;
“Business Continuity Plan”	any plan prepared pursuant to Clause 11.1, as may be amended from time to time;
“Change”	any change to the Services as advised by the Department;
“Child” or “Children”	shall have the meaning given to it in section 60 of the Safeguarding Vulnerable Groups Act 2006;

Term	Definition
“College”	means the college named as the recipient of the Funding in the Funding Offer Letter being: (1) the further education corporation (as established by s17 of the FHEA 1992), or the sixth-form college corporation (as established by s33A of the FHEA 1992), or the governing body of a designated institution (as established by s28 of the FHEA 1992); (2) in relation to a designated institution which is conducted by a company that company; and (3) the educational institution conducted by that corporation or the designated institution in receipt of the Funding.
“College Financial Handbook”	means the guidance at College financial handbook - Guidance - GOV.UK as updated and amended from time to time;
“College Oversight Policy”	means the guidance at College oversight, improvement and intervention - GOV.UK as updated and amended from time to time;
“College Personnel”	means all persons employed or engaged by the College together with the College’s servants, agents, consultants and Subcontractors (and all persons employed by any Subcontractor together with the Subcontractor’s servants), used in the performance of its obligations under this Agreement;
“College Related Party”	means any officer, agent, employee of the College acting in the course of their office or employment including any Subcontractors supplied by the College in relation to the Services;
“College System”	the information and communications technology system used by the College in performing the Services including the College’s equipment and related cabling (but excluding the Department System);
“Combined Authority”	means an authority established under section 103(1) of the Local Democracy, Economic Development and Construction Act 2009 or an authority to which a delegation of the Department’s functions has been made under section 39A of the Greater London Authority Act 1999;

Term	Definition
“Confidential Information”	means any information, including Personal Data as defined by the Data Protection Legislation, and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel, and suppliers of the Parties including all IPRs, together with all information derived from any of the above, and any other information clearly designated as being confidential or which ought reasonably be considered to be confidential (whether or not it is marked "confidential");
“Convictions”	other than for minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 by virtue of the exemptions specified in Part II of Schedule 1 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (SI 1975/1023) or any replacement or amendment to that Order, or is a Barred person in accordance with section 3 of the Safeguarding Vulnerable Groups Act 2006;
“Crown Body”	means any department, office or agency of the Crown, including Ofsted, the Care Quality Commission, the Charity Commission, the Office for Students, Ofqual, any and all local authority or Combined Authority bodies;
“Data”	takes the meaning given in the UK GDPR;
“Database”	the rights in or to the data held in the College’s system in accordance with the Specification;
“Data Controller”	takes the meaning given in the UK GDPR;
“Data Loss Event”	any event that results, or may result, in unauthorised access to Personal Data held by the Data Processor under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach;
“Data Processor”	takes the meaning given in the UK GDPR;
“Data Processor Personnel”	means all directors, officers, employees, agents, consultants and contractors of the Data Processor and/or of any Data Sub-Processor engaged in the performance of its obligations under this Agreement;

Term	Definition
“Data Protection Impact Assessment”	an assessment by the Data Controller of the impact of the envisaged processing on the protection of Personal Data;
“Data Protection Legislation”	(i) the UK GDPR as amended from time to time; (ii) the Data Protection Act 2018 as amended from time to time; (iii) Regulations made under the Data Protection Act 2018; and (iv) all applicable Law about the Processing of Personal Data;
“Data Protection Officer”	takes the meaning given in the UK GDPR;
“Data Subject”, “Process” and “Processing”	takes the meaning given in the UK GDPR;
“Data Subject Access Request” (SAR or DSAR)	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
“Data Sub-Processor”	any third Party appointed to process Personal Data on behalf of the Data Processor related to this Agreement;
“Department”	means the Secretary of State for Education acting through the Department for Education;
“Department Data”	means any data (including metadata), record, document or information howsoever stored which is either: (a) communicated by the Department, its staff, Subcontractors and agents to the College in writing, orally, electronically or by any other means relating to the Learners and/or Services provided to the Learners; or (b) is obtained, gleaned, compiled or processed by the College during the course of the College providing the Services relating to or provided to the Learners, including Personal Data for which the Department is the Data Controller. including but not limited to ILR Data, e-portfolios and Learner Files;

Term	Definition
“Department Policies”	the policies of the Department referred to in Schedule 5 (Security & Department Policies) and any other policies of the Department including but not limited to the Department’s policy on Funding Higher Risk Organisations and Subcontractors in force as at the Agreement Date and amended from time to time;
“Department Related Party”	means any officer, agent, worker, employee of the Department acting in the course of their office, engagement or employment in relation to the Services;
“Department System”	means the Department’s computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Department or the College in connection with this Agreement which is owned by or licensed to the Department by a third party and which interfaces with the College System or which is necessary for the Department to receive the Services;
“Disclosure and Barring Service” or “DBS”	means the non-departmental public body established pursuant to the Protection of Freedoms Act 2012;
“Dispute Resolution Procedure”	means the procedure for resolving disputes as set out in Clause 21 (Dispute Resolution);
“DPA 2018”	Data Protection Act 2018;
“Earnings Adjustment Statement”	means Earnings adjustment statement (EAS) - GOV.UK as updated and amended from time to time;
“EIR”	means the Environmental Information Regulations 2004;
“Employment Regulations”	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulation implementing the Acquired Rights Directive 77/187/EC;
“Exempt Information”	means any information or class of information (including but not limited to any document, report, Agreement or other material containing information) relating to this Agreement or otherwise relating to the College, which potentially falls within an exemption to FOIA (as set out therein);

Term	Definition
“Exemption Case”	means the case submitted by the College to the Department in accordance with “Subcontracting threshold and exemption cases” of the Subcontracting Funding Rules for permission to exceed the Subcontracting Threshold;
“Expiry Date”	means 31 October 2027;
“FHEA 1992”	means the Further and Higher Education Act 1992;
“Financial Year”	means a period of 12 months starting on 1 April and ending on 31 March;
“Find a Tender Service”	means the Government’s publishing portal for public sector procurement opportunities;
“FOIA”	means the Freedom of Information Act 2000 and all regulations made thereunder from time to time or any superseding or amending enactment and regulations, and words and expressions defined in the FOIA shall have the same meaning in Clause 25 (Freedom of Information and Confidentiality);
“FOIA Notice”	means a decision notice, enforcement notice and/or an information notice;
“Funding”	means the funding paid to the College by the Department in accordance with this Agreement and the Funding Rules for the delivery of the Services;
“Funding Agreement”	means a Funding Stream;
“Funding Higher Risk Organisations Policy”	means the policy described in Schedule 8 (Subcontracting) and available at Funding higher risk organisations and subcontractors policy - GOV.UK
“Funding Offer Letter”	the signed and dated letter from the Department to the College confirming the award of the Funding;
“Funding Period”	has the meaning given to it in the Funding Offer Letter;
“Funding Rules”	means the documents produced by the Department which set out the detailed requirements with which the College must comply in respect of the Services delivered under this Agreement as may be amended by the Department from time to time and as referred to in Schedule 2 (Specification & Monitoring);

Term	Definition
“Funding Stream”	means the stream of Funding for an element of the Services, as set out in Annex A (Summary of Funding and Funding Agreement(s)) of the Funding Offer Letter;
“Funding Year”	means a period of 12 months starting on 1 August and ending on 31 July;
“Future Transferring Employees”	those employees of the College and/or the College’s Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date;
“Good Industry Practice”	means the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector;
“Governing Body”	a governing body as defined by section 90(1) of the FHEA 1992;
“Guidance”	any applicable guidance or directions with which the College is bound to comply;
“High Needs Learner”	means a Learner aged 16 to 18 with high levels of Special Educational Needs and Disability (SEND), supported with top-up funding from the high needs budget, or any young person aged up to 25 subject to an Education Health and Care Plan, who requires additional support costing over £6,000;
“ICT Environment”	means the Department System and the College System;
“ILR” or “Individualised Learner Record”	means the on-going collection of Learner data undertaken by training providers including the College in the Further Education (FE) and Skills sector as set out at Individualised Learner Record (ILR) - GOV.UK ;
“ILR Data”	means Individualised Learner Record data;
“Incident Response Plan”	means each Party’s operational plan for response to and recovery from Significant Incidents or Emergencies as identified in national, local and community risk registers and in accordance with the requirements of the Civil Contingencies Act 2004;
“Indirect Losses”	means loss of profits, loss of production, loss of business, loss of business opportunity, or any claim for consequential loss or for indirect loss of any nature;

“Insolvency Event”	means, in respect of the College and as updated from time to time by the Law: (a) a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors; or (b) a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation); or (c) a petition is presented for its winding up (which is not dismissed within 14 Working Days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986; or (d) a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets; or (e) an application order is made either for the appointment of an administrator or for an administration order, an education administrator or administrator is appointed, or notice of intention to appoint an administrator is given; or (f) being a "small company" within the meaning of section 382(3) of the Companies Act 2006, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986, or (g) it suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or: a. (being a company or a LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or b. (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986; or (h) a creditor or encumbrancer attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within fourteen (14) days; or
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Term	Definition
“Insolvency Event” continued	(i) where the College or a Subcontractor is an individual: a. if a petition is presented for the College’s or a Subcontractor’s bankruptcy; or b. if a criminal bankruptcy order is made against the College or a Subcontractor; or c. if the College or a Subcontractor makes any composition or arrangements with or for the benefit of creditors, or makes any conveyance or assignment for the benefit of creditors, or d. if an administrator is appointed to manage the affairs of the College or a Subcontractor; or (j) where the College or Subcontractor is not an individual but is a firm or a number of persons acting together in any capacity: if any of the events mentioned in paragraphs (a) to (h) above occurs in respect of any partner in the firm or any of those persons or a petition is presented for the College or Subcontractor to be wound up as an unregistered company; or (k) any event occurs, or proceeding is taken, with respect to it in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above; in so far as the College is a further education corporation, the above shall apply as amended by the Technical and Further Education Act 2017;
“Inspectorates”	means one, any or all of the inspectorates: Office for Standards in Education, Children’s Services and Skills (Ofsted), His Majesty’s Inspectorate for Education and Training in Wales (Estyn), the Quality Assurance Agency for Higher Education, the Office for Students, the Care Quality Commission (CQC) and the Local Government Ombudsman;

Term	Definition
“Intellectual Property Rights”	means any patent, registered design, copyright, database right, design right, topography right, trademark, trade name, application to register any of the aforementioned rights, trade secret, inventions, right in unpatented know-how, right of confidence and any other intellectual or industrial property right of any nature whatsoever in any part of the world including, without limitation: (a) any renewals, revisions and extensions created or provided by the laws of any country; (b) all rights of action and remedies (including but not limited to an injunction, damages and/or an account of profits) in relation to past infringements; and (c) the right to apply for registration of any such rights in any country of the world;
“Intervention”	means the process through which the Department requires Colleges to take steps to improve financial, leadership, governance or quality performance in certain circumstances, as described in the College Oversight Policy;
“Law”	any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of section 4(1) EU Withdrawal Act 2018 as amended by EU (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any Regulatory Body with which the College is bound to comply;
“Learner”	means any third party including any student, trainee or similar to whom the College is required to deliver any of the Services;
“Learner Files” / “Learner Records” / “Evidence Packs”	means any information relating to a Learner generated by the College, the Learner or a third party for the purpose of the delivery of the Learning Programme;
“Learning Programme”	means a programme of education and/or training delivered by the College under this Agreement;
“Letter to Improve”	means the letter issued by the Department to the College, as described in the College Oversight Policy;

Term	Definition
“Local Enterprise Partnership (LEP)”	means a legal relationship between two or more local authorities by way of partnership or otherwise, created for the purposes of identifying, determining and facilitating economic opportunities that generate economic growth, prosperity and job creation in a particular area;
“Local Provision Review”	means a review conducted by the Further Education Commissioner to consider overall provision for Learners in a geographical area, which will include consideration of options for delivering quality provision in that area;
“Malicious Software”	any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;
“Notice to Improve”	means a notice issued by the Department to the College in those instances where the Department has placed the College in Intervention for financial reasons, as described in the College Oversight Policy. Such a notice may include additional conditions of funding as well as the time period for improvement and compliance by the College;

Term	Definition
“Occasion of Tax Non-Compliance”	(a) any tax return of the College submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: (i) a Relevant Tax Authority successfully challenging the College under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (ii) the failure of an avoidance scheme which the College was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or (b) any tax return of the College submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;
“Offender Manager”	means an officer from His Majesty’s Prison and Probation Service who is working directly with an offender serving their sentence in the community;
“Ofsted”	means the Office for Standards in Education, Children’s Services and Skills;

Term	Definition
“Ofsted Evaluation Areas”	means, in the case of the College, the following areas that will be evaluated during an Ofsted Inspection or Monitoring Visit: For the College as a whole: (a) safeguarding; (b) inclusion; (c) leadership and governance; and (d) contribution to meeting skills needs (for colleges, further education colleges, sixth-form colleges and designated institutions) For each type of provision offered (e.g., 16 to 19, apprenticeships, adult learning programme): (e) curriculum, teaching and training; (f) achievement; (g) participation and development.
“Ofsted Inspection”	means an inspection carried out by Ofsted and includes: (a) a full inspection in accordance with the Education Inspection Framework (Education inspection framework: for use from November 2025 - GOV.UK); (b) an Ofsted Monitoring Inspection (as defined below); and (c) an Ofsted Monitoring Visit.
“Ofsted Monitoring Inspection”	means an interim type of inspection carried out by Ofsted in accordance with the Education Inspection Framework (Education inspection framework: for use from November 2025 - GOV.UK);
“Ofsted Monitoring Visit”	means an interim type of inspection carried out by Ofsted, prior to 10 November 2025, in accordance with the Further Education and Skills Inspection Handbook (Further education and skills inspection handbook - GOV.UK);
“Office for Students (OfS)”	means the non-departmental public body of the Department that acts as the regulator and competition authority for the Higher Education sector in England;

Term	Definition
“Office of the Independent Adjudicator”	means the Office of the Independent Adjudicator for Higher Education (OIA) is the designated operator of the independent student complaints Scheme in England and Wales as required by the Higher Education Act 2004;
“OIA Rules and Guidance”	means Our Rules - OIAHE
“Parties”	means the Department acting on behalf of the Crown and the College;
“Personal Data”	takes the meaning given in the UK GDPR;
“Personal Data Breach”	takes the meaning given in the UK GDPR;
“Personal Data Requiring Sensitive Processing”	takes the meaning given in the UK GDPR;
“Premises”	means the location(s) where the Services are to be performed;
“Procurement Law”	means the Procurement Act 2023;

Term	Definition
“Prohibited Acts”	means: (a) offering, giving or agreeing to give to any servant of the Crown any gift or consideration of any kind as an inducement or reward for: i. doing or not doing (or for having done or not having done) any act in relation to the obtaining or performance of this Agreement or any other contract with the Crown; or ii. showing or not showing favour or disfavour to any person in relation to this Agreement or any other contract with the Crown; (b) entering into this Agreement or any other contract with the Crown where a commission has been paid or has been agreed to be paid by the College or on its behalf, or to its knowledge, to a servant of the Crown unless before the relevant contract is entered into particulars of any such commission and of the terms and conditions of any such contract for the payment thereof have been disclosed in writing to the Department; (c) committing any offence: i. under the Bribery Act; ii. under the Economic Crime and Corporate Transparency Act 2023; iii. under legislation creating offences in respect of fraudulent acts; or iv. at common law in respect of fraudulent acts in relation to this Agreement or any other contract with the Crown; or v. defrauding or attempting to defraud or conspiring to defraud the Crown.
“Protective Measures”	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it including those outlined in these Terms and Conditions;

Term	Definition
“Provision”	the Services that the College is under an obligation under this Agreement to deliver in accordance with the Schedule 2 (Specification & Monitoring);
“Regulated Qualification Framework” or “RQF”	a system for cataloguing all qualifications regulated by Ofqual;
“Regulatory Body”	means those government departments and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate or investigate the matters dealt with in this Agreement or any other affairs of the College or the Department, including, without limitation Ofsted, the European Commission and the European Court of Auditors;
“Relevant Authority”	any court with the relevant jurisdiction and any local, national or supra-national agency, inspectorate, minister, ministry, officer or public or statutory person of the Government of the United Kingdom or of the European Union;
“Restricted Transfer”	a transfer of Personal Data which is undergoing processing or which is intended to be processed after transfer, to a country or territory to which such transfer is prohibited or subject to any requirement to take additional steps to adequately protect the Personal Data processed under this Agreement; for the transfer to be lawful under the Data Protection Legislation;
“Service Transfer”	any transfer of the Services (or any part of the Services), for whatever reason, from the College or any Subcontractor to a Successor College;
“Service Transfer Date”	the date of a Service Transfer or, if more than one, the date of the relevant Service Transfer as the context requires;

Term	Definition
“Services”	means the services to be provided by a College which may comprise of: (i) 16 to 19 Education; and/or (ii) Advanced Learner Loans; and/or (iii) Adult Skills; and/or (iv) Additional Services, as determined in a College's Funding Offer Letter.
“Services Start Date”	means the date as set out in the Schedule 2 (Specification & Monitoring);
“Significant Incident or Emergency”	an event or occurrence which: (i) constitutes an emergency for the purposes of the Civil Contingencies Act 2004; and/or (ii) constitutes an emergency under local and community risk registers; and/or (iii) is designated as a significant or emergency incident under the Incident Response Plan;
“Single Improvement Plan” or “SIP”	A plan drafted to address areas for improvement by College governors and leaders for a College in Intervention that are critical for the future sustainability and long-term success of the College, as described in the College Oversight Policy;
“SME”	means an enterprise falling within the category of micro, small and medium-sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises;
“Specification”	means the documents contained in Schedule 2 (Specification & Monitoring) setting out the Department's requirements for the Services to be provided under this Agreement;

Term	Definition
“Staffing Information”	in relation to all persons identified on the Supplier's Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, such information as the Department may reasonably request (subject to all applicable provisions of the DPA), but including in an anonymised format: (a) their ages, dates of commencement of employment or engagement, gender and place of work; (b) details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise; (c) the identity of the employer or relevant Contracting Party; (d) their relevant Contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments; (e) their wages, salaries, bonuses and profit sharing arrangements as applicable; (f) details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them; (g) any outstanding or potential Contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims); (h) details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence; (i) copies of all relevant documents and materials relating to such information, including copies of relevant Agreements of employment (or relevant standard Agreements if applied generally in respect of such employees); and (j) any other “employee liability information” as such term is defined in regulation 11 of the Employment Regulations;

Term	Definition
“Subcontract”	means an agreement entered into between the College and a Subcontractor for the purposes of engaging the Subcontractor to deliver part of the Services on behalf of the College;
“Subcontracting”	means the delivery of learning by a separate legal entity to the College, irrespective of whether such learning is provided by a third party recruited to deliver on site (travel to teach), online learning or whether it is described as a service;
“Subcontracting Threshold”	means 25% of the Learners in each Funding Stream under this Agreement in any given Funding Year;
“Subcontractor”	means a separate legal entity or an individual (not an employee) that has an agreement (called a Subcontract) with the College to deliver any element of the Services paid for by the Funding. A separate legal entity includes but is not limited to companies in the College’s group, other associated companies and sole traders. An individual could include a person who is a sole trader, self-employed, a freelancer or someone who is employed by an agency, unless those individuals are working under the College’s direct management and control in the same way as the College’s own employees. This does not include relationships between the College and other third parties providing services such as marketing;
“Subcontractor Declaration”	means the declaration that the Department requires a College to complete specifying whether or not the College is Subcontracting any of the Services and if so, what Services and the amount of Funding that represents;
“Subcontractor Policies”	means the Department’s policies that apply to Subcontracting and Subcontractors as set out at: Subcontracting post-16 education and training - GOV.UK
“Sub-Processor”	any third Party appointed to process Personal Data on behalf of that Processor related to this Agreement;
“Subsidy Control”	means the UK Government’s rules on the provision of subsidies;
“Successor College”	means the person nominated by the Department to undertake the services substantially the same as the Services after the termination of this Agreement;

Term	Definition
“Supervised College Status”	means the College is subject to an administrative process as set out in the College Oversight Policy that is aimed at delivering the actions necessary to secure improvement and ensure the best outcomes for Learners;
“Termination Date”	means any date on which this Agreement terminates in accordance with Clause 32 (Termination);
“Terms and Conditions”	means Clauses 1 to 48 and Schedule 1 (Definitions), Schedule 2 (Specification & Monitoring), Schedule 3 (Payment), Schedule 4 (UK GDPR/Data Protection), Schedule 5 (Security & Department Policies), Schedule 6 (Exit Arrangements), Schedule 7 (College Governance), Schedule 8 (Subcontracting), Schedule 9 (National Skills Priorities);
“UK GDPR”	the General Data Protection Regulation (Regulation (EU) 2016/679) as transposed into United Kingdom national law by operation of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019;
“Voluntary Community and Social Enterprise” or “VCSE”	means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
“Working Day”	a day (other than a Saturday or Sunday) on which banks are open for domestic business in the City of London.

SCHEDULE 4: UK GDPR/DATA PROTECTION

PROCESSING, PERSONAL DATA AND DATA SUBJECTS

Description	Details
Subject matter of the Processing	The subject matter is the Personal Data of Learners on education or training programmes administered by the Department that are subject to this Agreement as defined in the Department Personal Information Charter, the Privacy information: key stage 4 and 5 and adult education and the ILR privacy notice and documentation. Personal information charter - Department for Education - GOV.UK Privacy information: key stage 4 and 5 and adult education - GOV.UK ILR Privacy Notice 2026 to 2027 version 1: January 2026
Duration of the Processing	The duration of the Processing covers the Agreement Period.
Nature and purposes of the Processing	The College will be required to submit the data to the Department for the purposes as set out in Clause 5 (Submission of Learner Data) of this Agreement. The processing of data in the agreement refers to the submission of ILR data to the Department only. The processing does not include the processing of Personal Data collected from the Learners by the body for the purposes of enrolling Learners onto programmes or delivering education or training.
Type of personal data	The Personal Data to be processed is defined in the ILR specification: Individualised Learner Record (ILR) technical documents, guidance and requirements
Categories of data subject	The data subjects are Learners on education or training programmes administered by the Department that are subject to this Agreement.

Description	Details
Plan for return and destruction of the data once the processing is complete	The College is required to retain ILR data for 3 years for business operational purposes. For the purposes of the Department as a Data Controller of the data, the College is required to retain the Learner Records data for the funding and audit purposes set out in this Agreement for six (6) years from the end of the Financial Year in which the last payment is made under this Agreement. For the purposes of the Department for Work & Pensions as a Data Controller, where Learner Records data is used as match on the 2014 to 20 ESF programme, the data must be retained securely until 31st December 2034. The College (and any other Data Controller) is responsible for determining any further need to process the data, including its retention, prior to secure destruction. The College shall comply with Clause 33 (Consequences of Termination and Expiry) which sets out provisions that will apply to Learner Records after this Agreement has been terminated or has expired.

SCHEDULE 5: SECURITY & DEPARTMENT POLICIES

Part A: Security

Term	Definition
"ACSC" "Assured Cyber Security Consultancy"	is the National Cyber Security Centre's (NCSC) approach to assessing the services provided by consultancies and confirming that they meet NCSC's standards. See website: Assured Cyber Security Consultancy National Cyber Security Centre
"BPSS" "Baseline Personnel Security Standard"	the Government's HMG Baseline Personal Security Standard. Further information can be found at: Government baseline personnel security standard - GOV.UK
"CCP" "Certified Cyber Professional"	is a NCSC scheme in consultation with government, industry and academia to address the growing need for specialists in the cyber security profession. See website: Certified Cyber Professional (CCP) assured service National Cyber Security Centre
"Cyber Essentials" "Cyber Essentials Plus"	Cyber Essentials is the government backed, industry supported scheme to help organisations protect themselves against common cyber-attacks. Cyber Essentials and Cyber Essentials Plus are levels within the scheme. There are a number of certification bodies that can be approached for further advice on the scheme; the link below points to these providers: IASME Cyber Assurance - IASME Cyber Assurance
"Department Data" "Department's Information"	as defined in Schedule 1 (Definitions) of the Agreement.
"Department"	as defined in Schedule 1 (Definitions) of the Agreement.
"Departmental Security Standards"	means the Department's security policy or any standards, procedures, process or specification for security that the College is required to deliver.
"Digital Marketplace / GCloud"	means the online framework for identifying and procuring cloud technology and people for digital projects.
"End User Devices"	the personal computer or consumer devices that store or process information.

Term	Definition
“Good Industry Practice”	as defined in Schedule 1 (Definitions) of the Agreement.
“Good Industry Standard”	means the implementation of products and solutions, and the exercise of that degree of skill, care, prudence, efficiency, foresight and timeliness as would be expected from a leading company within the relevant industry or business sector.
“GSC” “GSCP” “Government Security Classifications Policy”	means the Government Security Classification Policy which establishes the rules for classifying HMG information. The policy is available at: Government Security Classifications - GOV.UK
“HMG”	means His Majesty’s Government.
“ICT”	means Information and Communications Technology (ICT) is used as an extended synonym for information technology (IT), used to describe the bringing together of enabling technologies used to deliver the end-to-end solution.
“ISO/IEC 27001” “ISO 27001”	is the International Standard for Information Security Management Systems Requirements.
“ISO/IEC 27002” “ISO 27002”	is the International Standard describing the Code of Practice for Information Security Controls.
“ISO 22301”	is the International Standard describing for Business Continuity.
“NCSC”	the National Cyber Security Centre (NCSC) formerly CESG is the UK government’s National Technical Authority for Information Assurance. The NCSC website is The National Cyber Security Centre National Cyber Security Centre
“Need-to-Know”	the Need-to-Know principle is employed within HMG to limit the distribution of classified information to those people with a clear ‘need to know’ in order to carry out their duties.

Term	Definition
“OFFICIAL” “OFFICIAL-SENSITIVE”	the term ‘OFFICIAL’ is used to describe the baseline level of ‘security classification’ described within the Government Security Classification Policy (GSCP). The term ‘OFFICIAL–SENSITIVE’ is used to identify a limited subset of OFFICIAL information that could have more damaging consequences (for individuals, an organisation or government generally) if it were lost, stolen or published in the media, as described in the GSCP.
“RBAC” “Role Based Access Control”	means Role Based Access Control. A method of restricting a person’s or process’ access to information depending on the role or functions assigned to them.
“Secure Sanitisation”	means the process of treating data held on storage media to reduce the likelihood of retrieval and reconstruction to an acceptable level. NCSC Guidance can be found at: Secure sanitisation and disposal of storage media National Cyber Security Centre The disposal of physical documents and hardcopy materials advice can be found at: Secure Destruction Sensitive Information & Assets NPSA
“Security and Information Risk Advisor” “CCP SIRA” “SIRA”	means the Security and Information Risk Advisor (SIRA) is a role defined under the NCSC Certified Professional (CCP) Scheme. See also: Certified Cyber Professional (CCP) assured service National Cyber Security Centre
“Senior Information Risk Owner” “SIRO”	means the Senior Information Risk Owner (SIRO) responsible on behalf of the DfE Accounting Officer for overseeing the management of information risk across the organisation. This includes its executive agencies, arms length bodies (ALBs), non-departmental public bodies (NDPBs) and devolved information held by third parties.
“SPF” “HMG Security Policy Framework”	means the definitive HMG Security Policy which describes the expectations of the Cabinet Secretary and Government’s Official Committee on Security on how HMG organisations and third parties handling HMG information and other assets will apply protective security to ensure HMG can function effectively, efficiently and securely. Security policy framework: protecting government assets - GOV.UK

Term	Definition
“Storage Area Network” “SAN”	means an information storage system typically presenting block based storage (i.e. disks or virtual disks) over a network interface rather than using physically connected storage.

- 1.1. The College will be aware of and comply with the relevant [Security policy framework: protecting government assets - GOV.UK](#), [All topics | National Cyber Security Centre](#) and where applicable Security and Departmental policies which include but are not constrained to the following paragraphs.
- 1.2. In the collection and processing of the data set out in Schedule 4 (UK GDPR /Data Protection), the requirements of Cabinet Office [PPN 014: Cyber essentials scheme - GOV.UK](#) dated February 2025, or any subsequent updated document, are mandated, and the College will achieve Cyber Essentials certification during the 2026/27 Funding Year and present the evidence to the Department on request. The scope must be relevant to the submission of data to the Department, including an allowance for a sub-set scope if appropriate.
- 1.3. The College will follow the Cabinet Office guidance on Government Security Classification Policy (GSCP) in respect of any Department Data being handled in the course of providing this Service and will handle this data in accordance with its security classification. (In the event where the College has an existing Protective Marking Scheme then the College may continue to use this but must map the HMG security classifications against it to ensure the correct controls are applied to the Department Data).
- 1.4. The College will have in place and maintain physical security to premises and sensitive areas, in line with those outlined in ISO/IEC 27002 including, but not limited to, entry control mechanisms (e.g. door access), CCTV, alarm systems, etc.
- 1.5. The College will have in place and maintain an appropriate user access control policy for all ICT systems to ensure only authorised personnel have access to Department Data. This policy should include appropriate segregation of duties and if applicable Role Based Access Controls (RBAC). User credentials that give access to Departmental Data or systems shall be considered to be sensitive data and must be protected accordingly.
- 1.6. The College will have in place and will maintain procedural, personnel, physical and technical safeguards to protect Department Data, including but not limited to:
 - (a) physical security controls;
 - (b) Good Industry Standard policies and processes;
 - (c) malware protection;
 - (d) boundary access controls including firewalls, application gateways, etc;
 - (e) maintenance and use of fully supported software packages in accordance with vendor recommendations;

- (f) use of secure device configuration and builds;
 - (g) software updates and patching regimes including malware signatures, for operating systems, network devices, applications and services;
 - (h) user identity and access controls, including the use of multi-factor authentication for sensitive data and privileged account accesses;
 - (i) any services provided to the Department must capture audit logs for security events in an electronic format at the application, service and system level to meet the Department's logging and auditing requirements, plus logs shall be:
 - (i) retained and protected from tampering for a minimum period of six months; and
 - (ii) made available to the Department on request.
- 1.7. The College will ensure that any Department Data (including email) transmitted over any public network (including the Internet, mobile networks, or unprotected enterprise network) or to a mobile device shall be encrypted when transmitted.
 - 1.8. The College will ensure that any Department Data which resides on a mobile, removable or physically uncontrolled device is stored encrypted using a product or system component which has been formally assured through a recognised certification process agreed with the Department except where the department has given its prior written consent to an alternative arrangement.
 - 1.9. The College will ensure that any device which is used to process Department Data meets all of the security requirements set out in the NCSC End User Devices Platform Security Guidance, a copy of which can be found at: [Device security guidance | National Cyber Security Centre](#) and [Device security principles for manufacturers | National Cyber Security Centre](#).
 - 1.10. Whilst in the College's care all removable media and hardcopy paper documents containing Department Data must be handled securely and secured under lock and key when not in use and shall be securely destroyed when no longer required, using either a cross-cut shredder or a professional secure disposal organisation. The term 'lock and key' is defined as: "securing information in a lockable desk drawer, cupboard or filing cabinet which is under the user's sole control and to which they hold the keys".
 - 1.11. When necessary to hand carry removable media and/or hardcopy paper documents containing Department Data, the media or documents being carried shall be kept under cover and transported in such a way as to ensure that no unauthorised person has either visual or physical access to the material being carried. This Paragraph 1.11 will apply equally regardless of whether the material is being carried inside or outside of company premises. The term 'under cover' means that the information is carried within an opaque folder or envelope within official premises and buildings and within a closed briefcase or other similar bag or container when outside official premises or buildings.
 - 1.12. In the event of termination, equipment failure or obsolescence, all Department Data, in either hardcopy or electronic format, that is physically held or logically stored by the College must be accounted for and either physically returned or

securely sanitised or destroyed in accordance with the current HMG policy using a NCSC approved product or method. Where sanitisation or destruction is not possible for legal, regulatory or technical reasons, such as data stored in a cloud system, Storage Area Network (SAN) or on shared backup tapes, then the College or Subcontractor will protect the Department's Information and Data until such time, which may be long after the end of the Agreement, when it can be securely cleansed or destroyed. Evidence of secure destruction will be required in all cases.

- 1.13. Access by College or Subcontractor staff to Department Data, including user credentials, shall be confined to those individuals who have a "Need-to-Know" in order to carry out their role; and have undergone mandatory pre-employment screening, to a minimum of HMG Baseline Personnel Security Standard (BPSS); or hold an appropriate National Security Vetting clearance as required by the Department. All College or Subcontractor staff must complete this process before access to Department Data is permitted. Any College or Subcontractor staff who will be in contact with children or vulnerable adults must, in addition to any security clearance, have successfully undergone an Enhanced DBS (Disclosure and Barring Service) check prior to any contact.
- 1.14. All College or Subcontractor employees who handle Department Data must have annual awareness training in protecting information.
- 1.15. Notwithstanding any other provisions as to business continuity and disaster recovery in the Agreement, the College will, as a minimum, have in place robust Business Continuity arrangements and processes including IT disaster recovery plans and procedures that conform to ISO 22301 to ensure that the delivery of the Agreement is not adversely affected in the event of an incident. An incident will be defined as any situation that might, or could lead to, a disruption, loss, emergency or crisis to the Services delivered. If an ISO 22301 certificate is not available, the College will provide evidence of the effectiveness of their ISO 22301 conformant Business Continuity arrangements and processes including IT disaster recovery plans and procedures. This should include evidence that the College has tested or exercised these plans within the last twelve (12) months and produced a written report of the outcome, including required actions.
- 1.16. Any suspected or actual breach of the confidentiality, integrity or availability of Department Data, including user credentials, used or handled in the course of providing this service shall be recorded as an incident. This includes any non-compliance with these Departmental Security Standards for Colleges, or other Security Standards pertaining to the solution. Incidents shall be reported to the Department immediately, wherever practical, even if unconfirmed or when full details are not known, but always within 24 hours of discovery. If incident reporting has been delayed by more than 24 hours, the College should provide an explanation about the delay. The College will inform their Agreement Manager in writing. Incidents will be investigated by the College with outcomes being notified to the Department.
- 1.17. NOT USED
- 1.18. The College or Subcontractors providing the service will provide the Department with full details of any actual or future intent to develop, manage,

support, process or store Department Data outside of the UK mainland. The College or Subcontractor will not go ahead with any such proposal without the prior written agreement from the Department.

- 1.19. The Department reserves the right to audit the College or Subcontractors providing the Service within a mutually agreed timeframe but always within seven (7) days of notice of a request to audit being given. The audit will cover the overall scope of the Service being supplied and the College's, and any Subcontractors, compliance with this Schedule 5 (Security & Department Policies).
- 1.20. The College and Subcontractors will undergo appropriate security assurance activities and will provide appropriate evidence including production of the necessary security documentation as determined by the Department. This will include obtaining any necessary professional security resources required to support the College's and Subcontractor's security assurance activities such as: a Security and Information Risk Advisor (SIRA) certified to NCSC Assured Cyber Security Consultancy (ACSC) or NCSC Certified Cyber Professional.
- 1.21. The College will contractually enforce all this Schedule 5 (Security & Department Policies) onto any third-party suppliers, Subcontractors or partners who could potentially access Department Data in the course of providing this Service.

Part B: Department Policies

The following code outlines the standards and behaviours expected from suppliers and grant recipients, and reiterates the government's approach to working with suppliers:

[Codes of conduct for suppliers and grant recipients - GOV.UK](#)

SCHEDULE 6: EXIT ARRANGEMENTS

1 DEFINITIONS

Term	Definition
"Exit Manager"	the person appointed by each Party pursuant to Paragraph 3.3 of this Schedule 6 (Exit Arrangements) for managing the College's obligations under Schedule 6 (Exit Arrangements);
"Exit Plan"	the plan produced and updated by the College during the Agreement Period in accordance with Paragraph 5 of this Schedule 6 (Exit Arrangements);

2 OVERVIEW

- 2.1 The College is required to ensure it performs its obligations to assist in the orderly transition of the Services from the College to the Department and/or any Successor College in the event of termination (including partial termination) or expiry of this Agreement. This will include the transition of the Services to a follow-on agreement with the same College if applicable. This Schedule 6 (Exit Arrangements) sets out the principles of the exit and service transfer arrangements that are intended to achieve such orderly transition. For the avoidance of doubt, the College will be responsible for the overall management of the exit and service transfer arrangements.

3 CONTRACT LIFE OBLIGATIONS

- 3.1 The College will draw up an Exit Plan in accordance with Paragraph 5.1.
- 3.2 The College will (unless otherwise agreed by the Department in writing) procure that all Subcontracts and other agreements with third parties used exclusively to deliver the Services to the Department, which are necessary to enable the Department and/or any Successor College to perform the Services in accordance with this Agreement or to enable re-provision of the Services, will be assignable and/or capable of novation at the request of the Department to the Department (and/or its nominee) and/or any Successor College upon the College ceasing to provide the Services (or part of them) without restriction (including any need to obtain any consent or approval) or payment by the Department. Where the College uses Subcontracts and other agreements to deliver the Services and these agreements are part of framework agreements that the College has with its third party suppliers, the College will provide sufficient information and assistance to enable the Successor College or the Department to enter into an agreement with such supplier directly.
- 3.3 The College will appoint an Exit Manager. The College's Exit Manager will be responsible for ensuring that the College and its personnel, agents and Subcontractors comply with this Schedule 6 (Exit Arrangements). The

College will ensure that its Exit Manager has the requisite authority to arrange and procure any resources of the College as are reasonably necessary to enable the College to comply with the requirements set out in this Schedule 6 (Exit Arrangements).

4 OBLIGATIONS TO ASSIST ON RE-PROVISION OF SERVICES OR TRANSFER BACK TO THE DEPARTMENT

- 4.1 On reasonable notice, the College will on request provide to the Department and/or to its potential Successor College, the following material and information in order to facilitate the preparation by the Department of any invitation to tender and/or to facilitate any potential Successor College undertaking due diligence:
 - 4.1.1 details of the Services;
 - 4.1.2 an inventory of Department Data (including but not limited to e-portfolios and any other Learner Files) in the College's possession or control; and
 - 4.1.3 all information relating to Transferring Employees required to be provided by the College under this Agreement.

5 EXIT PLAN

- 5.1 The College will within six (6) months after the Services Start Date maintain an Exit Plan which sets out the College's proposed methodology for achieving an orderly transition of Services from the College to the Department and/or its Successor College on the expiry or termination of this Agreement and which complies with the requirements set out in Paragraphs 5.2 and 5.3 below.
- 5.2 The Exit Plan will:
 - 5.2.1 document how the Services will transfer to the Successor College (which will need to be agreed between the College and the Successor College) and/or the Department, including details of the processes to transfer documentation, Department Data (including e-portfolios and other Learner records), systems migration, security and the segregation of the Department's technology components from any technology components operated by the College or its Subcontractors (where applicable);
 - 5.2.2 set out procedures to deal with requests made by the Department and/or a Successor College for the staffing information;
 - 5.2.3 address each of the issues set out in this Schedule 6 (Exit Arrangements) to facilitate the transition of the Services from the College to the Successor College and/or the Department with the

aim of ensuring that there is no disruption to or degradation of the Services;

5.2.4 list software agreements and licence agreements required to deliver the Services.

5.3 The College will review and (if appropriate) update the Exit Plan each year to reflect changes in the Services.

6 TERMINATION OBLIGATIONS

6.1 In addition to the obligations as set out in Clauses 32 (Termination) and 33 (Consequences of Termination and Expiry) of the Agreement, the College will comply with all of its obligations contained in the Exit Plan.

6.2 Within three (3) months of the Expiry Date (except where the Service will be rolled over to the following Funding Year) or Termination Date:

6.2.1 the College will, subject to the requirement to retain one copy for the purpose of compliance with Clause 48 (Continuing Obligations) and the retention requirements of this Agreement, erase from any computers, storage devices and storage media that are to be retained by the College, all Department Data;

6.2.2 the College will return or make available for the Successor College or the Department to use such of the following as is in the College's possession or control:

6.2.2.1 all materials created by the College under this Agreement, the IPRs in which are owned by the Department;

6.2.2.2 details of work volumes and staffing requirements over the twelve (12) month period immediately prior;

6.2.3 the College will:

6.2.3.1 with respect to learning or training in progress, documenting the current status and stabilising for continuity during transition;

6.2.3.2 provide assistance and expertise as necessary to examine all governance and reports in place for the provision of the Services;

6.2.3.3 answer all reasonable questions from the Department and/or its Successor College regarding the Services;

6.2.3.4 agree with the Department and/or the Successor College a plan for the migration of the Department Data to the Department and/or the Successor College. The College will fully co-operate in the execution of the agreed plan, providing skills and expertise of a reasonably acceptable standard; and

6.2.4 each Party will return to the other Party all Confidential Information of the other Party and will certify that it does not retain

the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Services.

- 6.3 Except where this Agreement provides otherwise, all licences, leases and authorisations granted by one Party to the other in relation to the Services will be terminated with effect from the Expiry Date or Termination Date.

7 KNOWLEDGE TRANSFER

- 7.1 Three (3) months prior to the Expiry Date of the Agreement (or where the Agreement is terminated within the timescale notified by the Department), the College will upon request:
- 7.1.1 provide for transfer to the Department and/or the Successor College of all knowledge reasonably required for the provision of the Services which may, as appropriate, include information, records and documents including that relating to configuration of software; and
 - 7.1.2 provide the Department and/or Successor College with reasonable access to such members of the College's or its Subcontractors' personnel as have been involved in the development, provision or management of the Services and who are still employed or engaged by the College or its Subcontractors.
- 7.2 To facilitate the transfer of knowledge from the College to the Department and/or its Successor College, the College will provide, upon request, a detailed written explanation of the procedures and operations used to provide the Services, the change management process and other standards and procedures to the operations personnel of the Department and/or the Successor College.
- 7.3 The information which the College will provide, at its own cost, to the Department and/or its Successor College pursuant to Paragraph 7.1 above will include:
- 7.3.1 copies of up-to-date procedures and manuals;
 - 7.3.2 agreements with third party suppliers of goods and services which are to be transferred to the Department/Successor College;
 - 7.3.3 key support contact details for third party supplier personnel under Agreements which are to be assigned or novated to the Department/Successor College pursuant to this Schedule 6 (Exit Arrangements);
 - 7.3.4 any relevant interface information.

8 ASSETS, SUBCONTRACTS AND SOFTWARE

8.1 Following notice of termination of this Agreement, the College will not, without the Department's prior written consent:

8.1.1 enter into or vary any Subcontract;

8.1.2 enter into or vary any licence for software in connection with the Services.

9 COLLEGE PERSONNEL

9.1 The Department and College agree and acknowledge that in the event of the College ceasing to provide the Services or part of them for any reason, the College will co-operate fully with all reasonable requests made of it by the Department or a body authorized by the Department.

10 PAYMENT

10.1 The provisions of Clause 33 (Consequences of Termination and Expiry) of the Agreement apply.

SCHEDULE 7: COLLEGE GOVERNANCE

1 BACKGROUND

- 1.1 As the Accounting Officer of the Department for Education, its Permanent Secretary is personally accountable for assuring Parliament that the use of funds which the Department receives from the Secretary of State is consistent with the Secretary of State's statutory remit and any conditions imposed by the Secretary of State. The Department's Accounting Officer is also responsible for the use of funds and regularity and propriety of expenditure in respect of the college sector as a whole.
- 1.2 The Department's Conditions of Funding, including this Agreement, therefore reflect the obligations and responsibilities of the Department for monitoring the use of funds allocated to Colleges. However, the Department's expectation is that, as independent corporate bodies or charitable trusts (subject to their own statutory duties, other obligations and the Department's Conditions of Funding), Colleges will take full control of their own financial affairs.

2 RESPONSIBILITIES OF THE GOVERNING BODY

- 2.1 The Governing Body of the College has responsibilities for ensuring that the College's funds are used only in accordance with the corporation's powers as set out in the Further and Higher Education Act 1992 and the College's own statutory duties and other obligations.
- 2.2 The Governing Body of the College has responsibilities for ensuring that the College's funds are used only in accordance with the College's powers as set out in the Further and Higher Education Act 1992 and/or the College's own statutory duties, articles of association or trust deeds and other obligations.
- 2.3 The Governing Body will appoint an accounting officer with an appropriate separation of duties between executive and non-executive roles and responsibilities. The expectation is that the accounting officer will be the Principal or most senior executive leader of the College. The Governing Body will inform the Department in writing of the name and position of the accounting officer, and if the accounting officer is absent from the College for an extended period, as determined by the corporation, the name of the person who will discharge the accounting officer's responsibilities during the absence.
- 2.4 The College will inform the Department in writing, as soon as is reasonably practicable, of the vacating or filling of the positions of the Chair of the Governing Body, the accounting officer (CEO or principal), and the governance professional.

3 CHARITY REGULATION

- 3.1 The Secretary of State for Education is the Principal Regulator for further education and sixth-form college corporations as exempt charities.

- 3.2 The Governing Body of the College (save where the College is an institution designated under section 28 of the Further and Higher Education Act 1992) is responsible for ensuring it operates in line with its exempt charitable status.
- 3.3 Where the College is a designated institution which is an exempt charity by virtue of its relationship with a higher education institution, the OfS is the Principal Regulator. As such the College will comply with Paragraphs 3.4 to 3.6 below which act in place of Paragraphs 3.1 and 3.2.
- 3.4 The College must comply with all requests from the OfS to enable the OfS to comply with its duties as Principal Regulator.
- 3.5 The College will provide the OfS with the information it requires under Paragraph 3.4 at the times and in the formats specified. This information will be of sufficient quality to meet the purposes for which it has been requested.
- 3.6 Failure to comply with any request for information under Paragraph 3.4, at all or in the required timescales, will constitute a breach of agreement.

4 RESPONSIBILITIES OF THE ACCOUNTING OFFICER

- 4.1 The Governing Body will require the accounting officer to take personal responsibility, which will not be delegated, to assure them that there is compliance with the Department's Conditions of Funding and the [College financial handbook - Guidance - GOV.UK](#). The accounting officer may be required to appear before the Parliamentary Committee of Public Accounts on matters relating to the College's use of funds.
- 4.2 The accounting officer will be responsible for advising the Governing Body in writing if at any time, in their opinion, any action or policy under consideration by the Governing Body is incompatible with the Department's Conditions of Funding or the [College financial handbook - Guidance - GOV.UK](#). If the accounting officer has evidence that the Governing Body is acting, or intending to act, in breach of the Department's Conditions of Funding or the [College financial handbook - Guidance - GOV.UK](#), the accounting officer must inform the Department's Chief Executive in writing as soon as is reasonably practicable.
- 4.3 The College must receive approval from the Secretary of State before making a change to its legal entity name. The process for seeking approval is set out in the college name change guidance, which can be found at: [Changing the name of a further education institution - GOV.UK](#).

5 SPECIFIC GOVERNANCE REQUIREMENTS

- 5.1 Any person who is selected by the Governing Body for appointment as a governance professional must have a qualification relevant to the role or equivalent experience.
- 5.2 The Governing Body must report in its annual reports on activities undertaken over the year to develop governors and governance

professionals.

- 5.3 The Governing Body must conduct an annual governance self-assessment (except in the year of an external governance review) and must have an external governance review at least once every three years, based on the governance code(s) used by the Governing Body. In accordance with the obligation to supply information to the Secretary of State (see Clause 35 Provision of Information), the Governing Body must supply the Department with details of the outcomes of governance reviews, and of progress in meeting review recommendations, when so requested.

6 AUDIT COMMITTEE

- 6.1 The Governing Body must establish an independent and objective audit committee to advise the Governing Body's governance, risk management, internal control and assurance frameworks, in line with the detail set out in the [College financial handbook - Guidance - GOV.UK](#) and any other directions drawn up and published by the Department in consultation with the College. Any mandatory requirements under the [College financial handbook - Guidance - GOV.UK](#) will be a condition of funding under this Agreement.

7 PAYMENT OF FUNDS

- 7.1 The Department will normally make payments of recurrent funding to the College in monthly instalments in accordance with a funding profile for the whole year.
- 7.2 In addition to its statutory health and safety responsibilities, the College will manage and develop its estate to ensure that it manages resources to provide the best possible learning and teaching environments. The College will use all appropriate statutory and advisory information provided by relevant agencies. The Department will provide on its website reference and signposting information to support Colleges to follow good practices in estate management and development.

8 FINANCIAL REPORTING

- 8.1 The Department shall specify in the [College accounts direction - GOV.UK](#) and the 'Framework and guide for external auditors and reporting accountants of college its requirements as to the information to be contained in the College's financial statements and how they should be reported.
- 8.2 The College must submit financial plans to the Department as set out in the Financial Planning Handbook. [College financial planning handbook and CFFR - GOV.UK](#).
- 8.3 The College will provide the Department with copies of its audited financial statements. Colleges are required to make their financial statements

available to members of the public on request.

- 8.4 The College must notify the Department in writing, within one (1) Working Day, if, at any time, there is a risk to its solvency and viability or any transactions could jeopardise its solvency or financial viability. The Department may require the College, within such time as the Department deems reasonable, to:
- 8.4.1 provide information to demonstrate to the Department's satisfaction the College's ability to continue to meet the needs of Learners and to discharge its responsibilities in relation to its solvency and safeguarding of assets, and
 - 8.4.2 provide evidence of financial resources sufficient to enable it to continue to deliver the Provision, and
 - 8.4.3 put in place a plan, through financial intervention processes, that will secure a recovery to a specified satisfactory financial position, in the view of the Department, and
 - 8.4.4 carry out actions, as considered appropriate by the Department, including, but not limited to, a strategic options review and/or a financial recovery plan.
- 8.5 Failure to comply with any of the requirements under Paragraph 8.3 and 8.4 of this Schedule 7 (College Governance) within such time as the Department deems reasonable, may result in the Department taking such actions as it deems appropriate, which may include, but is not limited to, action under Clause 31 (Withholding, Suspension and Repayment of Funding).
- 8.6 Where, in the Department's view, information obtained in respect of the College, either as a result of an assessment undertaken by the Department in line with the approach set out in the Financial Planning Handbook or audited accounts, indicates that there is, or in the foreseeable future there is likely to be, a risk to the solvency or financial viability of the College, the Department may take such action as it deems appropriate, which may include, but is not limited to, requiring the College to comply with additional conditions of funding imposed under Clause 17 (Intervention and Improvement Support).
- 8.7 The College must comply with any action taken or any additional conditions of funding imposed under Paragraph 8.6 of this Schedule 7 (College Governance).
- 8.8 If the Department assesses that the College has failed to comply with any action taken or additional conditions of funding imposed under Paragraph 8.6 of this Schedule 7 (College Governance) within such time as the Department deems reasonable, the Department may take such actions as it deems appropriate which may include, but is not limited to, under Clause 31 (Withholding, Suspension and Repayment of Funding).

9 CONTINGENT LIABILITIES

- 9.1 The College will not give any guarantees or indemnities other than in the

normal course of business to the extent that the College has the power to do so under the Further and Higher Education Act 1992, its articles of association or trust deeds.

10 COLLEGE COMPANIES

- 10.1 The College is free to participate in companies within the limits of the powers provided by the Further and Higher Education Act 1992 as amended and its articles of association or trust deeds. The Governing Body will ensure that appropriate arrangements are in place for the governance and management of any companies and the College will inform the Department as soon as is reasonably practicable if participation in any company may pose a risk to the solvency of the College.

11 INVESTMENTS

- 11.1 The College is able to make investments provided it is within its power to do so, including the legitimate use of any public funds. The College must follow the Charity Commission's guidance and requirements about investments, including the use of trading subsidiaries.
- 11.2 The College must manage its overseas investments in line with the Charity Commission guidance, must seek not put the College's charitable assets under undue risk, and must obtain independent professional advice on key decisions.

12 PROVISION OF INFORMATION

- 12.1 The College will provide the Department on request with a copy of any Asset Deed held in respect of the Premises.

13 INTERPRETATION

- 13.1 The rights, powers and remedies reserved to the Department in the Department Conditions of Funding are in addition to any other statutory rights, powers and remedies that it and/or the Secretary of State may hold now or at any time in the future. In the event that the Department fails to exercise, or delays in exercising, any of its rights, powers and remedies this will not constitute or operate as a waiver of any of them.

SCHEDULE 8: SUBCONTRACTING

Subcontracting Principles

- 1.1. When Subcontracting, the College must comply with;
 - 1.1.1. the Funding Rules; and
 - 1.1.2. the Subcontractor Policies; and
 - 1.1.3. the Funding Higher Risk Organisations and Subcontractors Policy (hereafter referred to as the **“Funding Higher Risk Organisations Policy”**).
- 1.2. The College must select its Subcontractors fairly and without discrimination and must comply with any Procurement Law that may apply when doing so, including where the College is a contracting authority under Procurement Law.
- 1.3. The College must ensure that proposed Subcontractors are of adequate financial standing and have sufficient capacity and capability to deliver the Services that are to be subcontracted.
- 1.4. When appointing and working with Subcontractors the College must have regard to the section headed ‘Selection and procurement of your subcontractors’ within the Subcontracting Funding Rules in relation to conflicts of interest.
- 1.5. The College must enter into a direct contractual relationship by way of a Subcontract with all of its Subcontractors before any Subcontractor commences the delivery of the subcontracted Services, and such Subcontractors shall comply with the requirements set out in Paragraph 1.8 below.
- 1.6. The Services to be delivered with the Funding provided under this Agreement may only be subcontracted to one level. Accordingly, the College must ensure that its Subcontractors do not further Subcontract any of the Subcontractor’s Services to other suppliers.
- 1.7. The College must not enter into any agreement for Brokerage in relation to the Services under this Agreement.

Requirements for Subcontracts

- 1.8. The Subcontract must include:
 - 1.8.1. terms and conditions substantially the same as those set out in this Agreement, including but not limited to the right for the College to terminate the Subcontract if the Subcontractor does not pass the annual due diligence checks and such other matters as are set out in the section headed ‘Due diligence requirements’ within the Subcontracting Funding Rules;
 - 1.8.2. where applicable, terms that comply with the requirements of Clause 15.11.2 (Modern Slavery);
 - 1.8.3. an obligation for the Subcontractor to comply with the Department Policies and Subcontractor Policies;

- 1.8.4. where a College is a contracting authority as determined by Procurement Law, provisions that comply with the requirements of such Procurement Law;
 - 1.8.5. payment provisions such that the College must pay the Subcontractor within 30 days of receiving a valid invoice, unless compliance with Paragraph 1.8.4 will require otherwise;
 - 1.8.6. an obligation on the Subcontractor to obtain express written permission from the College before enrolling any Learners;
 - 1.8.7. an obligation on the Subcontractor to fund and support enrolled Learners for the duration of their Learning Programme;
 - 1.8.8. an obligation on the Subcontractor to participate in any rectification plan as appropriate in the event that the Subcontractor has committed an act which would constitute a material breach of this Agreement (whether or not it is also a breach of the Subcontract); and
 - 1.8.9. sanctions on the Subcontractor for material breach of the Subcontract substantially the same as those set out in this Agreement.
- 1.9. Subcontracts must be available at all times for the Department to inspect on request.

College Obligations

- 1.10. The College must make payment to any Subcontractor in accordance with the required provisions of the Subcontract set out at Paragraph 1.8.5 of this Schedule.
- 1.11. The College must provide a fully completed Subcontractor Declaration via [Manage your education and skills funding](#) (MYESF) twice during the academic year. The first declaration must be made by 31 October and the second declaration must be made by 30 June. If the College does not have any Subcontractors at the specified date it must submit a nil return. If after submission of its most recent Subcontractor declaration the College enters into any Subcontract within the Funding Year, it must submit an updated Subcontractor Declaration to the Department.
- 1.12. The College must publish a policy statement on its public facing website by 31 October in each Funding Year. The policy statement must accord with the provisions of the section headed 'Your policies for subcontracting and fees and charges' within the Subcontracting Funding Rules.
- 1.13. The College must manage and monitor its Subcontractors in accordance with the relevant Subcontract to ensure that the Subcontractors deliver the Subcontracted Services to the standard set out in Clause 3 (Service Delivery) of this Agreement.
- 1.14. The College must inform the Department whenever a Subcontractor goes into administration or liquidation.
- 1.15. The College must have a contingency plan in place to ensure that there is continuity of Services for existing Learners in the event of any circumstances that may arise that render a Subcontractor unable to deliver the subcontracted Services including but not limited to the expiry or termination of the Subcontract.

- 1.16. The College must ensure that a Subcontractor that has committed an act which constitutes a material breach of this Agreement (whether or not it is also a breach of its Subcontract) participates in any rectification plan as appropriate.
- 1.17. The College must carry out an investigation at its own cost if there is any evidence of a Subcontractor having irregular financial or delivery activity and notify the Department of this and of the outcome of any such investigation.
- 1.18. The College must not enter new Subcontracting arrangements or increase the value of existing arrangements if any of the following circumstances apply:
 - 1.18.1. Ofsted has rated the College's leadership and governance as Urgent Improvement (or Ofsted has rated the College's management and leadership as Inadequate if the inspection was before 10 November 2025);
 - 1.18.2. the outcome of the College's annual financial health assessment is inadequate, unless the Department has provided its written consent to the proposed Subcontracting arrangement in advance of a Subcontract being entered into;
 - 1.18.3. a Subcontractor has been inspected and any evaluation area at provider or provision level, has been judged as Urgent Improvement (or Inadequate if the inspection was before 10 November 2025) by Ofsted; or
 - 1.18.4. a Subcontractor is subject to ongoing intervention or investigation by the Department.

Due Diligence

- 1.19. The College must carry out its own due diligence checks when appointing Subcontractors and must take account of the criteria set out in the **Funding Higher Risk Organisations Policy**.
- 1.20. The College must ensure it refreshes the due diligence checks on its Subcontracting arrangements on at least an annual basis, including but not limited to reviewing its Subcontracts and the rationale for entering into each Subcontract, any fees and charges involved in the delivery of its subcontracted Services and whether each cost is reasonable and proportionate in accordance with the section headed 'Due diligence requirements' within the Subcontracting Funding Rules.
- 1.21. If a Subcontractor does not pass the due diligence requirements set out at in the section headed 'Due diligence requirements' within the Subcontracting Funding Rules, the College must take action in accordance with that section of the Subcontracting Funding Rules.

Subcontracting Thresholds

- 1.22. The College must continuously review the size of its subcontracted Services and ensure this does not exceed the Subcontracting Threshold of 25%.
- 1.23. The College must promptly submit an Exemption Case (as defined in the Subcontracting Funding Rules) if it anticipates that its Subcontracting will exceed the Subcontracting Threshold. The College must submit such Exemption Case no less than twelve (12) weeks prior to exceeding the

Subcontracting Threshold. The Department may consider Exemption Cases that are submitted later if the College provides evidence of exceptional circumstances. The Department reserves the right to decline the College's Exemption Case.

- 1.24. If the College has previously submitted an Exemption Case, it should continue to seek permission to exceed the Subcontracting Threshold and must submit an Exemption Case to the Department by no later than 11.59pm on 30 April in each Funding Year. The Department may consider Exemption Cases that are submitted later if the College provides evidence of exceptional circumstances. The Department reserves the right to decline the College's Exemption Case.
- 1.25. The Exemption Case and the College's submission of it must comply with the section headed 'Subcontracting threshold and exemption cases' within the Subcontracting Funding Rules.
- 1.26. The Department will consider any submitted Exemption Case in accordance with the provisions of the section headed 'Subcontracting threshold and exemption cases' within the Subcontracting Funding Rules and will notify the College as to whether or not the Exemption Case is accepted.
- 1.27. The Department expects that any fee retained by the College as a management fee for a Subcontract will not exceed 20% of the overall value of the Subcontract. In the event that the management fee is in excess of 20% of the overall value of the Subcontract the Department reserves the right to require the College to provide further information in relation to the rationale for the management fee and why it represents good value for money.

Financial Thresholds

- 1.28. Where the annual value in any Funding Year of this Agreement exceeds £5 million and the College wants to Subcontract one or more of the Services the following provisions apply:
 - 1.28.1. The College will advertise on Find a Tender Service all Subcontract opportunities arising from or in connection with the provision of the Services above a minimum threshold of £25,000 that arise during the Agreement Period.
 - 1.28.2. Once a Subcontract has been awarded, the College will update the notice on Find a Tender Service with the details of the successful Subcontractor.
 - 1.28.3. In addition to any other management information requirements set out in this Agreement, the College agrees and acknowledges that it will, at no charge, provide timely, full, accurate and complete SME Management Information ("MI") Reports to the Department which incorporate the following:
 - (a) The total revenue received directly from the Agreement
 - (b) The total value of Services under the Agreement that have been subcontracted (including revenues for non-SMEs/non-VCSEs); and
 - (c) The total value of subcontracted revenues to SMEs and VCSEs.

- 1.28.4. The SME Management Information Reports will be provided in the correct format as required by the Department and any guidance issued by the Department from time to time.
- 1.29. If the aggregate total of all Subcontractors delivering the Services that are funded on the College's behalf exceeds or is anticipated to exceed £100,000 in any academic year, the College must meet the requirements detailed in [DfE subcontracting standard - GOV.UK](#). The £100,000 threshold includes Apprenticeships, DWP Adult Skills Fund and 16 to 19 provision subcontracted by the College.

Departmental Rights

- 1.30. In the event that the College fails to comply with any of the requirements set out in this Schedule the Department reserves the right to take such remedial action under this Agreement as it considers appropriate in the circumstances, which may include but is not limited to requiring the College to terminate an existing Subcontract and/or prohibiting the College from entering into any new Subcontract to deliver the Services under this Agreement.

SCHEDULE 9: NATIONAL SKILLS PRIORITIES

1. The College should take account of both local and national skills needs when developing the curriculum offer.
2. The National Skills Priorities for 2026 to 2027 will be published in the “Accountability Agreements and the Local Needs Duty for 2026 to 2027” guidance, to be found here: [College and local authority accountability agreements - GOV.UK](#)
3. The National Skills Priorities will be reviewed annually.