



Crown  
Commercial  
Service

# Managed Learning Service

Framework agreement (RM3822)  
Customer user guidance



## Key Information

Framework Reference:	RM3822
Start Date:	04/07/2017
End Date:	03/07/2021
Accessible to:	Central Government and their Arm's Length Bodies, Wider Public Sector and Third Sector
OJEU Contract Notice:	MLS OJEU Contract Notice
Contact Details	<b>E:</b> <a href="mailto:info@crowncommercial.gov.uk">info@crowncommercial.gov.uk</a> <b>T:</b> 0345 410 2222

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# 1

## Introduction

### Purpose of this Document

This guidance forms part of a comprehensive suite of guidance and template documents to help you source the best quality learning and development on the market through the Managed Learning Service framework (RM3822) in a cost effective, sustainable way.

This document is not a legal document and should be used as guidance only.

### Description

This is a single Managed Service Supplier Agreement with [Knowledgepool](#)<sup>1</sup> providing a tailored managed learning service. The framework offers a multi-tiered modular outsourced service that covers the complete learning lifecycle, provides flexibility and is scalable, however big or small, to meet your needs.

### Background

The framework has been established by the Crown Commercial Service (CCS) to provide a simple and compliant route to market for a tailored and flexible managed learning service provision. It comprises of a learning portal and catalogue of courses, and the sourcing, delivery, administration and contract management of learning and development.

We consulted widely across government through Civil Service Learning (CSL), NHS England and the Ministry of Defence in the development of this framework, which is designed to fulfil the learning and development requirements of a diverse range of public sector bodies through a broad scope of services.

### Who Can Access this Framework?

This framework is available for use by central government, devolved administrations, wider public sector and third sector organisations including, but not limited to, local government, health, education, police, fire and rescue, housing associations and charities. Full details can be found in the OJEU contract notice on the website.

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<sup>1</sup> Capita was appointed the successful supplier in July 2017 and Knowledgepool, which is part of Capita, manages the Framework.

## Features and Benefits

- As this is a single supplier agreement with direct award, a further competition is not required saving you time and money.
- Standard terms and conditions.
- Choice of managed learning service options:
  - i) A full managed service of your entire learning and development function
  - ii) A single element of it (i.e. sourcing)
  - iii) A bespoke solution tailored to complement in-house resources
- Flexible pricing structure – transparent, competitive and simple “pay for what you use” pricing structure, ensuring best value for money.
- Catalogue of commonly required courses and professional qualifications, which will incrementally grow with the benefits of aggregation.
- Over 50% of spend going through the framework is guaranteed to go to Small-Medium Sized Enterprises (SMEs), supporting the government’s drive to increase spend with SMEs.
- Access to Knowledgepool’s best in class suppliers – a refreshable supply chain through subcontracting relationships with either prime suppliers and through an open market competitive process.
- Access a wealth of data including KPIs, SLAs, and volumes through a self-service, secure and on demand single sign-on platform.
- Rigorous supplier performance management including strategic supplier management, customer satisfaction, collection and analysis of monthly management information and audits.



# 2

## How to Access this Framework

There are different procedures for central government and wider public sector customers. Please ensure you follow the correct procedure for your organisation.

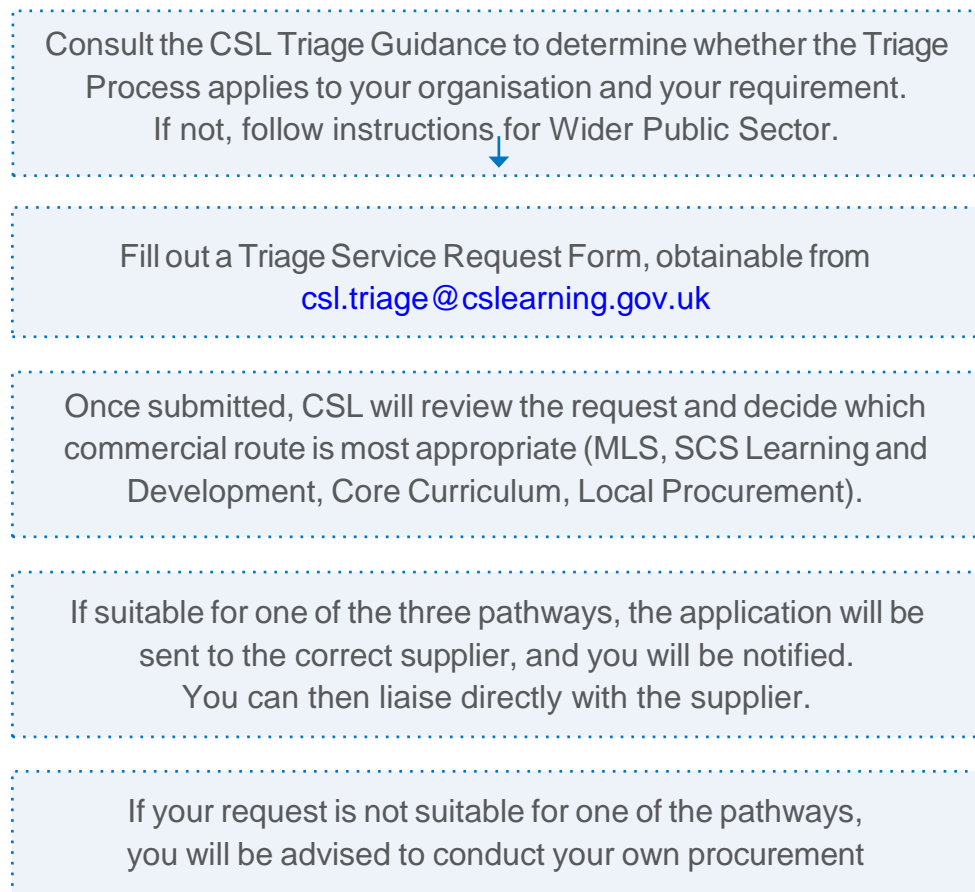
### Central Government

Before accessing this framework, departments must go through the Civil Service Learning (CSL) triage process to gain access to the best commercial route for learning products provided by CSL.

Please refer to the [Triage Guidance](#) for full details.

Once it has been confirmed that you can access your learning requirement via the framework you can either access the framework via the CSL call-off (which has been completed by CSL on behalf of departments who are customers of CSL), or alternatively the framework provides the flexibility for call-off contracts to be put in place directly by departments themselves, as the Contracting Authority.

Please refer to [Appendix A: Central Government Checklist](#) before contacting Knowledgepool.

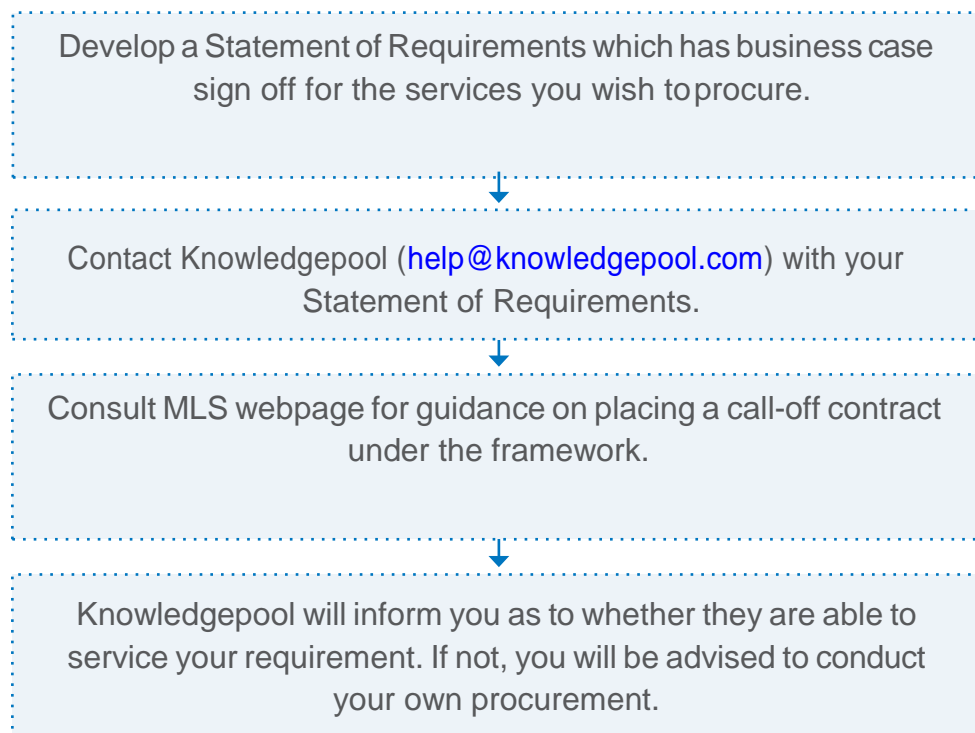


## Wider Public Sector

Wider public and third sector organisations do not need to follow the CSL triage process. Call-off contracts can be put in place directly by organisations themselves as the Contracting Authority. For information and advice on completing your own call-off, please refer to the process flow below.

You can also contact Knowledgepool - [help@knowledgepool.com](mailto:help@knowledgepool.com) - first with your full Statement of Requirements to check they are able to meet your requirement.

Please also refer to [Appendix B: Wider Public Sector Checklist](#) before contacting Knowledgepool.





## 3

## Framework Scope

Management Information / Reporting			
Tier 1 - Catalogue of Courses	Tier 2 - Sourcing Services	Tier 3 - Administration and Support	Tier 4 - Supplier Management
Optional - Consultancy, Needs Analysis, Design & Development, Project Management			

### Framework Structure

The multi-tiered model includes the following services:

**Tier 1: Learning Portal and Catalogue of Courses** - a free to access secure web based public learning portal, hosting a catalogue of courses and different options (e.g. e-learning/ distance learning) in a broad range of subject areas. These are regularly refreshed and added to and can be used either off the shelf or customised to meet your specific needs.

**Tier 2: Sourcing Services** - source learning requirements from a refreshable pool of best in class suppliers and trainers that match your exact requirements and provide best value for money across all subject areas and learning platforms, from traditional to leading edge.

**Tier 3: Administration and Support Services** - customer-focused, end-to-end, scalable administration and learner support solutions designed to ensure the highest quality user experience, whilst streamlining processes and reducing costs, including delegate and venue management, learner correspondence and learning evaluation.

**Tier 4: Contract Management Services** - a single point of contact for the ongoing relationship and performance management of third party learning and development suppliers assigned to your project from initiation to close.

### Additional Services

The following additional services are available if you require a more advanced service offering based on the complexity of your requirement in order to meet your specific business requirements. The services include but are not limited to:

- **Learning Consultancy** - expert guidance and advice for the development and design of any aspect of the learning and development strategy, including apprenticeships. This may include any aspect of the learning and development life cycle from needs analysis, planning and designing learning products, drafting specification of requirements, learning delivery and evaluating learning outcomes to measuring return on investment.
- **Project Management** - the management and delivery of programs and projects designed to enhance the effectiveness of the customer's learning and development.
- **Learning Management Systems (LMS) Development** - the design, build and development of a new or the integration of an existing LMS platform and the development and delivery of online learning content.

Please refer to MLS Attachment 4a Schedule 2 Specification, which is located on the website.



# 4

## Things to Consider

### Stakeholder Engagement

When establishing requirements you should engage early with internal colleagues including procurement, finance and legal to draw on their knowledge and experience and gain their buy-in.

### Business Case

Before procuring external support, a business case is usually required to demonstrate the need and to gain internal sign-off. It is the responsibility of the customer to ensure they have gone through the correct procedure for gaining internal sign-off. Neither the supplier nor CCS is responsible for checking this.

### Customer's Statement of Requirement

Before contacting Knowledgepool it is advisable to have your Statement of Requirement ready. This is an invaluable tool which will help you get the right result for your organisation and in turn Knowledgepool will have a much clearer understanding of your specific requirement and your needs will be met in an efficient manner.

### Purpose of the Statement of Requirement

- Create a contractual tool which forms an integral part of the call-off contract.
- Form part of a legally binding agreement for both parties.
- Inform the supplier about the services required and enable them to propose a solution.
- Facilitate effective contract management between you (the customer) and the supplier (Knowledgepool).
- Act as a reference in the case of any disputes between you and the supplier(s).

### Call-Off Contract

You will need to review all of the highlighted sections in the call-off contract and populate all necessary sections. Liaising with Knowledgepool is advisable at this stage as both parties are required to sign the call-off contract.

You may wish to seek your own legal advice when drafting the call-off contract. CCS is not permitted to provide any legal advice.

You will be responsible for the transition of your services onto the framework. You will have your own direct relationship with the supplier and will be responsible for managing all day-to-day operational activities.

### Service Level Agreements

If Service levels/credits are required, populate the table in Annex 1 of Part A of Call Off Schedule 6 (Service Levels, Service Credits and Performance Monitoring).

Service credits are not required in all contracts, but the higher the value, complexity or importance of the contract, the more likely that service credits will apply.

Please refer to the call-off contract template on the website for full guidance.

### Pricing

Knowledgepool charge a % management charge for the individual tiers. You can find the pricing by logging into the eSourcing portal. Full instructions can be found on the website on how to access the portal.

### Savings

All customers benefit from the same volume discounts resulting through the cumulative spend through the framework.

The rates are benchmarked regularly against previous prices paid by current customers and up to date market rates paid by other organisations.



# 5

## Contract Management and Exit

It is important that you have in place a robust contract management process in line with your requirements. This should be used to ensure that Knowledgepool work to the original brief.

Central government departments should follow the principles of Strategic Supplier Relationship Management issued by the Government Commercial Function. Other organisations should follow their own contract management process.

Throughout the duration of the contract, you need to ensure you are invoiced properly. This should include checking the prices are in line with your agreed contract.

### Supplier Performance Review

It is important to hold regular contract management meetings, where appropriate, with Knowledgepool. This will ensure both parties understand their responsibilities and that they are fulfilled in accordance with the contract.

Progress against delivery should be monitored and any issues should be identified to the Knowledgepool contract manager.

Once the contract is live, you should set a standard meeting agenda, including the following, where appropriate:

- Checking adherence to specification.
- Acknowledging where performance meets the required standard.
- Identifying areas of concern as early as possible.
- Reviewing joint risks and issues logs.
- Continuous improvement.
- New service developments.

We recommend you minute the meetings and include any agreed actions and timescales.

### Contract Variation

If you need to vary the contract, follow the variations process detailed in the call-off contract.

### Sharing Best Practice

We welcome any case studies you may have so they can be shared with other customers.

### Exiting the Contract

Start preparing for the end of the contract in advance of the expiry date, considering the following:

- Ensuring transfer of data from Knowledgepool to your organisation.
- Ending any joint agreements with Knowledgepool.

You may wish to hold a lessons learned meeting to explore what went well and what could be improved, so these insights can be incorporated into future contracts.


If you need to end the contract early, you need to follow the process set out in the call-off contract.

# 6

## Further Information

If you require any further help please contact:

 [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

 0345 410 2222

 Knowledgepool – [help@knowledgepool.com](mailto:help@knowledgepool.com)

For MoD (Security and Defence) enquiries please use;

 [defence.account@knowledgepool.com](mailto:defence.account@knowledgepool.com)

You can also learn more about what we offer online:

 [www.crowncommercial.gov.uk](http://www.crowncommercial.gov.uk)

 [@gov\\_procurement](https://twitter.com/gov_procurement)

 [Crown Commercial Service](#)

## Appendix A: Central Government Checklist

Have you gone through the CSL Triage Process?	Yes/No
Are your internal stakeholders on board?	Yes/No
Is the Statement of Requirement ready to present to Knowledgepool?	Yes/No
Has the requirement received internal business sign off?	Yes/No

## Appendix B: Wider Public Sector Checklist

Are your internal stakeholders on board?	
Is the Statement of Requirement ready to present to Knowledgepool?	
Has the requirement received internal business sign off?	