

<b>ICL PATHWAY CHANGE CONTROL NOTE (CCN) – SHEET 1</b>			CCN NO: 286d		
CCN TITLE : Details of Training Courses			CHANGE ADMINISTRATION USE ONLY. CP NO: 1292 & 1294		
IMPLEMENTATION DATE : OR RELEASE NUMBER: NR2			EXPIRY DATE: 21 <sup>st</sup> May 1999		
CCN RAISED BY: Hilary Forrest/Steve Lovegrove			DATE: 22 <sup>nd</sup> April 1999		
PATHWAY APPROVAL:			DATE:		
EMERGENCY IMPLEMENTATION DATE: N/A			PDA CO-ORDINATOR Nick Samuel		
SUBMISSION DATE: 29 <sup>th</sup> April 1999			RESPONSE DATE: ASAP		
APPROVALS REQUIRED:					
AUTHORITIES	Y/N	POCL	Y/N	DSS	Y/N
DATE:		DATE:		DATE:	
<p><b>EXECUTIVE SUMMARY OF IMPACT ASSESSMENTS:</b>  This CCN reflects the conclusion of detailed discussions and exchange of correspondence regarding training and is based on principles established in CCN105 (in particular in document Horizon Training Programme Proposal, reference PATH-30-007, dated 30/10/97).</p> <p>It is raised to confirm the detail of training courses to be provided by ICL Pathway to POCL and to confirm training information to be provided to the DSS.</p>					
OVERALL IMPACT ASSESSMENT: <del>HIGH</del> / MEDIUM / <del>LOW</del>					
<p><b>REASON FOR CHANGE:</b>  CCN105 established the principles whereby the half day training programme described in the Solution to R915 be replaced by all-day training estimated to cost an additional £7.8m based on agreed parameters in return for a four month extension of contract. In addition CR P67 was raised to increase the number of POCL Users being trained and CR P68b requests the removal of Requirement 515.</p> <p>Following submission of CCN286a POCL requested an increase in the limit of courses to be provided by ICL Pathway. As a result of this ICL Pathway has increased the limit of courses to be provided to a maximum of 12,600 Within this limit, the number of one day Counter Assistants Courses to be provided has increased from 5,185 to a maximum of 5,504. In addition the number of one and half day Managers Courses to be provided has increased from 6,596 to a maximum of 7,004.</p> <p>CCN286b was submitted to reflect these changes. Subsequently, comments were received from the Joint Contracts Team on 06/01/99 and from POCL on 19/01/99 which were addressed in CCN286c. CCN286d incorporates further comments from the Joint Contracts Team on 31 March 1999.</p>					

Below is a summary of the total courses offered and their breakdown:

Previous offer			Current offer		
*Managers course	1.5 days	6,596	*Managers course	1.5 days	7,004
*Assistants course	1.0 day	5,185	*Assistants course	1.0 day	5,504
*Train the Trainer	5.0 days	25	*Train the Trainer	5.0 days	25
*Auditors course	2.0 days	34	*Auditors course	2.0 days	34
POCL Helpline	1.5 days	33	POCL Helpline	1.5 days	33
			Total		12,600

In the event that any of these limits are exceeded additional charges will be applied to POCL. Such additional training days/training courses, over each individual course limit specified in the table above, will be charged in accordance with the Authorities Agreement Schedule A06 "Counter Assistant course", which equates to a daily rate.

Key:

\*Managers course = Branch managers, Assistant Branch manager (ABM), Postal Officer Assistant Branch manager (POA), subpostmasters, franchise managers, nominee managers, Head of Retail Networks (HORNs), regional support staff, relief or deputy managers, Retail Network Managers, Outlet managers, POCL User acceptance team, POCL staff who perform stock unit balancing, and nominated POCL staff and officers.

\*Counter Assistants course = Postal officers, Counter Clerks, ~~POCL retail assistants~~, subpostmaster's assistants and franchise staff.

\*Train the Trainer = POCL and agency trainers

\*Auditors course = national and Regional auditors, POCL Security and Investigators

POCL Helpline = POCL Helpline staff and managers

This CCN now seeks to ratify the details of these changes.

#### DETAILS OF CHANGE:

Training and User Awareness Baseline Document, BP/TRN/001, Version 7.0, date 08/01/99 to be introduced as the version on the Contract Controlled Document list.

ICL Pathway's Remedial Training document, SU/TRN/006, Version 1.0, date 26/11/97 to be introduced as a Contract Controlled Document (this is called for from the above document).

Training Needs Analysis document, SU/TRN/0001, Version 1.0, dated 18/4/97 to be introduced as a Contract Controlled Document. (This document is called for from the appended Solution to R915 as contained in Schedule A16).

ICL Pathway Training Evaluation Paper, SU/TRN/005, Version 1.0, dated 29/10/97 to be introduced as a Contract Controlled Document. (This document is called for from the appended Solution to R915 as contained in Schedule A16).

ICL Pathway Training and User Awareness Style Guide, PATH/PUBS/001, Version

4.0, dated 09/06/98 to be introduced as a Contract Controlled Document. (This document is called for from the appended Solution to R915 as contained in Schedule A16).

ICL Pathway Training Scheduling and Minimum Training Compliance document, IM/REQ/014, Version 1.0, dated 27/05/98 to be introduced as a Contract Controlled Document. (This document is called for from the appended Solution to R915 as contained in Schedule A16)

ICL Pathway Training Venue Administration document, PATH/PROC/0004, Version 2.0, dated 03/06/98 to be introduced as a Contract Controlled Document. (This document is called for from the appended Solution to R915 as contained in Schedule A16)

POCL's Policy for Releasing Individuals to attend training (Contractual Authorities Responsibilities 532.000.03), BP/PRD/007, Version 1.0, dated 13/8/98 to be introduced as a Contract Controlled Document. (This document is called for from the appended solution to R915 as contained in Schedule A16).

POCL's Policy on Competency Testing (Contractual Authorities Responsibilities 531.000.03), BP/PRD/006, Version 1.0, dated 13/8/98 to be introduced as a Contract Controlled Document. (This document is called for from the appended solution to R915 as contained in Schedule A16).

Amend the Contract Controlled and Referenced Document List (Horizon reference PDA/SUP/CON/001, Pathway reference BP/SPE/026) to include above documents.

Amend the Authorities, DSS and POCL Agreements as detailed below.

#### PROPOSED REVISION TO WORDING OF AUTHORITIES' AGREEMENT:

##### 1. SCHEDULE A06

Authorities Agreement, Schedule A06 (Clause 13.1), was amended by CCN105 to include the following "Pathway shall provide the training of POCL staff in accordance with a training programme based on the Pathway Solution ("the Training") detailed more fully in "Horizon Training Programme Proposal" reference PATH-30-007 dated 30/1/97) yet to be finalised with POCL."

These words in A06 should now be amended to read "The CONTRACTOR shall provide the training of POCL staff in accordance with a training programme detailed in "Training and User Awareness Baseline Document" reference BP/TRN/001".

##### 2. SCHEDULE A06

The Authorities Agreement, Schedule A06, Annex 4 specifies Maximum number of Users as 67,000. This should be amended to read 72,000.

##### 3. AUTHORITIES AGREEMENT SCHEDULE B04

Appendix 1 shows suggested amendments to this Schedule

##### 4. AUTHORITIES AGREEMENT SCHEDULE B05

Appendix 2 shows suggested amendments to this Schedule

5. DSS AGREEMENT SCHEDULE A15

Appendix 3 shows suggested amendments to this Schedule

6. DSS AGREEMENT SCHEDULE A16

This should be amended as shown in Appendix 4 to this CCN

7. POCL AGREEMENT SCHEDULE A15

Appendix 5 shows suggested amendments to this Schedule

8. POCL AGREEMENT SCHEDULE A16

This should be amended as shown in Appendix 6 to this CCN

9. POCL AGREEMENT SCHEDULE G01

Appendix 7 shows suggested amendments to this Schedule

10. POCL AGREEMENT SCHEDULE G06

Appendix 8 shows suggested amendments to this Schedule

ACCEPTANCE / IMPLEMENTATION TIMETABLE:

New Release 2

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<b>ICL PATHWAY CHANGE CONTROL NOTE (CCN) – SHEET 2</b>	CCN NO: 286d
CCN TITLE : Details of Training Courses	
CCN PROGRESS SUMMARY:	
CCN SUBMITTED	DATE: 29 <sup>th</sup> April 1999
CCN EVALUATED	DATE:
INFORMATION REQUESTED	DATE: ASAP
INFORMATION RECEIVED	DATE:
MODIFIED CCN RECEIVED	DATE:
MODIFIED CCN EVALUATED	DATE:
CCN APPROVED	DATE:
CCN REJECTED	DATE:

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<b>ICL PATHWAY CHANGE</b>	CCN NO: 286d
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<b>CONTROL NOTE (CCN) – SHEET 3</b>	
CCN TITLE : Details of Training Courses	
COSTS TO AUTHORITIES: (Including non-recurring Charges and new or amended Charges)	
Zero for this CCN – costs as per CCN105	
IMPACT SUMMARY (Impacts on Related Agreements and Services)	
Deliverables: N/A	
Personnel: N/A	
Existing Timetable: N/A	
Implementation Plans: N/A	
Security: N/A	
Risk: N/A	
System Support: N/A	
System Management: N/A	
Standards: N/A	
Accommodation / Location: N/A	
<p>Documentation:</p> <p>BP/TRN/001 – Training and User Awareness Baseline Document, Version 7.0, dated 08 January 1999.</p> <p>SU/TRN/006 – ICL Pathway Remedial Training Document, Version 1.0, dated 26<sup>th</sup> November 1997.</p> <p>SU/TRN/0001 – Training Needs Analysis for the BA/POCL Counter Automation Project, Version 1.0, dated 18<sup>th</sup> April 1997.</p> <p>SU/TRN/005 – ICL Pathway Training Evaluation Paper, Version 1.0, dated 29<sup>th</sup> October 1997.</p> <p>PATH/PUBS/001 – ICL Pathway Training and User Awareness Style Guide, Version 4.0, dated 9<sup>th</sup> June 1998.</p> <p>IM/REQ/014 – ICL Pathway Training Schedule and Minimum Training compliance, Version 1.0, dated 27<sup>th</sup> May 1998.</p> <p>PATH/PROC/004 – Training Venue Administration, Version 2.0, dated 3<sup>rd</sup> June 1998.</p> <p>BP/PRD/007 – POCL's Policy for Releasing Individuals to Attend Training (Contracting Authorities Responsibilities 532.000.003), version 1.0, dated 13<sup>th</sup> August 1998.</p> <p>BP/PRD/006 – POCLs's Policy on Competency Testing (Contracting Authorities Responsibilities 531.000.003), Version 1.0, dated 13<sup>th</sup> August 1998.</p> <p>BP/SPE/026 – Contract Controlled and Contract Referenced Document List, Version 1.3.</p> <p>BP/CON/022 – Authorities Agreement, Schedule A06, Charging Mechanism</p> <p>BP/CON/030 – Authorities Agreement, Schedule B04, Double Key Requirements</p> <p>BP/CON/031 – Authorities Agreement, Schedule B05, Double Key Solutions</p> <p>BP/CON/077 – DSS Agreement, Schedule A15, Requirements</p> <p>BP/CON/149 – DSS Agreement, Schedule A16, Solutions</p> <p>BP/CON/154 – POCL Agreement, Schedule A15, Requirements</p> <p>BP/CON/155 – POCL Agreement, Schedule A16, Solutions</p>	

BP/CON/162 – POCL Agreement Schedule G01, POCL Infrastructure Services
BP/CON/126 – POCL Agreement Schedule G06, Roll-Out and Implementation
Charges / Charging Mechanism: N/A
Service Delivery Criteria: N/A
Service Levels: N/A
Authorities' Responsibilities: N/A
Contractual Issues: N/A
Other: This CCN replaces that previously submitted, 10 <sup>th</sup> March 1999 (CCN 286c).

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**Appendix 1 to CCN286d**  
**Amendments to AUTHORITIES AGREEMENT SCHEDULE B04**

**Requirement 748**

No change necessary.

**Requirement 531**

No change necessary

**Requirement 925**

No change necessary.

**1.116. Requirement 889**

Under the heading "2.7. Training", amend paragraph 1.116.13 to read in its entirety as follows:

- 1.116.13. The CONTRACTOR shall provide any necessary awareness training to ensure POCL staff work effectively with the Help Desk. The CONTRACTOR shall provide one copy of BPS training workbook(s) for review and use by DSS's training development staff, so that the DSS can develop training for its own staff to work effectively with the Help Desk. The CONTRACTOR shall develop training plans for its own staff.

**1.133. Requirement 914**

Under the heading "2.9. Training", amend paragraph 1.133.23 to read in its entirety as follows:

- 1.133.23. The CONTRACTOR shall provide any necessary awareness training to ensure POCL staff work effectively with the Help Desk. The CONTRACTOR shall provide one copy of BPS training workbook(s) for review and use by DSS's training development staff, so that the DSS can develop training for its own staff to work effectively with the Help Desk. The CONTRACTOR shall develop and implement training plans for its own staff.

**1.134. Requirement 915**

Amend Requirement 915 to read in its entirety as follows:

***Implementation - Service Level Agreement: Training Services***

1. INTRODUCTION
- 1.134.1. This requirement documents the training requirements and key measurables that shall be used to assess the effectiveness of the training Service as a whole.
2. TRAINING SERVICES
- 2.1. General
- 1.134.2. The training provided shall enable POCL's staff or Agents to achieve acceptable standards in key competencies in the use of the Services, and BPS training workbook(s) provided shall allow DSS's training staff to train DSS staff to acceptable standards in key competencies in the use of the Services.

- 1.134.3. The Training Services shall incorporate the development design and delivery of agreed training events and support materials.

## 2.2. Specific Responsibilities

### **CONTRACTOR**

- (a) Design of training events;
- (b) development of training materials (day to day and maintenance);
- (c) delivery of training (except to DSS staff):
  - \* to delegates (as appropriate);
  - \* to trainers;
- (d) communication of training activity:
  - \* to delegates;
  - \* to AUTHORITIES;
  - \* to POCL Regions;
- (e) management of training processes:
  - \* training plans;
  - \* call up notices;
  - \* site selection and preparation;
  - \* provision of appropriate Equipment;
- (f) management information (training) (except to DSS staff):
  - \* provide defined reports on training completed for agreed periods;
- (g) Attend regular training review meetings;
- (h) Identify improvement to training Services;
- (i) Provide a copy of BPS training documentation to a DSS nominated representative for DSS review.

### **POCL**

- (a) Consider and once it has agreed sign off CONTRACTOR's training proposals and processes;
- (b) monitor and review performance;
- (c) attend regular training review meetings;
- (d) identify improvements to training Services as part of The CONTRACTOR's quality review.

## **DSS**

- (a) Agree timescales for review of BPS training workbook(s) with CONTRACTOR prior to commencement of Live Trial and national Rollout;
- (b) deliver training to DSS staff.

### **3. KEY MEASURABLES**

#### **3.1. Timeliness**

- 1.134.4. Training courses shall be available within ten (10) POCL Core Days notice being provided by POCL in addition to the 4 week invitation notice period to Users.
- 1.134.5. Training shall not be delivered more than five (5) POCL Core Days before live usage of the Service Infrastructure or the relevant Service by delegates.

#### **3.2. Quality**

- 1.134.6. Trainees' satisfaction with the training venue shall be measured by a training satisfaction questionnaire and shall achieve not less than 85% satisfaction.
- 1.134.7. The training shall have received a positive rating of not less than 95% as a result of a training measurement questionnaire.

#### **3.3. Cycle Time**

- 1.134.8. Training shall take no longer than the timescale specified by the CONTRACTOR in their solution to requirements 531 and 534 to enable delegates to achieve the required standard of competence. Where minimum training compliance (MTC) is not affected remedial training can be delivered up to 2 days prior to individual site acceptance.

#### **3.4. Contingency / Disaster Recovery**

- 1.134.9. Notification of course cancellations shall be issued at the earliest possible time . A minimum of forty eight (48) hours notice must be provided for 98% of cases.
- 1.134.10. The CONTRACTOR shall cancel no more than 2% of courses.
- 1.134.11. When a designated training site becomes inoperative the CONTRACTOR shall make an alternative available and functioning within (approximately five days) to enable continuation of the training plan.

#### **3.5. Data Accuracy and Integrity**

- 1.134.12. There shall be no degradation to any Transaction data in the live Service Architecture as a result of accessing localised training packages.
- 1.134.13. Training course content shall have no factual errors at the time of release.

#### **3.6. Competence levels**

- 1.134.14. The training Services provided shall ensure that 95% of trainees on completion of the training shall be able to demonstrate achievement of the agreed level of competence, which shall reflect a score of 90% for knowledge related areas for transactions and the operating platform.



- 1.134.15. Competence levels shall be measured by the CONTRACTOR for delegates to second level of the Kirkpatrick model utilised by POCL.

4. COMMUNICATION

- 1.134.16. Delegate performance feedback shall be provided by the CONTRACTOR for each person attending a training course.
- 1.134.17. Regional offices shall be provided by the CONTRACTOR with a status report on delegates whose attainment level of the key competencies for their user group is below the agreed standard within five (5) days of training completion.
- 1.134.18. Trainees shall receive call up papers one (1) month prior to proposed date of training.
- 1.134.19. Call up notices shall provide options as to days and times of attendance for training.

5. MONITORING TRAINING SERVICES

- 1.134.20. The CONTRACTOR shall supply information to POCL in the agreed format which identifies actual performance against the key measurables stated.

6. TRAINING REVIEW MEETINGS

- 1.134.21. Review meetings shall be held on a regular basis to be agreed by the Drop Down Completion Date.

Operational Trial	fortnightly
First 6 months live running	monthly
From 7 months to 18 months	quarterly
After 18 Months	ad hoc or emergency review
	meetings may be called by either party.

Note : Meetings timing shall be subject to agreement. These are only indicators.

7. ESCALATION PROCEDURES

- 1.134.22. Failures in Service Levels shall be managed and rectified between the nominated SLA managers of POCL and the CONTRACTOR whenever possible.
- 1.134.23. Issues which cannot be rectified shall follow the agreed escalation path as detailed in Clause 807.

8. CHANGE MANAGEMENT

- 1.134.24. Permanent variations to the agreed Service Levels and or the training Services provided shall be progressed through the standard Change Control Procedure.

9. TRAINING SERVICE SLA MANAGEMENT

- 1.134.25. This SLA shall be managed on a day to day basis by:

- (a) The XXXXXXXXXXXXXXXX Manager for BA/POCL;
- (b) The XXXXXXXXXXXXXXXX Manager for CONTRACTOR.

- 1.134.26. The SLA shall be managed within the overall framework of Schedule A04 of the POCL Agreement.

**1.145. Requirement 936**

Amend paragraph 1.145.12 to read in its entirety as follows:

- 1.145.12. Over and above DSS office staff, equipment and infrastructure, the CONTRACTOR shall provide all staff, equipment and infrastructure (including premises, networks, hardware, software, procedures and training) required to deliver these Services to all of the DSS's Customers. The CONTRACTOR is entirely responsible for Roll-Out, operation and management of all such equipment subject to DSS approval. The CONTRACTOR shall undertake to provide such facilities to all DSS Customers and via all DSS locations to be nominated by DSS. The CONTRACTOR shall provide connections to all such DSS sites which may be anywhere in the United Kingdom and which will change both in number and location over the period of the contract.

**Appendix 2 to CCN286d**  
**Amendments to AUTHORITIES AGREEMENT SCHEDULE B05**  
**Reference No 531**

Amend Solution 531 to read in its entirety as follows:

**Pathway Response**

ICL Pathway's solution for training is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001.

Users who fail a competency test during live trial and national Rollout will attend a remedial training event. This is defined in ICL Pathway's Remedial Training document reference SU/TRN/006. This applies to Outlets up to site acceptance i.e. up to 2 days from installation. Remedial training after installation and Outlet go live will be the responsibility of POCL.

All POCL target audiences, job roles and user groups have been identified by POCL and have been defined in ICL Pathway's Training Needs Analysis document reference SU/TRN/0001. This requirement does not apply to DSS staff.

**Reference No 748**

Amend paragraph 2.6. Training of Solution 748 to read in its entirety as follows:

ICL Pathway's solution for training AUTHORITIES' staff is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001. Pathway will develop training plans for its own staff.

**Reference No 889**

Amend paragraph 2.7. Training of Solution 889 to read in its entirety as follows:

ICL Pathway's solution for training AUTHORITIES' staff is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001. Pathway will develop training plans for its own staff.

**Reference No 914**

Amend paragraphs 2.9.1 and 2.9.2 under the heading "2.9. Training" of Solution 914 to read in their entirety as follows:

2.9.1 During Roll-Out, Pathway will deliver training to POCL staff. Prior to Roll-Out Pathway will provide one copy of BPS training workbook(s) and quick reference guide for review and use by DSS's training development staff, so that the DSS can develop training for its own staff. This training documentation and POCL's Horizon User Guide

will include guidance on how to make most effective use of the Helpdesk services.

#### 2.9.2

Simple step by step instructions will be documented in the operational procedures manual known as the Horizon User Guide, a hard copy of which will be produced and distributed by POCL to each post office.

No formal copies of the final Horizon User Guide will be required to be distributed to DSS offices as part of national Rollout.

### **Reference No 915**

Amend Solution 915 to read in its entirety as follows:

#### Pathway Response

##### 1. Introduction

The training requirements for both POCL and DSS training are set out in the document Training Needs Analysis reference SU/TRN/0001 and the Training and User Awareness Baseline document reference BP/TRN/001. As documented in the Training and User Awareness Baseline document the CONTRACTOR will provide a maximum of 12,600 courses. Within this limit the CONTRACTOR will provide a maximum of 5,504 one day Counter Assistants Courses and a maximum of 7,004 one and a half day Managers Courses. The balance of the 12,600 courses is made up of specialist courses. These courses are described in both the Training Needs Analysis document and the Training and User Awareness Baseline document. A further breakdown of course types and allocations are detailed below:

**Total training breakdown:**

*Managers course	1.5 days	7,004 events
*Assistants course	1.0 day	5,504 events
*Train the trainer	5.0 days	25 events
*Auditors course	2.0 days	34 events
POCL helpline	1.5 days	33 events

**Total offering** 12,600 events

**Key:**

\*Managers course = Branch managers, Assistant Branch manager (ABM), Postal Officer Assistant Branch manager (POA), subpostmasters, franchise managers, nominee managers, Head of Retail Networks (HORNs), regional support staff, relief or deputy managers, Retail Network Managers, Outlet managers, POCL User acceptance team, POCL staff who perform stock unit balancing, and nominated POCL staff and officers.

\*Counter Assistants course = Postal officers, Counter Clerks, subpostmaster's assistants and franchise staff.

\*Train the Trainer = POCL and agency trainers

\*Auditors course = national and regional audit teams, POCL security and investigators

POCL Helpline = POCL Helpline staff and managers

Key measures identified by the CONTRACTOR and agreed with the AUTHORITIES will be used to assess the effectiveness of the training programme as a whole. This is documented in the Training Evaluation paper reference SU/TRN/005.

## 2. Training Services

### 2.1 General

The CONTRACTOR and the AUTHORITIES shall agree acceptable standards of competencies in the use of the automated platform. The CONTRACTOR will be responsible for training POCL and agency trainers to an acceptable standard. However it will be the responsibility of the AUTHORITIES to

ensure quality and competence levels are maintained both by non CONTRACTOR trainers and their delegates.

The CONTRACTOR will be responsible for designing and developing course materials/training event to POCL's approval. Any updates to training or additional supporting documentation will be supplied by the CONTRACTOR and approved by the AUTHORITIES. This will be provided for new Outlets of the Horizon platform as part of national Rollout. Style and layout of training workbooks and supporting materials are documented in the Training and User Awareness Style Guide, reference PATH/PUBS/001.

## 2.2 Specific Responsibilities

POCL will mandate training for Users i.e. Outlet managers, subpostmasters and counter assistants in accordance with POCL's Policy for Releasing Individuals to Attend Training (CAR response number 531.000.03), document reference BP/PRD/007.

It is not envisaged that "day to day" development of training materials will be required although ongoing quality assessment and maintenance will be undertaken by the CONTRACTOR.

The CONTRACTOR will ensure that all nominated parties are advised of training activities. Such periods of notification, content thereof and identification of nominated parties shall be the AUTHORITIES' responsibility prior to contract award.

Management of training will be the responsibility of the CONTRACTOR in liaison with the AUTHORITIES. However training invitations, site selection/preparation and provision of equipment will be the responsibility of the CONTRACTOR.

Management information (training) will be the responsibility of the CONTRACTOR. Information passed to POCL shall be defined by the AUTHORITIES and subject to Change Control Procedures.

Attendance of regular training review meetings will be the responsibility of the CONTRACTOR and will be part of the overall implementation review process. Training is an integrated part of the implementation and Roll-Out programme therefore it is not envisaged that the training will be isolated from project reviews.

Agreement and sign off by the CONTRACTOR will be part of the implementation plan.



Monitoring and review of performance will be jointly undertaken by the CONTRACTOR and the AUTHORITIES. This will be via standard and agreed report formats within agreed timescales.

Identification of improvements to the training programme will be part of an approved quality process and is part of the CONTRACTOR's responsibility.

### 3. Key Measurables

#### 3.1 Timeliness

The CONTRACTOR shall ensure that training is delivered in accordance with the Roll-Out of the automated platform. Such training will be completed no more than 5 working days before live usage, and be complete no less than 1 working day before live usage.

#### 3.2 Quality

Course delegates will be requested to complete a questionnaire on the training environment, and the CONTRACTOR shall achieve not less than 85% satisfaction. Details of processes and procedures to support ICL Pathway training environments are documented in the Training Venue Administration document reference PATH/PRO/0004.

The CONTRACTOR shall not be responsible for adverse comments/user dissatisfaction relating to AUTHORITIES' premises.

The CONTRACTOR shall agree positive training matrices with the AUTHORITIES prior to contract award. The CONTRACTOR shall ensure 95% compliance with these matrices as measured through satisfaction questionnaires as defined in ICL Pathway's Training Evaluation paper reference SU/TRN/005.

#### 3.3 Cycle Time

Training should take no longer than a period of 1.5 days for Outlet managers, subpostmasters and 1.0 day for counter assistants or Counter Clerks. This will be a continuous event held during the day and off site. All trainees are to achieve the minimum standard of competence as described in POCL's document reference BP/PRD/006. It is the CONTRACTOR's responsibility to achieve the overall agreed level of competence

e.g. 90% for knowledge related areas for transactions of the automated platform relevant to a specific Outlet.

Training will be offered to Users, who do not make up the ratio for minimum training compliance, up to individual site acceptance and during the Horizon Field Support Officer visit. This will be offered on an exception basis at the time of training invitations i.e. 4 weeks from installation. Remedial training will also be offered to Users during this period who fail a competency test and who do not make up the ratio for minimum training compliance. Thereafter all outstanding or ongoing Horizon training will be the responsibility of the AUTHORITIES. This training will be delivered to either new or existing Outlet Users. Update training or New Release 2+ training on existing Users of the Horizon platform will be the responsibility of the AUTHORITIES. New Release 2+ training for new Outlets and Users, who do not have Horizon, will be trained by ICL Pathway as part of the standard national Rollout training programme. Subsequent updates and new product training will be the responsibility of the AUTHORITIES unless the CONTRACTOR takes on this responsibility in accordance with the agreed Change Control Procedure.

#### 3.4 Contingency/disaster recovery

Notification of course cancellations by the AUTHORITIES must be issued within an agreed timescale between the CONTRACTOR and the AUTHORITIES. A minimum of 48 hours notice must be provided for 98% of cases. The same will apply if the CONTRACTOR cancels a course with notification of an alternative date.

The CONTRACTOR shall not cancel more than 2% of the scheduled courses in accordance with the implementation Roll-Out plan. However if an installation is cancelled due to POCL changes then this is the responsibility of the AUTHORITIES and should not be included in the 2% targeted for the CONTRACTOR.

It is the CONTRACTOR's responsibility to reschedule alternative training venues if a site becomes inoperative at no extra cost to the AUTHORITIES unless a POCL venue has been agreed and an alternative is required.

#### 3.5 Data Accuracy and integrity

There will be no reduction in system performance as a result of training mode being used. Training mode will be used in the same way as live mode with the exception of "training" stock data.

It is the CONTRACTOR's responsibility to ensure there are no factual errors at the time of acceptance and release.

### 3.6 Competence levels

It is the CONTRACTOR's responsibility to meet the agreed objectives/competence level of the course and for delegates to demonstrate this capability as part of an end of course review. A competence test will be carried out at the training event to meet the agreed competence level of 90% for knowledge related areas for transactions of the automated platform.

The CONTRACTOR shall agree competence matrices with the AUTHORITIES prior to contract award. The CONTRACTOR shall ensure 90% compliance with the matrices as measured through a competence test.

The CONTRACTOR has the responsibility to meet level 1 of the standard Kirkpatrick model. This will be achieved by the end of course review/appraisal. Level 2 of the standard Kirkpatrick model will be met by the end of course competence test.

## 4. Communication

It is the AUTHORITIES' responsibility to provide agreed format on performance criteria along with written permission from franchise Outlets that assessments can be carried out on their staff. For POCL staff, subpostmasters and assistants ICL Pathway will notify Users that data will be gathered on individual performance and distributed to POCL for analysis.

It is also the AUTHORITIES' responsibility to certify that managers of franchise, sub-Post Offices, POCL offices and multiple franchise Outlets, ensure competency of their staff, and to further ensure that their staff apply due diligence and professional standards of care to ICL Pathway systems and services.

Distribution and format for providing this information shall be agreed between the CONTRACTOR and the AUTHORITIES prior to contract award.

POCL Regional reports will be defined by the AUTHORITIES and agreed with the CONTRACTOR. Reports will be provided by the CONTRACTOR in a timely manner to a nominated contact. These Reports will be distributed within 5 working days for each Region at the end of each month. 24 hour competency failure reports will be supplied to the AUTHORITIES by the CONTRACTOR for immediate action by POCL. Response by POCL will be within 24 hours or the next working day. This is detailed in ICL Pathway's Training

Scheduling and Minimum Training Compliance document reference IM/REQ/014.

It is the CONTRACTOR's responsibility to provide training invitations to a nominated contact within the Outlet 4 weeks prior to the proposed training event. It is also the CONTRACTOR's responsibility to confirm attendance in writing at least 1 week prior to the training event. This is detailed in ICL Pathway's Training Scheduling and Minimum Training Compliance document reference IM/REQ/014.

5. Monitoring Training Services

Monitoring of training Services will be carried out as part of the implementation programme. It is the CONTRACTOR's responsibility to supply information to the AUTHORITIES in an agreed format and to agreed measures. This format will be subject to Change Control Procedure.

6. Training Review Meetings

It is the CONTRACTOR's responsibility to hold regular management meetings to review progress and performance. This will be carried out on a regular basis and to an agreed timetable.

Regular review meetings regarding implementation should be the responsibility of both the CONTRACTOR and the AUTHORITIES.

7. Escalation Procedures

Failures in Service Levels will be the responsibility of the CONTRACTOR and the AUTHORITIES' nominated SLA manager to resolve.

Issues or actions which fail to be rectified will be passed to the agreed CONTRACTOR and AUTHORITIES service management team for escalation.

8. Change Management

Progressing (through the standard Change Control Procedure) permanent variations to the agreed Service Levels and/or the training Services provided will be managed as part of the implementation programme and will be the responsibility of the CONTRACTOR.

**Reference No 925**

Amend paragraph H of Solution 925 to read in its entirety as follows:

- H. The AUTHORITIES and the CONTRACTOR shall agree the location and types of Outlets for the live trial phase of the operational trial. It is

understood that the initial trial shall take place in 10 Outlets, expanding to 200.

The live trial shall include, but not be limited to:

1. Training of POCL Users
2. Installation processes
3. Synchronisation of services
4. Live data handling from end to end

#### **Reference No 936**

Amend the first paragraph after the heading "Provisions to deliver the service - Pathway affirms that:" to read in its entirety as follows:

- \* Over and above the DSS office staff, equipment and infrastructure, it will provide, except as may be agreed to the contrary, any staff, premises, networks (voice and / or data), hardware, software, PPDs, BPS procedures and training (for POCL). It will provide one copy (of both draft and final versions) of the BPS training workbook(s) and the BPS quick reference guide, to both a nominated DSS representative, within the DSS Training Development Team, and a nominated POCL representative, within the POCL Horizon Implementation Team.

**Appendix 3 to CCN286d**  
**Amendments to DSS AGREEMENT SCHEDULE A15**

**Requirement 748**

No change necessary.

**Requirement 925**

No change necessary.

**1.102. Requirement 888**

Under the heading "2.7. Training", amend paragraph 1.102.13 to read in its entirety as follows:

- 1.102.13. The CONTRACTOR shall provide one copy of BPS training documentation for review and use by DSS's training development staff, so that the DSS can develop training for its own staff to work effectively with the Help Desk. The CONTRACTOR shall develop training plans for its own staff.

**1.103. Requirement 889**

Under the heading "2.7. Training", amend paragraph 1.103.13 to read in its entirety as follows:

- 1.103.13. The CONTRACTOR shall provide any necessary awareness training to ensure POCL staff work effectively with the Help Desk. The CONTRACTOR shall provide one copy of BPS training workbook(s) for review and use by DSS's training development staff, so that the DSS can develop training for its own staff to work effectively with the Help Desk. The CONTRACTOR shall develop training plans for its own staff.

**1.125. Requirement 932**

Amend paragraph 1.125.2 to read in its entirety as follows:

- 1.125.2. The CONTRACTOR shall provide one copy of BPS Horizon training workbook(s) and quick reference guide for quality review by DSS training development staff (a nominated DSS representative shall be as notified by DSS to the CONTRACTOR prior to commencement of model office rehearsal 1). This Horizon BPS training workbook(s) and quick reference guide shall be reviewed by the DSS nominated representative(s) as part of model office testing and comments made prior to training sign off by POCL and the CONTRACTOR. Final versions of the Horizon training workbook and quick reference guide will be made available during live trial to the DSS training development team.



**2.9 Requirement 934**

Amend paragraph 1.126.7 to read in its entirety as follows:

- 1.126.7. Over and above DSS office staff, equipment and infrastructure, the CONTRACTOR shall provide all staff, equipment and infrastructure (including premises, networks, hardware, software, procedures and training) required to deliver these Services to the nominated CAPS hardware platforms. The CONTRACTOR is entirely responsible for Roll-Out, operation and management of all such equipment, subject to DSS approval. The CONTRACTOR shall undertake to provide such connection(s) at sites nominated by DSS that may change over the period of the DSS Agreement. These connections include those connections within the CAPS processors that enable data to be transmitted between CAPS and CMS systems

**1.127. Requirement 935**

Amend paragraph 1.127.13 to read in its entirety as follows:

- 1.127.13. Over and above DSS office staff, equipment and infrastructure, the CONTRACTOR shall provide all staff, equipment and infrastructure (including premises, networks, hardware, software, procedures and training) required to deliver these Services to the nominated CAPS hardware platforms. The CONTRACTOR is entirely responsible for Roll-Out, operation and management of all such equipment subject to DSS approval. The CONTRACTOR shall undertake to provide such connection(s) at sites nominated by DSS that may change over the period of the contract. These connections include those connections within the CAPS processors that enable data to be transmitted between CAPS and PAS systems.

**1.128. Requirement 936**

Amend paragraph 1.128.12 to read in its entirety as follows:

- 1.128.12. Over and above DSS office staff, equipment and infrastructure, the CONTRACTOR shall provide all staff, equipment and infrastructure (including premises, networks, hardware, software, procedures, and training) required to deliver these Services to all of the DSS's Customers. The CONTRACTOR is entirely responsible for Roll-Out, operation and management of all such equipment subject to DSS approval. The CONTRACTOR shall undertake to provide such facilities to all DSS Customers and via all DSS locations to be nominated by DSS. The CONTRACTOR shall provide connections to all such DSS sites which may be anywhere in the United Kingdom and which will change both in number and location over the period of the contract.

**1.129. Requirement 937**

Amend paragraph 1.129.10 to read in its entirety as follows:

- 1.129.10. Over and above the DSS office staff, equipment and infrastructure, the CONTRACTOR shall provide all staff, equipment and infrastructure (including premises, networks, hardware, software, procedures and training) required to deliver these Services to all authorised DSS staff. The CONTRACTOR is entirely responsible for Roll-Out, operation and management of all such equipment subject to DSS approval. The CONTRACTOR shall provide such facilities to all locations to be nominated by DSS. The CONTRACTOR shall provide connections to all such DSS sites which may be anywhere in the United Kingdom and which may change both in number and location over the period of the DSS Agreement.

**1.140. Requirement 956**

Amend paragraph 1.140.11 to read in its entirety as follows:

- 1.140.11. The CONTRACTOR shall provide all networks, hardware, software, procedures and training required to connect and deliver Services to the nominated ESNCS platforms. It is entirely responsible for Roll-Out, operation and management of all such resources subject to the approval of DSS. The CONTRACTOR shall provide such connection(s) at sites nominated by DSS and which may change over time.

**Appendix 4 to CCN286d**  
**Amendments to DSS AGREEMENT SCHEDULE A16**

**Reference No 956**

Insert before the last paragraph which starts “Pathway will agree a Service Level Agreement with DSS.....”

Pathway understands that it must provide any networks (voice and / or data), hardware, software, PPDs, BPS procedures and training. Pathway will provide one copy (of both draft and final versions) of the BPS training workbook(s) and the BPS quick reference guide to a nominated DSS representative within the DSS Training Development Team. Pathway accepts entire responsibility for the rollout, operation and management of all such equipment. Pathway does not believe it reasonable that such responsibility, which as defined extends to the whole of PFI, should be subject to DSS approval outside of service acceptance or to the extent it involves DSS personnel, agents or facilities.

**Reference No 748**

Amend paragraph 2.6. Training of Solution 748 to read in its entirety as follows:

ICL Pathway’s solution for training AUTHORITIES’ staff is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001. Pathway will develop training plans for its own staff.

**Reference No 888**

Amend paragraph 2.7. Training of Solution 888 to read in its entirety as follows:

ICL Pathway’s solution for training AUTHORITIES’ staff is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001. Pathway will develop training plans for its own staff.

**Reference No 889**

Amend paragraph 2.7. Training of Solution 889 to read in its entirety as follows:

ICL Pathway’s solution for training AUTHORITIES’ staff is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001. Pathway will develop training plans for its own staff.

**Reference No 925**

Amend paragraph H of Solution 925 to read in its entirety as follows:

- H. The AUTHORITIES and the CONTRACTOR shall agree the location and types of Outlets for the live trial phase of the operational trial. It is understood that the initial trial shall take place in 10 Outlets, expanding to 200.

The live trial shall include, but not be limited to:

1. Training of POCL Users
2. Installation processes
3. Synchronisation of services
4. Live data handling from end to end

### **Reference No 932**

Amend Solution 932 to read in its entirety as follows:

#### **Pathway Response**

ICL Pathway will comply with this requirement as described in the ICL Pathway Training and User Awareness Baseline document, reference BP/TRN/001

Updates to Horizon training documentation shall be identified as part of any new Product/Service introduction plan. This will be subject to agreement using the approved and agreed Change Control Procedure. A minimum of 60 days notice is required by the DSS prior to its delivery.

### **Reference No 934**

Amend the second paragraph after the heading "System and Service responsibility" to read in its entirety as follows:

Pathway understands that, over and above the DSS office staff, equipment and infrastructure, it must provide any staff, premises, networks (voice and / or data), hardware, software, PPDs, BPS procedures and training. Pathway will provide one copy (of both draft and final versions) of the BPS training workbook(s) and the BPS quick reference guide to a nominated DSS representative within the DSS Training Development Team. Pathway accepts entire responsibility for rollout, operation and management of all such equipment. Pathway does not believe it reasonable that such responsibility, which as defined extends to the whole PFI, should be subject to DSS approval outside service acceptance or to the extent it involves DSS personnel, agents or facilities.

### **Reference No 935**

Amend the second paragraph after the heading "System and Service responsibility" to read in its entirety as follows:

Pathway understands that, over and above the DSS office staff, it must provide any staff, premises, networks (voice and / or data), hardware, software, PPDs, BPS procedures and training. Pathway will provide one copy (of both draft and final versions) of the BPS training workbook(s) and the BPS

quick reference guide to a nominated DSS representative within the DSS Training Development Team. Pathway accepts entire responsibility for rollout, operation and management of all such equipment. Pathway does not believe it reasonable that such responsibility, which as defined extends to the whole PFI, should be subject to DSS approval outside of service acceptance or to the extent it involves DSS personnel, agents or facilities.

#### **Reference No 936**

Amend the first paragraph after the heading "Provisions to deliver the service - Pathway affirms that:" to read in its entirety as follows:

- \* Over and above the DSS office staff, equipment and infrastructure, it will provide, except as may be agreed to the contrary, any staff, premises, networks (voice and / or data), hardware, software, PPDs, BPS procedures and training (for POCL). It will provide one copy (of both draft and final versions) of the BPS training workbook(s) and the BPS quick reference guide, to both a nominated DSS representative, within the DSS Training Development Team, and a nominated POCL representative, within the POCL Horizon Implementation Team.

#### **Reference No 937**

Amend the first paragraph after the heading "Provisions to deliver the service - Pathway affirms that:" to read in its entirety as follows:

- \* Over and above the DSS office staff, equipment and infrastructure, it will provide, except as may be agreed to the contrary, any staff, premises, networks (voice and / or data), hardware, software, PPDs, BPS procedures and training. It will provide one copy (of both draft and final versions) of the BPS training workbook(s) and the BPS quick reference guide to a nominated DSS representative within the DSS Training Development Team.

**Appendix 5 to CCN286d**  
**Amendments to POCL AGREEMENT SCHEDULE A15**

**Requirement 531**

No change necessary.

**Requirement 534**

No change necessary.

**Requirement 463**

No change necessary.

**Requirement 925**

No change necessary.

**1.51. Requirement 515**

Delete Requirement 515 in its entirety.

**1.68. Requirement 532**

Amend paragraph 1.68.1 to read in its entirety as follows:

- 1.68.1. The CONTRACTOR shall train all appropriate staff in the handling of new Products or Product changes, when such staff are trained in the five POCL Core Days before live usage of the Service Infrastructure at their Outlet, as provided for by Requirement 915.

**1.218. Requirement 914**

Under the heading "2.9. Training", amend paragraph 1.218.23 to read in its entirety as follows:

- 1.218.23. The CONTRACTOR shall provide any necessary awareness training to ensure POCL staff work effectively with the Help Desk. The CONTRACTOR shall provide one copy of BPS training workbook(s) for review and use by DSS's training development staff, so that the DSS can develop training for its own staff to work effectively with the Help Desk. The CONTRACTOR shall develop and implement training plans for its own staff.

**1.219. Requirement 915**

Amend Requirement 915 to read in its entirety as follows:

***Implementation - Service Level Agreement: Training Services***

**1. INTRODUCTION**

- 1.134.1. This requirement documents the training requirements and key measurables that shall be used to assess the effectiveness of the training Service as a whole.



## 2. TRAINING SERVICES

### 2.1. General

1.134.2. The training provided shall enable POCL's staff or Agents to achieve acceptable standards in key competencies in the use of the Services, and BPS training workbook(s) provided shall allow DSS's training staff to train DSS staff to acceptable standards in key competencies in the use of the Services.

1.134.3. The Training Services shall incorporate the development design and delivery of agreed training events and support materials.

### 2.2. Specific Responsibilities

#### **CONTRACTOR**

- (a) Design of training events;
- (b) development of training materials (day to day and maintenance);
- (c) delivery of training (except to DSS staff):
  - \* to delegates (as appropriate);
  - \* to trainers;
- (d) communication of training activity:
  - \* to delegates;
  - \* to AUTHORITIES;
  - \* to POCL Regions;
- (e) management of training processes:
  - \* training plans;
  - \* call up notices;
  - \* site selection and preparation;
  - \* provision of appropriate Equipment;
- (f) management information (training) (except to DSS staff):
  - \* provide defined reports on training completed for agreed periods;
- (g) Attend regular training review meetings;
- (h) Identify improvement to training Services;
- (i) Provide one copy of BPS training documentation to a DSS nominated representative for DSS review.

**POCL**

- (a) Consider and once it has agreed sign off CONTRACTOR's training proposals and processes;
- (b) monitor and review performance;
- (c) attend regular training review meetings;
- (d) identify improvements to training Services as part of the CONTRACTOR's quality review.

**DSS**

- (a) Agree timescales for review of BPS training workbook(s) with CONTRACTOR prior to commencement of Live Trial and national Rollout;
- (b) deliver training to DSS staff.

3. KEY MEASURABLES

3.1. Timeliness

- 1.134.4. Training courses shall be available within ten (10) POCL Core Days notice being provided by POCL in addition to the 4 week invitation notice period to Users.
- 1.134.5. Training shall not be delivered more than five (5) POCL Core Days before live usage of the Service Infrastructure or the relevant Service by delegates.

3.2. Quality

- 1.134.6. Trainees' satisfaction with the training venue shall be measured by a training satisfaction questionnaire and shall achieve not less than 85% satisfaction.
- 1.134.7. The training shall have received a positive rating of not less than 95% as a result of a training measurement questionnaire.

3.3. Cycle Time

- 1.134.8. Training shall take no longer than the timescale specified by the CONTRACTOR in their solution to requirements 531 and 534 to enable delegates to achieve the required standard of competence. Where minimum training compliance (MTC) is not affected remedial training can be delivered up to 2 days prior to individual site acceptance.

3.4. Contingency / Disaster Recovery

- 1.134.9. Notification of course cancellations shall be issued at the earliest possible time . A minimum of forty eight (48) hours notice must be provided for 98% of cases.
- 1.134.10. The CONTRACTOR shall cancel no more than 2% of courses.
- 1.134.11. When a designated training site becomes inoperative the CONTRACTOR shall make an alternative available and functioning within (approximately five days) to enable continuation of the training plan.

### 3.5. Data Accuracy and Integrity

- 1.134.12. There shall be no degradation to any Transaction data in the live Service Architecture as a result of accessing localised training packages.
- 1.134.13. Training course content shall have no factual errors at the time of release.

### 3.6. Competence levels

- 1.134.14. The training Services provided shall ensure that 95% of trainees on completion of the training shall be able to demonstrate achievement of the agreed level of competence, which shall reflect a score of 90% for knowledge related areas for transactions and the operating platform.
- 1.134.15. Competence levels shall be measured by the CONTRACTOR for delegates to second level of the Kirkpatrick model utilised by POCL.

## 4. COMMUNICATION

- 1.134.16. Delegate performance feedback shall be provided by the CONTRACTOR for each person attending a training course.
- 1.134.17. Regional offices shall be provided by the CONTRACTOR with a status report on delegates whose attainment level of the key competencies for their user group is below the agreed standard within five (5) days of training completion.
- 1.134.18. Trainees shall receive call up papers one (1) month prior to proposed date of training.
- 1.134.19. Call up notices shall provide options as to days and times of attendance for training.

## 5. MONITORING TRAINING SERVICES

- 1.134.20. The CONTRACTOR shall supply information to POCL in the agreed format which identifies actual performance against the key measurables stated.

## 6. TRAINING REVIEW MEETINGS

- 1.134.21. Review meetings shall be held on a regular basis to be agreed by the Drop Down Completion Date.

Operational Trial	fortnightly
First 6 months live running	monthly
From 7 months to 18 months	quarterly
After 18 Months	ad hoc or emergency review meetings may be called by either party.

Note : Meetings timing shall be subject to agreement. These are only indicators.

## 7. ESCALATION PROCEDURES

- 1.134.22. Failures in Service Levels shall be managed and rectified between the nominated SLA managers of POCL and the CONTRACTOR whenever possible.
- 1.134.23. Issues which cannot be rectified shall follow the agreed escalation path as detailed in Clause 807.

8. CHANGE MANAGEMENT

- 1.134.24. Permanent variations to the agreed Service Levels and or the training Services provided shall be progressed through the standard Change Control Procedure.

9. TRAINING SERVICE SLA MANAGEMENT

- 1.134.25. This SLA shall be managed on a day to day basis by:
- (a) The XXXXXXXXXXXXXXXX Manager for BA/POCL;
  - (b) The XXXXXXXXXXXXXXXX Manager for CONTRACTOR.
- 1.134.26. The SLA shall be managed within the overall framework of Schedule A04 of the POCL Agreement.

**Appendix 6 to CCN286d**  
**Amendments to POCL AGREEMENT SCHEDULE A16**

**Reference No 463**

Amend paragraph 5. Training of Solution 463 to read in its entirety as follows:

ICL Pathway will carry out classroom training only. ICL Pathway will provide the equipment for class room training as part of national Rollout.

If additional equipment is required by DSS or POCL or third parties to support training which is not undertaken by ICL Pathway then such equipment will be supplied on normal commercial terms and prices.

**Reference No 515**

Delete Solution 515 in its entirety.

**Reference No 531**

Amend Solution 531 to read in its entirety as follows:

**Pathway Response**

ICL Pathway's solution for training is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001.

Users who fail a competency test during live trial and national Rollout will attend a remedial training event. This is defined in ICL Pathway's Remedial Training document reference SU/TRN/006. This applies to Outlets up to site acceptance i.e. up to 2 days from installation. Remedial training after installation and Outlet go live will be the responsibility of POCL.

All POCL target audiences, job roles and user groups have been identified by POCL and have been defined in ICL Pathway's Training Needs Analysis document reference SU/TRN/0001. This requirement does not apply to DSS staff.

**Reference No 532**

Amend Solution 532 to read in its entirety as follows:

**Pathway Response**

ICL Pathway has proposed to train POCL's own trainers in the use of the OPS service for new and existing staff and for minor new Releases. ICL Pathway will undertake additional training for major new Releases which will be subject to the Change Control Procedures.

**Reference No 534**

Amend Solution 534 to read in its entirety as follows:

ICL Pathway confirms that its solution for training takes account of automated products and experience of existing system platforms. The Training Needs Analysis document, ref SU/TRN/0001, takes account of the different kinds of User and their different propensities to learn new skills. The proposal includes ongoing training requirements for POCL to fulfil using their own trainers, and support for individuals who change their roles up to two weeks before attending an ICL Pathway training course. This is detailed in the Training and User Awareness Baseline Document, ref BP/TRN/001.

**Reference No 914**

Amend paragraphs 2.9.1 and 2.9.2 under the heading “2.9. Training” of Solution 914 to read in their entirety as follows:

- 2.9.1 During Roll-Out, Pathway will deliver training to POCL staff. Prior to Roll-Out Pathway will provide one copy of BPS training workbook(s) and quick reference guide for review and use by DSS’s training development staff, so that the DSS can develop training for its own staff. This training documentation and POCL’s Horizon User Guide will include guidance on how to make most effective use of the Helpdesk services.
- 2.9.2 Simple step by step instructions will be documented in the operational procedures manual known as the Horizon User Guide, a hard copy of which will be produced and distributed by POCL to each post office. No formal copies of the final Horizon User Guide will be required to be distributed to DSS offices as part of national Rollout.

**Reference No 915**

Amend Solution 915 to read in its entirety as follows:

Pathway Response

1. Introduction

The training requirements for both POCL and DSS training are set out in the document Training Needs Analysis reference SU/TRN/0001 and the Training and User Awareness Baseline document reference BP/TRN/001. As documented in the Training and User Awareness Baseline document the CONTRACTOR will provide a maximum of 12,600 courses. Within this limit the CONTRACTOR will provide a maximum of 5,504 one day Counter Assistants Course and a maximum

of 7,004 one and a half day Managers Courses. The balance of the 12,600 courses are made up of specialist courses. These courses are described in both the Training Needs Analysis document and the Training and User Awareness Baseline document. A further breakdown of course types and allocation are detailed below.

**Total training breakdown:**

*Managers course	1.5 days	7,004 events
*Assistants course	1.0 day	5,504 events
*Train the trainer	5.0 days	25 events
*Auditors course	2.0 days	34 events
POCL helpline	1.5 days	33 events

**Total offering** 12,600 events

**Key:**

\*Managers course = Branch managers, Assistant Branch manager (ABM), Postal Officer Assistant Branch manager (POA), subpostmasters, franchise managers, nominee managers, Head of Retail Networks (HORNs), regional support staff, relief or deputy managers, Retail Network Managers, Outlet managers, POCL User acceptance team, POCL staff who perform stock unit balancing, and nominated POCL staff and officers.

\*Counter Assistants course = Postal officers, Counter Clerks, subpostmaster's assistants and franchise staff

\*Train the Trainer = POCL and agency trainers

\*Auditors course = national and regional audit teams, POCL security and investigators

POCL Helpline = POCL Helpline staff and managers

Key measures identified by the CONTRACTOR and agreed with the AUTHORITIES will be used to assess the effectiveness of the training programme as a whole. This is documented in the Training Evaluation paper reference SU/TRN/005.

## 2. Training Services

### 2.1 General

The CONTRACTOR and the AUTHORITIES shall agree acceptable standards of competencies in the use of the automated platform. The CONTRACTOR will be responsible for training POCL and agency trainers to an acceptable standard. However it will be the responsibility of the AUTHORITIES to



ensure quality and competence levels are maintained both by non CONTRACTOR trainers and their delegates.

The CONTRACTOR will be responsible for designing and developing course materials/training event to POCL's approval. Any updates to training or additional supporting documentation will be supplied by the CONTRACTOR and approved by the AUTHORITIES. This will be provided for new Outlets of the Horizon platform as part of national Rollout. Style and layout of training workbooks and supporting materials are documented in the Training and User Awareness Style Guide, reference PATH/PUBS/001.

## 2.2 Specific Responsibilities

POCL will mandate training for Users i.e. Outlet Managers, Subpostmasters and Counter Assistants or Counter Clerks in accordance with POCL's Policy for Releasing Individuals to Attend Training (CAR response number 531.000.03), document reference BP/PRD/007.

It is not envisaged that "day to day" development of training materials will be required although ongoing quality assessment and maintenance will be undertaken by the CONTRACTOR.

The CONTRACTOR will ensure that all nominated parties are advised of training activities. Such periods of notification, content thereof and identification of nominated parties shall be the AUTHORITIES' responsibility prior to contract award.

Management of training will be the responsibility of the CONTRACTOR in liaison with the AUTHORITIES. However training invitations, site selection/preparation and provision of equipment will be the responsibility of the CONTRACTOR.

Management information (training) will be the responsibility of the CONTRACTOR. Information passed to POCL shall be defined by the AUTHORITIES and subject to Change Control Procedures.

Attendance of regular training review meetings will be the responsibility of the CONTRACTOR and will be part of the overall implementation review process. Training is an integrated part of the implementation and Roll-Out programme therefore it is not envisaged that the training will be isolated from project reviews.

Agreement and sign off by the CONTRACTOR will be part of the implementation plan.

Monitoring and review of performance will be jointly undertaken by the CONTRACTOR and the AUTHORITIES. This will be via standard and agreed report formats within agreed timescales.

Identification of improvements to the training programme will be part of an approved quality process and is part of the CONTRACTOR's responsibility.

### 3. Key Measurables

#### 3.1 Timeliness

The CONTRACTOR shall ensure that training is delivered in accordance with the Roll-Out of the automated platform. Such training will be completed no more than 5 working days before live usage, and be complete no less than 1 working day before live usage.

#### 3.2 Quality

Course delegates will be requested to complete a questionnaire on the training environment, and the CONTRACTOR shall achieve not less than 85% satisfaction. Details of processes and procedures to support ICL Pathway training environments are documented in the Training Venue Administration document reference PATH/PRO/0004.

The CONTRACTOR shall not be responsible for adverse comments/user dissatisfaction relating to AUTHORITIES' premises.

The CONTRACTOR shall agree positive training matrices with the AUTHORITIES prior to contract award. The CONTRACTOR shall ensure 95% compliance with these matrices as measured through satisfaction questionnaires as defined in ICL Pathway's Training Evaluation paper reference SU/TRN/005.

#### 3.3 Cycle Time

Training should take no longer than a period of 1.5 days for Outlet managers, subpostmasters and 1.0 day for counter assistants or Counter Clerks. This will be a continuous event held during the day and off site. All trainees are to achieve the minimum standard of competence as described in POCL's document reference BP/PRD/006. It is the CONTRACTOR's responsibility to achieve the overall agreed level of competence e.g. 90% for knowledge related areas for transactions of the automated platform relevant to a specific Outlet.

Training will be offered to Users, who do not make up the ratio for minimum training compliance, up to individual site acceptance and during the Horizon Field Support Officer visit. This will be offered on an exception basis at the time of training invitations i.e. 4 weeks from installation. Remedial training will also be offered to Users during this period who fail a competency test and who do not make up the ratio for minimum training compliance. Thereafter all outstanding or ongoing Horizon training will be the responsibility of the AUTHORITIES. This training will be delivered to either new or existing Outlet Users. Update training or New Release 2+ training on existing Users of the Horizon platform will be the responsibility of the AUTHORITIES. New Release 2+ training for new Outlets and Users, who do not have Horizon, will be trained by ICL Pathway as part of the standard national Rollout training programme. Subsequent updates and new product training will be the responsibility of the AUTHORITIES unless the CONTRACTOR takes on this responsibility in accordance with the agreed Change Control Procedure.

#### 3.4 Contingency/disaster recovery

Notification of course cancellations by the AUTHORITIES must be issued within an agreed timescale between the CONTRACTOR and the AUTHORITIES. A minimum of 48 hours notice must be provided for 98% of cases. The same will apply if the CONTRACTOR cancels a course with notification of an alternative date.

The CONTRACTOR shall not cancel more than 2% of the scheduled courses in accordance with the implementation Roll-Out plan. However if an installation is cancelled due to POCL changes then this is the responsibility of the AUTHORITIES and should not be included in the 2% targeted for the CONTRACTOR.

It is the CONTRACTOR's responsibility to reschedule alternative training venues if a site becomes inoperative at no extra cost to the AUTHORITIES unless a POCL venue has been agreed and an alternative is required.

#### 3.5 Data Accuracy and integrity

There will be no reduction in system performance as a result of training mode being used. Training mode will be used in the same way as live mode with the exception of "training" stock data.

It is the CONTRACTOR's responsibility to ensure there are no factual errors at the time of acceptance and release.

### 3.6 Competence levels

It is the CONTRACTOR's responsibility to meet the agreed objectives/competence level of the course and for delegates to demonstrate this capability as part of an end of course review. A competence test will be carried out at the training event to meet the agreed competence level of 90% for knowledge related areas for transactions of the automated platform.

The CONTRACTOR shall agree competence matrices with the AUTHORITIES prior to contract award. The CONTRACTOR shall ensure 90% compliance with the matrices as measured through a competence test. The CONTRACTOR has the responsibility to meet level 1 of the standard Kirkpatrick model. This will be achieved by the end of course review/appraisal. Level 2 of the standard Kirkpatrick model will be met by the end of course competence test.

## 4. Communication

It is the AUTHORITIES' responsibility to provide agreed format on performance criteria along with written permission from franchise Outlets that assessments can be carried out on their staff. For POCL staff, subpostmasters and assistants ICL Pathway will notify Users that data will be gathered on individual performance and distributed to POCL for analysis.

It is also the AUTHORITIES' responsibility to certify that managers of franchise, Sub-Post Offices, POCL offices and multiple franchise Outlets, ensure competency of their staff, and to further ensure that their staff apply due diligence and professional standards of care to ICL Pathway systems and services.

Distribution and format for providing this information shall be agreed between the CONTRACTOR and the AUTHORITIES prior to contract award.

POCL Regional reports will be defined by the AUTHORITIES and agreed with the CONTRACTOR. Reports will be provided by the CONTRACTOR in a timely manner to a nominated contact. These Reports be distributed within 5 working days for each Region at the end of each month. 24 hour competency failure reports will be supplied to the AUTHORITIES by the CONTRACTOR for immediate action by POCL. Response by POCL will be within 24 hours or the next working day. This is detailed in ICL Pathway's Training

Scheduling and Minimum Training Compliance document reference IM/REQ/014.

It is the CONTRACTOR's responsibility to provide training invitations to a nominated contact within the Outlet 4 weeks prior to the proposed training event. It is also the CONTRACTOR's responsibility to confirm attendance in writing at least 1 week prior to the training event. This is detailed in ICL Pathway's Training Scheduling and Minimum Training Compliance document reference IMP/REQ/014.

5. Monitoring Training Services

Monitoring of training Services will be carried out as part of the implementation programme. It is the CONTRACTOR's responsibility to supply information to the AUTHORITIES in an agreed format and to agreed measures. This format will be subject to Change Control Procedure.

6. Training Review Meetings

It is the CONTRACTOR's responsibility to hold regular management meetings to review progress and performance. This will be carried out on a regular basis and to an agreed timetable.

Regular review meetings regarding implementation should be the responsibility of both the CONTRACTOR and the AUTHORITIES.

7. Escalation Procedures

Failures in Service Levels will be the responsibility of the CONTRACTOR and the AUTHORITIES' nominated SLA manager to resolve.

Issues or actions which fail to be rectified will be passed to the agreed CONTRACTOR and AUTHORITIES service management team for escalation.

8. Change Management

Progressing (through the standard Change Control Procedure) permanent variations to the agreed Service Levels and/or the training Services provided will be managed as part of the implementation programme and will be the responsibility of the CONTRACTOR.

**Reference No 925**

Amend paragraph H of Solution 925 to read in its entirety as follows:

- H. The AUTHORITIES and the CONTRACTOR shall agree the location and types of Outlets for the live trial phase of the operational trial. It is

understood that the initial trial shall take place in 10 Outlets, expanding to 200.

The live trial shall include, but not be limited to:

1. Training of POCL Users
2. Installation processes
3. Synchronisation of services
4. Live data handling from end to end

**Appendix 7 to CCN286d**  
**Amendments to POCL AGREEMENT SCHEDULE G01**

**Clause 6.7. Training**

Amend clause 6.7.1. to read in its entirety as follows:

- 6.7.1. The CONTRACTOR shall provide training as defined in the Training and User Awareness Baseline document (ref BP/TRN/001) to ensure POCL staff work effectively with the Help Desk. The CONTRACTOR shall develop and implement training plans for its own staff. [R914]



**Appendix 8 to CCN286d**  
**Amendments to POCL AGREEMENT SCHEDULE G06**

**Clause 8. Support Services**

Amend clause 8.1. to read in its entirety as follows:

- 8.1. The CONTRACTOR shall provide a process to identify Users where additional training or other corrective action is required within the contractual training window during national Rollout. Additional training and corrective action will be delivered in accordance with ICL Pathway's Remedial Training document ref. SU/TRN/006, and referred to in the Training and User Awareness Baseline document, ref. BP/TRN/001, **(R915)**

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CHANGE CONTROL NOTE  
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ID: PWY\_CCN\_286    CCN:0286d    Create Date: 24-JUN-1998 09:32:31  
Status: APPROVED                    Originator: Lisa Burchell (CHG/DOC MGMT)

=====

Title:  
-----

Details of Training Courses

Main Description:  
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Related Parts  
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0	PWY:CCN.A;1 (CHANGE_MANAGEMENT) Change Control Notes	Lisa Burchell (CHG/DOC MGMT)
1	PWY:CC_IMPLEMENTATION_DOCS.A;1 (MANAGEMENT) Implementation and Training Documents	Lisa Burchell (CHG/DOC MGMT)
1	PWY:CONTRACT_CONTROLLED_DOCS.A;1 (MANAGEMENT) Contract Controlled Documents	Lisa Burchell (CHG/DOC MGMT)
1	PWY:SU-TRN.A;1 (LIBRARY) Training material	Lisa Burchell (CHG/DOC MGMT)
1	PWY:JOINT_SCHEDULE_A.A;1 (CONTRACT) Joint Schedule A Documents	Lisa Burchell (CHG/DOC MGMT)
1	PWY:JOINT_SCHEDULE_B.A;1 (CONTRACT) Joint Schedule B Documents	Lisa Burchell (CHG/DOC MGMT)
1	PWY:POCL_SCHEDULE_A.A;1 (CONTRACT) POCL Schedule A Documents	Lisa Burchell (CHG/DOC MGMT)
4	PWY:IM-REQ.A;1 (LIBRARY) Requirement	Lisa Burchell (CHG/DOC MGMT)
4	PWY:SU-PRO.A;1 (LIBRARY) Procedure	Lisa Burchell (CHG/DOC MGMT)
4	PWY:POCL_SCHEDULE_G.A;1 (CONTRACT) POCL Schedule G Documents	Lisa Burchell (CHG/DOC MGMT)
4	PWY:DSS_SCHEDULE_A.A;1 (CONTRACT) DSS Schedule A Documents	Lisa Burchell (CHG/DOC MGMT)
6	PWY:BP-PRD.A;1 (LIBRARY) Process definition	Lisa Burchell (CHG/DOC MGMT)

-----  
Related Items  
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Info

4	PWY:CCN_0286A_1.A-EXTDOC;1 (Info) (ccn_0286a_1.doc)	Lisa Burchell (CHG/DOC MGMT)
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CCN 0286A ATTACHMENT 1

Affected

- 4 PWY:SU/TRN/016.A-EXTDOC;4.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(SUTRN016.ZIP)  
TRAINING AND USER AWARENESS STYLE GUIDE

Affected

- 4 PWY:SU/TRN/006.A-EXTDOC;1.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(SUTRN006.doc)  
PERITAS REMEDIAL TRAINING

Affected

- 4 PWY:SU/TRN/001.A-INTDOC;1.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(SUTRN001.doc)  
TRAINING NEEDS ANALYSIS FOR THE BA/POCL COUNTER AUTOMATION PROJECT

Affected

- 4 PWY:SU/TRN/005.A-EXTDOC;1.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(SUTRN005.doc)  
PERITAS TRAINING EVALUATION PAPER

Affected

- 4 PWY:IM/REQ/014.A-INTDOC;1.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(IMREQ014.doc)  
TRAINING SCHEDULING & MINIMUM TRAINING COMPLIANCE

Affected

- 4 PWY:SU/PRO/015.A-EXTDOC;0.1 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(SUPRO015.doc)  
PERITAS SECURITY PROCEDURES

Affected

- 4 PWY:BP/SPE/026.A-EXTDOC;1.3 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPSPE026.xls)  
CONTRACT CONTROLLED AND REFERENCED DOCUMENT LIST

Affected

- 4 PWY:BP/CON/126.A-CONTEXT;7.2 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON126.doc)  
POCL SCHEDULE G06 - ROLL OUT AND IMPLEMENTATION

Affected

- 4 PWY:BP/CON/162.A-CONTEXT;6.3 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON162.doc)  
POCL SCHEDULE G01 - POCL INFRASTRUCTURE SERVICES

Affected

- 4 PWY:BP/CON/155.A-CONTEXT;8.1 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON155.doc)  
POCL SCHEDULE A16, SOLUTIONS

Affected

- 4 PWY:BP/CON/154.A-CONTEXT;7.3 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON154.doc)  
POCL SCHEDULE, A15 REQUIREMENTS

Affected

- 4 PWY:BP/CON/149.A-CONTEXT;8.1 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON149.doc)  
DSS SCHEDULE A16 - SOLUTIONS

Affected

- 4 PWY:BP/CON/077.A-CONTEXT;8.1 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON077.doc)  
DSS SCHEDULE A15 - REQUIREMENTS

Affected

- 4 PWY:BP/CON/031.A-CONTEXT;8.1 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON031.doc)  
AUTHORITIES SCHEDULE B05, DOUBLE KEY SOLUTIONS

Affected

- 4 PWY:BP/CON/022.A-CONTEXT;7.3 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPCON022.doc)  
AUTHORITIES SCHEDULE A06, CHARGING MECHANISM

Affected

4 PWY:BP/TRN/001.A-CONTRINT;7.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPTRN001.doc)

ICL PATHWAY TRAINING AND USER AWARENESS BASELINE DOCUMENT

Info

4 PWY:CCN\_0286B\_1.A-EXTDOC;1 (Info) Lisa Burchell (CHG/DOC MGMT)  
(CCN\_0286b\_1.doc)  
CCN 0286b ATTACHMENT 1

Info

4 PWY:CCN\_0286B\_2.A-EXTDOC;1 (Info) Lisa Burchell (CHG/DOC MGMT)  
(CCN\_0286b\_2.doc)  
CCN 0286b ATTACHMENT 2

Info

4 PWY:CCN\_0286B\_3.A-EXTDOC;1 (Info) Lisa Burchell (CHG/DOC MGMT)  
(CCN\_0286b\_3.doc)  
CCN 0286b ATTACHMENT 3

Affected

4 PWY:BP/CON/030.A-CONTEXT;8.1 (Affected) Brian Crossland (Document Management)  
(BPCON030.doc)

AUTHORITIES SCHEDULE B04, DOUBLE KEY REQUIREMENTS

Info

4 PWY:CCN\_00286\_1.A-CDATTACH;1 (Info) Lisa Burchell (CHG/DOC MGMT)  
(CCN\_00286\_1.doc)  
CCN 0286c ATTACHMENT 1

Affected

6 PWY:BP/PRD/007.A-EXTDOC;1.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPPRD007.doc)

POCL POLICY FOR RELEASING INDIVIDUALS TO ATTEND TRAINING - CAR 532.000.003

Affected

6 PWY:BP/PRD/006.A-EXTDOC;1.0 (Affected) Lisa Burchell (CHG/DOC MGMT)  
(BPPRD006.doc)

POCL POLICY ON COMPETENCY TESTING - CAR 531.000.003

Response

10 PWY:SU/PRO/029.A-EXTDOC;2.0 (Response) Lisa Burchell (CHG/DOC MGMT)  
(SUPRO029.doc)

TRAINING VENUE ADMINISTRATION

Related Child Change Documents:

Related Parent Change Documents:

Dependent PWY\_CP\_1292 CLOSED Martin Bailey (SCM) (BAILEYM)

Update Pathway Training and Awareness Programme

Dependent PWY\_CP\_1294 CLOSED Martin Bailey (SCM) (BAILEYM)

Req't 515 POCL Implementation Rollout Support for Outlets During First Weeks

Action Messages

Action History

1 24-JUN-1998 09:32:31 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Document created

- 2 07-SEP-1998 17:14:29 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from SUBMITTED to REJECTED
- 3 06-OCT-1998 14:57:40 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from REJECTED to MODIFIED\_CCN\_PROVIDED
- 4 06-OCT-1998 14:57:51 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from MODIFIED\_CCN\_PROVIDED to SUBMITTED
- 5 10-JUN-1999 18:29:45 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from SUBMITTED to APPROVED
- 6 10-JUN-1999 19:02:14 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from APPROVED to SUBMITTED
- 7 10-JUN-1999 19:03:36 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from SUBMITTED to APPROVED
- 8 20-OCT-1999 11:58:25 Brian Crossland (Document Management)  
CROSSLAB DM  
Actioned document from APPROVED to RAISED
- 9 20-OCT-1999 11:58:40 Brian Crossland (Document Management)  
CROSSLAB DM  
Actioned document from RAISED to APPROVED
- 10 22-MAY-2000 14:54:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from APPROVED to CCN\_ISSUES
- 11 22-MAY-2000 14:55:20 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Actioned document from CCN\_ISSUES to APPROVED

#### Update History

- 0 24-JUN-1998 09:32:31 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:CCN.A;1
- 1 24-JUN-1998 10:19:02 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:CC\_IMPLEMENTATION\_DOCS.A;1
- 1 24-JUN-1998 10:19:03 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/TRN/001.A-CONTRINT;2.2 (Affected)
- 1 24-JUN-1998 10:20:53 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:CONTRACT\_CONTROLLED\_DOCS.A;1
- 1 24-JUN-1998 10:20:53 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/SPE/026.A-EXTDOC;1.3 (Affected)
- 1 10-AUG-1998 12:13:50 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated
- 1 10-AUG-1998 12:14:32 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/TRN/001.A-CONTRINT;2.2
- 1 10-AUG-1998 12:16:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:SU-TRN.A;1
- 1 10-AUG-1998 12:16:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/TRN/001.A-INTDOC;1.0 (Affected)
- 1 10-AUG-1998 12:17:10 Lisa Burchell (CHG/DOC MGMT)

BURCHELL CC / DC  
Related Item PWY:SU/TRN/005.A-EXTDOC;0.1 (Affected)  
1 10-AUG-1998 12:17:28 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/TRN/006.A-EXTDOC;0.1 (Affected)  
1 10-AUG-1998 12:17:56 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/TRN/001.A-CONTRINT;3.0 (Affected)  
1 10-AUG-1998 16:32:06 Brian Crossland (Document Management)  
CROSSLAB DM  
Related Item PWY:BP/TRN/001.A-CONTRINT;4.0 (In Response To)  
1 10-AUG-1998 17:12:24 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:JOINT\_SCHEDULE\_A.A;1  
1 10-AUG-1998 17:12:24 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/022.A-CONTREXT;7.3 (Affected)  
1 10-AUG-1998 17:12:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:JOINT\_SCHEDULE\_B.A;1  
1 10-AUG-1998 17:12:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/030.A-CONTREXT;8.1 (Affected)  
1 10-AUG-1998 17:13:09 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:POCL\_SCHEDULE\_A.A;1  
1 10-AUG-1998 17:13:09 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/154.A-CONTREXT;7.3 (Affected)  
1 10-AUG-1998 17:13:27 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/021.A-CONTREXT;5 (Affected)  
1 10-AUG-1998 17:13:53 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/155.A-CONTREXT;8.1 (Affected)  
2 16-SEP-1998 13:38:35 PCMS - CM Dept.  
PCMS SCM  
Detailed description edited  
2 06-OCT-1998 14:57:26 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated  
4 06-OCT-1998 14:58:08 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated  
4 06-OCT-1998 14:58:25 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:CCN\_0286A\_1.A-EXTDOC;1 (Information)  
4 06-OCT-1998 14:59:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 05-JAN-1999 09:04:14 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 05-JAN-1999 09:05:52 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 05-JAN-1999 09:07:49 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated  
4 05-JAN-1999 09:08:33 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC

Request attribute(s) updated

4 05-JAN-1999 10:06:26 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/CON/021.A-CONTREXT;5

4 05-JAN-1999 10:07:06 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/CON/022.A-CONTREXT;7.3

4 05-JAN-1999 10:07:30 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/CON/030.A-CONTREXT;8.1

4 05-JAN-1999 10:08:04 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/CON/154.A-CONTREXT;7.3

4 05-JAN-1999 10:08:57 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/CON/155.A-CONTREXT;8.1

4 05-JAN-1999 10:10:44 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/SPE/026.A-EXTDOC;1.3

4 05-JAN-1999 10:10:59 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/TRN/001.A-CONTRINT;4.0

4 05-JAN-1999 10:11:18 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/TRN/001.A-CONTRINT;3.0

4 05-JAN-1999 10:11:35 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:SU/TRN/001.A-INTDOC;1.0

4 05-JAN-1999 10:11:51 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:SU/TRN/005.A-EXTDOC;0.1

4 05-JAN-1999 10:12:07 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:SU/TRN/006.A-EXTDOC;0.1

4 05-JAN-1999 11:24:39 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/TRN/016.A-EXTDOC;4.0 (Affected)

4 05-JAN-1999 12:14:20 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/TRN/001.A-CONTRINT;6.0 (Affected)

4 05-JAN-1999 12:15:13 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/TRN/006.A-EXTDOC;1.0 (Affected)

4 05-JAN-1999 12:16:58 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/TRN/001.A-INTDOC;1.0 (Affected)

4 05-JAN-1999 12:20:22 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/TRN/005.A-EXTDOC;1.0 (Affected)

4 05-JAN-1999 12:22:18 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:IM/REQ/014.A-INTDOC;1.0 (Affected)

4 05-JAN-1999 12:22:18 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:IM-REQ.A;1

4 05-JAN-1999 12:29:22 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/PRO/015.A-EXTDOC;0.1 (Affected)

4 05-JAN-1999 12:29:22 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:SU-PRO.A;1



4 05-JAN-1999 13:13:08 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/SPE/026.A-EXTDOC;1.3 (Affected)

4 05-JAN-1999 13:15:57 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:POCL\_SCHEDULE\_G.A;1

4 05-JAN-1999 13:15:57 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/126.A-CONTEXT;7.2 (Affected)

4 05-JAN-1999 13:16:12 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/162.A-CONTEXT;6.3 (Affected)

4 05-JAN-1999 13:16:31 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/155.A-CONTEXT;8.1 (Affected)

4 05-JAN-1999 13:16:42 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/154.A-CONTEXT;7.3 (Affected)

4 05-JAN-1999 13:16:54 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:DSS\_SCHEDULE\_A.A;1

4 05-JAN-1999 13:16:55 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/149.A-CONTEXT;8.1 (Affected)

4 05-JAN-1999 13:17:06 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/077.A-CONTEXT;8.1 (Affected)

4 05-JAN-1999 13:17:20 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/031.A-CONTEXT;8.1 (Affected)

4 05-JAN-1999 13:17:34 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/030.A-CONTEXT;8.1 (Affected)

4 05-JAN-1999 13:17:46 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/CON/022.A-CONTEXT;7.3 (Affected)

4 08-JAN-1999 16:41:39 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited

4 08-JAN-1999 16:47:05 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated

4 08-JAN-1999 16:54:27 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:CCN\_0286C\_1.A-EXTDOC;1 (Information)

4 11-JAN-1999 10:07:17 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/TRN/001.A-CONTRINT;7.0 (Affected)

4 11-JAN-1999 10:07:32 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Unrelated Item PWY:BP/TRN/001.A-CONTRINT;6.0

4 14-JAN-1999 13:28:54 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Item PWY:CCN\_0286C\_1.A-EXTDOC;1 has been deleted

4 14-JAN-1999 13:33:30 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:CCN\_0286B\_1.A-EXTDOC;1 (Information)

4 17-JAN-1999 11:32:03 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:CCN\_0286B\_2.A-EXTDOC;1 (Information)

4 18-JAN-1999 11:37:05 Lisa Burchell (CHG/DOC MGMT)

BURCHELL CC / DC  
Related Item PWY:CCN\_0286B\_3.A-EXTDOC;1 (Information)  
4 26-FEB-1999 16:18:14 Brian Crossland (Document Management)  
CROSSLAB DM  
Unrelated Item PWY:BP/CON/030.A-CONTREXT;8.1  
4 26-FEB-1999 16:19:45 Brian Crossland (Document Management)  
CROSSLAB DM  
Related Item PWY:BP/CON/030.A-CONTREXT;8.1 (Affected)  
4 10-MAR-1999 13:33:37 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 10-MAR-1999 13:52:10 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated  
4 16-MAR-1999 08:42:42 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 16-MAR-1999 08:47:35 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated  
4 22-APR-1999 08:14:53 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:CCN\_00286\_1.A-CDATTACH;1 (Information)  
4 26-MAY-1999 12:27:03 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 09-JUN-1999 08:04:55 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Detailed description edited  
4 10-JUN-1999 18:29:24 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Request attribute(s) updated  
6 10-JUN-1999 19:02:21 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/PRD/007.A-EXTDOC;1.0 (Affected)  
6 10-JUN-1999 19:02:21 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Design Part PWY:BP-PRD.A;1  
6 10-JUN-1999 19:02:57 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:BP/PRD/006.A-EXTDOC;1.0 (Affected)  
8 20-OCT-1999 11:58:28 Brian Crossland (Document Management)  
CROSSLAB DM  
Related Item PWY:SU/PRO/029.A-EXTDOC;2.0 (In Response To)  
9 22-MAY-2000 14:49:39 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Item PWY:SU/PRO/029.A-EXTDOC;2.0 has been deleted  
10 22-MAY-2000 14:55:10 Lisa Burchell (CHG/DOC MGMT)  
BURCHELL CC / DC  
Related Item PWY:SU/PRO/029.A-EXTDOC;2.0 (In Response To)  
11 02-OCT-2000 12:08:12 PCMS - CM Dept.  
PCMS SCM  
Request attribute(s) updated  
11 01-JUL-2003 18:47:48 Neil.Tuffs **GRO**  
TUFFSN  
Request attribute(s) updated

## Archived Attribute Information

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AUTH\_APPR\_DATE=04-JUN-1999

----- END OF CHANGE CONTROL NOTE PWY\_CCN\_286 -----