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TRANSPORT for LONDON – SURFACE TRANSPORT

Schedule 1 – Statement of Requirements

REF: tfl_scp_001552

TfL Approved Assessment Centre Scheme

Reference Only

INTRODUCTION

This document, along with its appendices, forms Schedule 1 - Statement of Requirements of the Terms and Conditions.

This document should be read in conjunction with other component documents of the terms and conditions and the ITA as these play an integral part in understanding the requirements set out in this document.

Definitions of terms used in this document are contained in the Terms and Conditions.

Reference only

REQUIREMENTS

Ref. Number	Category	Requirement	Contract Priority (Mandatory / FIO)
1	General	The Service Provider shall adhere to the Health and Safety requirements detailed in Appendix 1 of this Schedule 1 - Statement of Requirements.	Mandatory
2	General	The Service Provider shall not host any Assessments prior to receiving a TfL Approval Notice from TfL.	Mandatory
4	General	The Service Provider shall ensure that TfL is informed immediately should any changes to the Approved Centres operation occur which results in the information regarding the Approved Centre which is published on the TfL Website becoming incorrect.	Mandatory
5	General	The Service Provider shall not host Assessments anywhere other than the Approved Centre.	Mandatory
6	General	The Service Provider shall ensure that the Approved Centre can host both paper based and online based Assessments for each Candidate booked to sit an Assessment at the Approved Centre.	Mandatory
7	General	TfL shall take no responsibility or liability for Candidates who do not attend pre booked Assessments.	For Information Only
8	General	The Service Provider may, at their sole discretion, offer training to Candidates prior to a Candidate sitting an Assessment, however this is out of scope of this agreement and will not be approved by TfL.	For Information Only
9	General	TfL shall not permit an Assessment session to be held unless a minimum of five (5) Candidates have booked on to that individual Assessment session.	For Information Only
10	General	Intentionally Blank.	For Information Only
11	General	TfL shall be responsible for the following activities relating to the Assessment process: a) creating the Assessment paper(s); b) managing the booking process. c) the scoring of the Assessment paper; d) notifying the Candidate of their score (both pass and fail); e) updating the Private Hire Vehicle driver database;	For Information Only
12	General	TfL shall cease taking bookings for each Assessment session 24 hours in advance of that Assessment session being due to take place.	For Information Only
13	Approved Centre	The Service Provider shall ensure that the Approved Centre is operational and available to host Assessments	Mandatory

	Operating Hours	in line with the Assessment session schedule agreed with TfL.	
14	Approved Centre Operating Hours	The Service Provider must provide TfL Assessor(s) access to the Approved Centre and Assessment Room one (1) hour prior to each confirmed Assessment.	Mandatory
15	Approved Centre Operating Hours	The Service Provider shall agree with TfL any reduction in opening hours as a result of seasonal holidays.	Mandatory
16	Facilities	The Service Provider shall ensure that Candidates are prevented from taking all personal belongings, including communication devices, into the Pre Licensing Assessment Room, and that following the Assessment, all personal belongings are returned to their rightful owner.	Mandatory
17	Facilities	<p>The Service Provider shall ensure that each Approved Centre shall have:</p> <ul style="list-style-type: none"> a) a secure Pre Licensing Assessment Room b) a reception and waiting area separate from the Assessment Room. Candidates who have taken an Assessment should not be able to wait with Candidates waiting to take their Assessment. c) toilets available for use by Candidates and TfL Assessors d) fire detection equipment and alarms e) clearly marked fire exits f) clearly displayed fire evacuation procedures g) secure storage for Candidates personal belongings separate from the Assessment Room h) security arrangements in place, in particular where computer-based Assessments are delivered, to prevent access to other computer based tools that are not essential to the Assessment. TfL will provide a list of websites to be barred. i) defined and documented controls on the presence of anyone other than Candidates or Assessors in the Assessment room. j) a workstation for each Candidate, equipped with computer equipment where appropriate and separated by appropriate spacing or partitions k) a suitable chair for each Candidate l) adequate space between workstations to prevent cheating m) photocopiers and printing facilities (including appropriate paper and printer ink) n) kitchen facilities o) a separate workstation(s) within the Assessment Room for use by TfL Assessors. There should be 1 workstation available for a TfL Assessor for every 10 workstations available for Candidates; and p) secure cabinets for TfL Assessors to store materials related to the Assessment with minimum dimensions of 1000mmx470mmx1016mm q) a scanning facility to enable TfL Assessors to scan an 	Mandatory

		<p>assessment paper and obtain a digital copy of that document on their laptop.</p> <p>r) a secure method of destroying confidential paper documents</p> <p>s) each workstation shall have a minimum dimension of 800mm (w) x600mm (d).</p> <p>t) the assessment room shall have suitable measures to prevent sunlight / glare impacting the visibility of monitors.</p>	
18	Facilities	The Service Provider shall ensure that the Pre Licensing Assessment room used by Candidates when completing their Assessment is not hindered by background noise from either inside or outside the Approved Centre building.	Mandatory
19	Facilities	TfL shall approve the Assessment Room layout prior to a TfL Approval Notice being awarded. This will include desk and chair positioning.	For Information Only
20	Facilities	The Service Provider personnel shall not enter the Pre Licensing Assessment Room whilst an Assessment is occurring without prior agreement from the TfL Assessor present.	Mandatory
21	Facilities	<p>The Service Provider shall ensure that as a minimum the following equipment is made available to each Candidate to use whilst completing the Assessment:</p> <p>a) magnifying glass (one per Candidate);</p> <p>b) pens (two per Candidate)</p> <p>c) additional blank pages of paper; and</p> <p>d) post it notes.</p> <p>e) headphones (that are positioned over the ears).</p> <p>This equipment should be made available to Candidates on their entry into the Pre Licensing Assessment Room.</p>	Mandatory
22	Facilities	<p>The Service Provider shall ensure that the following equipment is made available in the Pre Licensing Assessment Room whilst Candidates complete their Assessment:</p> <p>a) a whiteboard; and</p> <p>b) a clock;</p>	Mandatory
23	Facilities	The Service Provider shall ensure that an Atlas, the name and edition be specified by TfL, is made available for each Candidate for their use in completing the Assessment. Should TfL require these Atlases to be updated and/or replaced, this shall be done at the expense of the Service Provider.	Mandatory
24	Facilities	The Service Provider shall ensure that a secure Wi-Fi connection is available for use by TfL Assessors.	Mandatory
25	IT	<p>The Service Provider shall ensure that internet access is available at the Approved Centre so that:</p> <p>a) All Candidates can complete their Assessments through an online solution; and</p> <p>b) TfL Assessors can connect and work remotely</p>	Mandatory

26	IT	The Service Provider shall ensure that there is a ratio of one computer to one Candidate in the Assessment Room and that the computers are a) fit for purpose; b) capable of remaining operational for the duration of an Assessment; c) either desktop or laptop (not tablet); d) have a screen size of no less than 19.5"; e) equipped with a mouse with centre scroll; f) equipped with a keyboard and g) equipped with sound.	Mandatory
27	IT	The Service Provider shall ensure that the internet connection speeds for each computer is no less than: Download: 15Mb/s Upload: 5Mb/s Latency: 50ms	Mandatory
28	IT	The Service Provider shall ensure that at least one of the following web browsers are available on each of the computers at the Approved Centre for the use of Candidates and TfL Assessors: a) Internet Explorer 11 b) Firefox (latest version) c) Chrome (latest version)	Mandatory
29	Financial Requirements	The Service Provider shall not charge more than £75 per Assessment to any Candidate.	Mandatory
30	Financial Requirements	The Service Provider shall not seek to obtain any payment from Candidates prior to their arrival at the Approved Centre on the day of their Assessment.	Mandatory
31	Financial Requirements	TfL will not under any circumstances be responsible for any charging disputes with Candidates and these shall be dealt with directly by the Service Provider.	For Information Only
32	Financial Requirements	The Service Provider shall be responsible for the secure collection of all payment activities from Candidates.	Mandatory
33	Financial Requirements	The Service Provider must have suitable infrastructure to ensure that Candidates can make a secure payment before their Assessment.	Mandatory
34	Financial Requirements	The Service Provider is free to define the payment method(s) made available to Candidates.	For Information Only
35	Financial Requirements	The Service Provider shall ensure that a Candidate cannot begin their Assessment until a Candidate has paid their Pre Licensing Assessment Fee where applicable. All Candidates should have paid any Assessment Fee they are due to pay by the designated start time of their Assessment.	Mandatory

36	Financial Requirements	The Service Provider shall ensure that they can process the following financial transactions; a) refunds; b) repayments; c) compensation; and d) transaction reversals.	Mandatory
37	Financial Requirements	The Service Provider shall ensure that all Candidates are provided with a receipt upon request following a financial transaction.	Mandatory
38	Financial Requirements	The Service Provider shall maintain proper books and records of all financial transactions.	Mandatory
39	Financial Requirements	The Service Provider shall not change their Pre Licensing Assessment Fee without providing TfL with at least 10 Business Days notice.	Mandatory
40	Service Provider Personnel	The Service Provider shall be responsible for ensuring there is adequate staffing in place to operate a fully managed Approved Centre in line with the requirements listed in this document.	Mandatory
41	Service Provider Personnel	The Service Provider shall be responsible for ensuring that the Approved Centre has adequate staff in place to handle any disturbances from Candidates.	Mandatory
42	Service Provider Personnel	The Service Provider shall be responsible for training all Service Provider Personnel.	Mandatory
43	Service Provider Personnel	The Service Provider shall appoint a member of the Service Provider Personnel to act as the single point of contact for TfL. This appointed person must be contactable by TfL during the operational working hours.	Mandatory
44	Service Provider Personnel	The Service Provider shall immediately inform TfL if the identity and/or contact details of the person acting as the single point of contact is required to change.	Mandatory
45	Service Provider Personnel	Both Service Provider Personnel and TfL Assessors are required to wear name badges at all times whilst at the Approved Centre.	Mandatory
46	Service Provider Personnel	The Service Provider shall ensure that TfL Assessors are not required to undertake lengthy sign in processes in order to access the Approved Centre.	Mandatory
47	Service Provider Personnel	The Service Provider shall be responsible for the staff induction process for all Service Provider Personnel.	Mandatory
48	Service Provider Personnel	The Service Provider shall ensure appropriate first aid equipment is available in the Approved Centre at all times.	Mandatory
49	Service Provider Personnel	If Service Provider Personnel resign or leave, then the Service Provider shall be responsible for; a) the leaving process; and b) the recruitment of new staff.	For Information Only

50	The Assessment process	The Service Provider shall receive information regarding the Candidates taking each Assessment on a daily basis in an agreed format from TfL, which will include: a) Candidates name b) Date and Time of their Assessment	For Information Only
51	The Assessment process	TfL shall inform each Service Provider of any changes to the process for booking a Candidates Assessment.	For Information Only
52	The Assessment process	The Service Provider shall ensure that their Approved Centre is open and ready to host Assessments between 9am and 5pm on each day that an Assessment is due to take place. Exact times for the Assessment shall be agreed between TfL and the Service Provider.	Information Only
53	The Assessment process	The Service Provider shall be responsible for welcoming all Candidates prior to them sitting their Assessment.	Mandatory
54	The Assessment process	The Service Provider shall ensure that Candidates cannot enter the Assessment Room until instructed to do so by a TfL Assessor.	Mandatory
55	The Assessment process	The Service Provider shall ensure that if a Candidate arrives late for their Assessment and the Assessment has already started, then the Candidate is prevented from entering the Assessment Room.	Mandatory
56	Cancellation	In the event of a Candidate approaching the Approved Centre and expressing a wish to cancel their Assessment, the Service Provider shall: a) instruct the Candidates to contact TfL; and b) inform TfL of their contact with the Candidate.	Mandatory
57	Cancellation	TfL shall give Service Providers at least twenty four (24) hours notice from the agreed Assessment time when cancelling a scheduled Assessment.	For Information Only
58	Cancellation	The Service Provider shall give TfL at least one (1) weeks notice from the agreed Assessment time when cancelling a scheduled Assessment.	Mandatory
59	Reporting	The Service Provider shall submit ad-hoc reports to TfL when requested.	Mandatory
60	Customer Service	The Service Provider shall have a documented complaints process which they shall follow if a Candidate wishes to complain about the service they have received from the Service Provider.	Mandatory
61	Customer Service	The Service Provider shall at all times demonstrate excellent levels of customer service to the Candidates.	Mandatory
62	IT	In preparation of the assessment, centres shall conduct relevant checks to ensure all hardware is working.	Mandatory
63	IT	In preparation of the assessment, centres shall set each computer to the following: a) a screen resolution of 1920 x 1080 b) a 100% zoom level c) the browser to be open at a predetermined website in a predetermined browser.	Mandatory

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Reference only