

ACCREDITED TRAINING CENTRE AGREEMENT

Date: [Insert date]

Parties:

The Cyber Scheme Ltd - TCS (the 'Organiser'), a company organised and existing under the laws of the United Kingdom (Company Number: 08686981), with its head office located at: Floor 7, Eagle Tower, Montpelier Drive, Cheltenham GL50 1TA

and

- [Accredited Training Centre Name] (the 'Accredited Training Centre'), a company organised and existing under the laws of the United Kingdom (Company Number), with its head office located at: [complete address].

1. Term

This agreement is effective from the signing date and lasts **3 years**, unless terminated with **3 months' written notice**.

2. Purpose

This Agreement defines the responsibilities of the Accredited Training Centre in delivering The Cyber Scheme approved training programmes, using authorised content and operating in accordance with the eligibility, quality, instructor, learner data, observation, survey and commercial requirements set out in the relevant programme documentation and appendices.

3. Key Responsibilities of the Accredited Training Centre

Programme Status and Scope

- Operate only within the approved programme scope and training programmes confirmed by The Cyber Scheme.
- Collaborate with The Cyber Scheme to develop and deliver courses under The Cyber Scheme banner and support relevant assessment development where agreed.

Eligibility and Good Standing

- Maintain independently audited cyber security and quality standards, which may include Cyber Essentials Plus, ISO27001, IASME Cyber Assurance or an equivalent certification accepted by The Cyber Scheme.
- Identify and maintain at least one qualifying instructor for each approved training programme.

- Sell at least five seats per approved course in each calendar year unless otherwise agreed in writing by The Cyber Scheme.

Records & Compliance

- Maintain accurate learner and course records, including candidate name, course attended, delivery dates, instructor, certificate or assessment reference and relevant completion information, for at least 3 years.
- Share candidate data with The Cyber Scheme where required to support registration, assessment allocation, credential issue and programme administration.
- Provide access to relevant records, staff and premises for The Cyber Scheme audits, observations and investigations.
- Comply with data protection, health and safety, equality, safeguarding where applicable, and all accreditation requirements set out in Appendix B.

Monitoring & Cooperation

- Allow at least one approved course per calendar year to be observed by The Cyber Scheme.
- Carry out end-of-course surveys with candidates trained under the programme.
- Share anonymised and aggregated survey data with The Cyber Scheme for quality assurance and continuous improvement.
- Support The Cyber Scheme monitoring, audits, investigations and improvement actions.

Operating Procedures

As agreed, and defined in Appendix C

Staff & Delivery

- Use only instructors who meet the qualifying instructor requirements for the relevant programme and who can evidence instructor capability.
- Maintain evidence of instructor technical competence, domain alignment and delivery capability, including teaching qualifications, recognised instructor credentials, evidence of delivery or management sign-off where applicable.
- Ensure staff understand the programme requirements, operating procedures, learner data requirements and quality obligations.

Quality & Resources

- Provide suitable facilities, equipment, digital access and learner support for the approved training programmes.

- Maintain auditable systems and operating procedures to ensure quality delivery, learner support, survey completion and compliance with The Cyber Scheme requirements.
- Protect authorised content, platform access, learner data and any assessment-related information from unauthorised access, use or disclosure.

Assessment & Learners

- Assign an approved instructor for each course and confirm course delivery completion through the required process.
- Support candidates to access the appropriate assessment pathway, including sharing required information with The Cyber Scheme, where appropriate.
- Prevent inaccurate, misleading or fraudulent claims regarding course completion, assessment outcomes, certification or professional titles.

Complaints & Appeals

- Have clear processes for learner and staff complaints.
- Support access to TCS appeals procedures.

Malpractice

- Prevent, investigate, and report malpractice.
- Take corrective action and implement improvement plans.

Third Parties

- Ensure subcontractors comply with this agreement.

Withdrawal

- Cooperate with TCS if delivery ceases.
- Protect learner interests in such cases.

Payments

- Pay the fees set out in Appendix A.

4. TCS Responsibilities

TCS agrees to:

- Provide programme requirements, operating guidance and reasonable support.
- Confirm assessment dates and times where the training programme includes an associated The Cyber Scheme assessment.

- Deliver or arrange delivery of The Cyber Scheme assessments where applicable and share assessment results with the candidate and Accredited Training Centre as appropriate.
- Maintain relevant listings for approved ATCs and approved courses where applicable.
- Respond to reasonable enquiries, manage withdrawal processes, protect learner interests and handle personal data in line with applicable legislation.

5. Termination

- Either party may terminate with **3 months' notice**.
- Certain obligations (e.g. records, malpractice, payments) continue after termination.

6. Legal

- Governed by **English law**.
- Disputes handled in **England and Wales courts**.

7. Declaration

The Training Provider:

- Accepts this as a **legally binding agreement**.
- Confirms compliance with all terms.
- Acknowledges non-compliance may result in loss of accreditation.

8. Signatures

IN WITNESS WHEREOF, the parties have executed this Agreement:

ORGANISER: The Cyber Scheme Ltd

ACCREDITED CENTRE [Company Name]

Authorised Signature

Authorised Signature

Print Name and Title

Print Name and Title

Date

Date

Appendix A – Services, Approved Courses and Commercial Terms

This Appendix records the training programmes the Accredited Training Organisation is approved to deliver, the fees payable to The Cyber Scheme, and the applicable payment terms. The details in this Appendix may be adapted for each Accredited Training Organisation and will take precedence over any general programme information where expressly agreed in writing.

Field	Organisation-specific details
Approved training programmes	[Insert courses the organisation is authorised to deliver]
Approved territory or regional scope	[Insert approved region, market or delivery scope]
Approved delivery format	[Classroom / virtual / blended / other agreed format]
Application fee (one off)	£1200 excluding VAT
Annual accreditation fee	£1200 excluding VAT
Fee payable per candidate/student	[Insert fee per candidate, seat or course-and-exam bundle]
Train-the-Trainer or instructor upskilling fees	[Insert applicable fees, discounts or approval requirements]
Minimum annual volume requirement	[Insert minimum seats, courses or exam bookings required to remain in good standing]
Payment terms	[Insert invoice timing, payment due date, purchase order requirements and late payment approach]
Exceptions or special terms	[Insert any approved variations, discounts or exclusions]

Unless otherwise stated in this Appendix, the standard programme pricing and requirements confirmed by The Cyber Scheme will apply. Any organisation-specific commercial terms must be documented in this Appendix or otherwise agreed in writing by authorised representatives of both parties.

Appendix B – Accreditation Requirements

This Appendix sets out the baseline accreditation requirements for all Accredited Training Organisations. Additional evidence or organisation-specific requirements may be added where needed.

The Accredited Training Organisation must:

- maintain independently audited cyber security and quality standards accepted by The Cyber Scheme, such as Cyber Essentials Plus, ISO27001, IASME Cyber Assurance or an equivalent standard agreed by The Cyber Scheme;
- maintain appropriate governance, policies, processes and records to evidence effective management of training delivery, learner support, complaints, appeals, malpractice, data protection, equality and safeguarding where applicable;
- maintain at least one qualifying instructor for each approved training programme and notify The Cyber Scheme of any material change to instructor availability or suitability;
- ensure qualifying instructors meet the minimum technical or professional requirements for the relevant programme and provide evidence of instructor capability;
- retain accurate records relating to candidates, courses, instructors, surveys, complaints, appeals, malpractice issues and improvement actions for the retention period stated in this Agreement or otherwise agreed with The Cyber Scheme;
- cooperate with The Cyber Scheme audits, course observations, investigations, corrective actions and improvement plans;
- not subcontract delivery, use third-party instructors, or materially change its delivery model without prior written approval from The Cyber Scheme; and
- protect learner interests if delivery is suspended, withdrawn or terminated, including cooperating with The Cyber Scheme on any transfer, completion or communication arrangements.

Appendix C – Operating Procedures

This Appendix will contain the agreed operating procedure for candidate booking, course administration, delivery, survey handling, assessment coordination and exception management. The process may be updated as The Cyber Scheme's operational model, Arlo configuration or platform arrangements evolve.

Process Flow Map Placeholder

[Insert agreed process flow map showing how candidates are booked, how course places are managed through Arlo, how instructors are assigned, how training is delivered, and how assessment, survey and results processes are completed.]

1. The Accredited Training Organisation agrees the approved course schedule, candidate volumes and commercial terms with The Cyber Scheme.
2. Courses are created, listed or managed through Arlo or any successor platform confirmed by The Cyber Scheme.
3. Candidates are booked onto the relevant course through the agreed booking process, including collection of required candidate information.
4. The Accredited Training Organisation purchases, allocates or confirms candidate seats in accordance with the agreed commercial model and platform process.
5. The Accredited Training Organisation assigns an approved instructor and confirms that authorised or approved course content will be used.
6. The instructor delivers the approved training programme and records attendance, completion and any relevant learner support issues.
7. The Accredited Training Organisation confirms course completion through the agreed platform or reporting process.
8. Candidate surveys are issued, collected and shared with The Cyber Scheme in anonymised and aggregated form.
9. Where the course includes an associated assessment, The Cyber Scheme confirms the assessment arrangements and delivers or coordinates the assessment.
10. The Cyber Scheme shares assessment outcomes with the candidate and the Accredited Training Organisation as appropriate.
11. Any exceptions, cancellations, refunds, transfers, failed payments, candidate substitutions or operational issues are handled in accordance with the process confirmed in this Appendix or agreed in writing.