Memorandum of Understanding

College Run

Online Assessment Process including National Sift

Force: Essex

Ref. no: SL0968

Version: 2.1

Date: April 2022

Contents

1.   Control

Revisions from previous 1.1 version

Item	Sub Heading	Change
Date	April 2022	Updated from October 2021
3.1	Hosted platform	Introduces PSI platform
3.2	Event creation	Introduces national sift to existing process
3.3	Event delivery	Removes the requirement of Day 4 report
3.3	Event delivery	Reminder from college for forces to generate status report
3.4	Exercise materials	Scope extends to national sift materials
4	Force responsibilities	Managing the national sift process
	Illustration	Updated to include national sift
5.1	Candidate Fees	Reflect revised charging model
5.2	Charging Point	Introduces national sift to existing process
5.3	Invoices	Introduces national sift to existing process

2.   Purpose

This Memorandum of Understanding (MoU) sets out the service provided by the College of Policing (CoP) in delivering the national sift and online assessment process. The intention is to provide clarity for each party, specifically defining the scope, timescales, responsibilities, and charges related to the delivery of the service.

This MOU agreement supersedes product licence PL-M-101 'Recruit and Selection Processes' and all prior agreements, arrangements and understandings between the Parties concerning this subject matter.

This MOU document is not legally binding, however does offer a statement of serious intent, and agreed to voluntarily by equal parties.

CoP deliver the online recruitment process nationally where consistency is paramount, therefore this MoU is accepted as a national standard with Home Office Police Forces in England and Wales.

The terms of this agreement are included within 8. Summary, Agreement and Signature section.

3.   Scope of service

3.1   Hosted platforms

The assessments are delivered using three platforms, PSI Talent Measurement (UK) Ltd Online, Outmatch and Assessment Information Management System (AIMS).

'PSI Online' is the platform used to deliver the national sift assessment to candidates.

'Outmatch' is the platform used to deliver the online recruit assessment to candidates.

'AIMS' is an event management system that allows the College to manage recruitment and assessment-related events (i.e. recruitment and exams for current police officers) digitally. It is a bespoke system built by a company called QuickCase. It has been designed with input from forces and built to meet forces requirements and to deliver effective and efficient assessment and exam management processes.

The College will:

- manage the relationship with PSI, Outmatch and Assessment Information Management System (AIMS) providers as part of our procurement contract

- manage the PSI, AIMS Outmatch Application Programming Interface (API)

- continuously review and refine the recruitment platforms to improve the ongoing experience of users, whether this be candidates, college or forces users

- ensure the latest versions of documentation and guidance can always be found within the Knowledge Hub Groups. Link:

    o **Online Assessment – delivery – Knowledge Hub**

    o **Initial police recruitment – Reasonable adjustment guidance for the online assessment process**

    o **Post Online Assessment In-force Interview Guidance**

    o **Online Assessment Data Analysis Tool**

3.2   Event creation

3.2.1 National Sift

To run the national sift, there is no 'event set up' required. National sift functionality will be switched on in agreement per force and is designed to be as automated as it can be.

Candidate registration arriving in AIMS will be validated by force admins which will automatically invite candidates into a national sift 7-day window. National sift delivery is to be managed by the force including extensions, withdrawals, and candidate progression.

The College will:

- manage the thresholds for national sift however this can be configurable upon force request and requires supporting evidence for change.

- ensure the Force has the force specific link to allow candidates to register

The Force will:

- automatically via the AIMs platform, flag for exclusion any candidate having undertaken either the national sift or online assessment process within the last 3 months or twice within a 12-month period

3.2.2 Online Assessment Process

To run the online assessment process, the college team set up 'events' on the AIMS and OutMatch platforms, to manage/process cohorts of college run candidates.

The College will:

- agree, in advance, the assessment timescales with the force and highlight critical deadlines

- ensure the Force has the 'force specific link' to allow candidates to register

- agree the accurate and final number of candidates to be invited to a cohort for online assessment (by the required deadline)

- provide the Force with a range of guidance documents and information relating to the assessment booking. These will be maintained and hosted on the Knowledge Hub.

- automatically via the AIMs platform, flag for exclusion any candidate having undertaken either the national sift or online assessment process within the last 3 months or twice within a 12-month period

- will issue invites to the candidates on the agreed go live date, to complete their online assessment

3.3   National sift and online assessment event delivery

The Force will:

- ensure candidates are validated successfully in AIMS, in order to complete the national sift exercises. Including managing timescales of sift and candidate 48hr extensions.

- guide candidates to seek technical support from either PSI helpline (available business working hours Monday – Friday) or the Outmatch helpline which is available 24/7 depending on what process the candidate is completing.

- ensure candidates are allocated in advance of the online assessment delivery

The College will:

- ensure candidates are invited to complete the online assessment within the agreed timescales with the force

- guide candidates to seek technical support from either PSI helpline (available business working hours Monday – Friday) or the Outmatch helpline which is available 24/7 depending on what process the candidate is completing

- will ensure the force can generate reports relating to the progress of candidate completion.

   Reporting: during online assessment*

   1. Forces can generate a 'candidate status report' which is a snapshot in time of the candidate's progression.

   Reporting: post online assessment*

   2. The College will remind the Force to produce a 'Candidate Status Report' one working day after the online assessment deadline. The Force is given a three working day window to send through any retakes or extensions based on the report content, if not returned candidates are marked as incomplete/no show.

- ensure any candidates are 're-invited' to complete the online assessment process within the agreed timescales automatically where 'retakes' are required, i.e. technical issues resolved during the assessment window where possible

- ensure any candidates are provided the extra time to complete the online assessment process within the agreed extension timescale, based on information provided by the Force within the completed post assessment candidate status report

3.4   Exercise materials

The College will:

- design and develop the assessment materials

- periodically refresh assessment materials

3.5   Management of associates

The College will:

- select, maintain, and support a pool of associates

- support associates in their development to enable them to consistently assess candidates

- reimburse associates at the standard national day rate and for any expenses incurred

3.6   Quality assurance

The College will:

- complete quality assurance on the online assessment process at a 10% proportion of candidate assessments

3.7   Marking of online assessment and feedback of candidate performance

The College will:

- ensure forces have access to the national sift marking explanation document, which will detail the process for scoring candidates through the national sift process. This can be located within the **Online Assessment – delivery – Knowledge Hub**

- allocate assessors to score the candidates online assessments

- allocate assessors to score the extension event candidates online assessments

- consolidate all marking scores provided by assessors

- analyse the results data

- provide the force with instructions how to generate a list of successful and unsuccessful candidates from AIMS for the online assessment process.

- provide the candidate with their 'personal feedback report'

- forward any appeals from candidates to the force and offer support where needed

- provide the force users with access** to Outmatch to complete relevant candidate identification checks once all results are issued

  Note: Access is only to users with returned declarations for access.

4.   Force responsibilities

Prior to a **College run** assessment process, there are a number of critical milestones both the College and the Force **will need to commit to**, to ensure the process is delivered efficiently and within the timescales highlighted in this document alongside the Force Assessment Guidance document and assessment timeline.

The Force will need to review this information before progressing with any assessment and, crucially, ensure fully understanding the information and timescales contained in this document, as they are essential in ensuring a smooth assessment delivery.

The Force will:

- advertise the assessment to potential candidates

- ensure candidates have been provided with the current version of the candidate guidance and frequently asked questions (FAQs). Along with appropriate instructions and communication of timescales of the, national sift and online assessment window.

- ensure candidates are registered on AIMS, via the force registration link in advance of the process

- identify an internal force liaison officer/contact point for candidates and ensure this is made aware to candidates who to contact in force

- be responsible for validating candidates and managing the national sift process including issuing 48hr extensions.

- confirm accurate candidate volumes for online assessment within the third week before the agreed online assessment date

- be responsible for allocating candidates to the correct online assessment event set up created by the College

- will gather and assess reasonable adjustment candidate evidence and determine the adjustment to be provided to the candidate and will notify the College of any candidates requesting or requiring reasonable adjustment (RA) within the assessment process

- advise the College of candidate withdrawals and make the necessary adjustments to administrative arrangements

- notify the outcome of appeals to respective candidates

- review end of assessment report and notify the College within the required deadline of any candidates requiring an extension or who the force wishes to withdraw from the process

- complete Candidate ID verification on all successful candidates against the OutMatch assessment platform on all video exercises. To ensure the candidate who completed the online assessment is the same candidate on provided photo identification.

- need to meet the timescales and deadlines highlighted within the Force Guidance document and the pre assessment correspondence with the College. A high-level visual timeline is shown on the next page for reference.

Post online assessment in force interviews

If a post online assessment in-force interview is included in a force's recruitment process for the selection of police constables, then forces are required to use the recommended interview process (set out within this guide). It is important that forces ensure the in-force interview is standardised, fair, and reflects best practice assessment principles. Having a robust in-force interview process will ensure candidates are assessed to the same standards nationally.

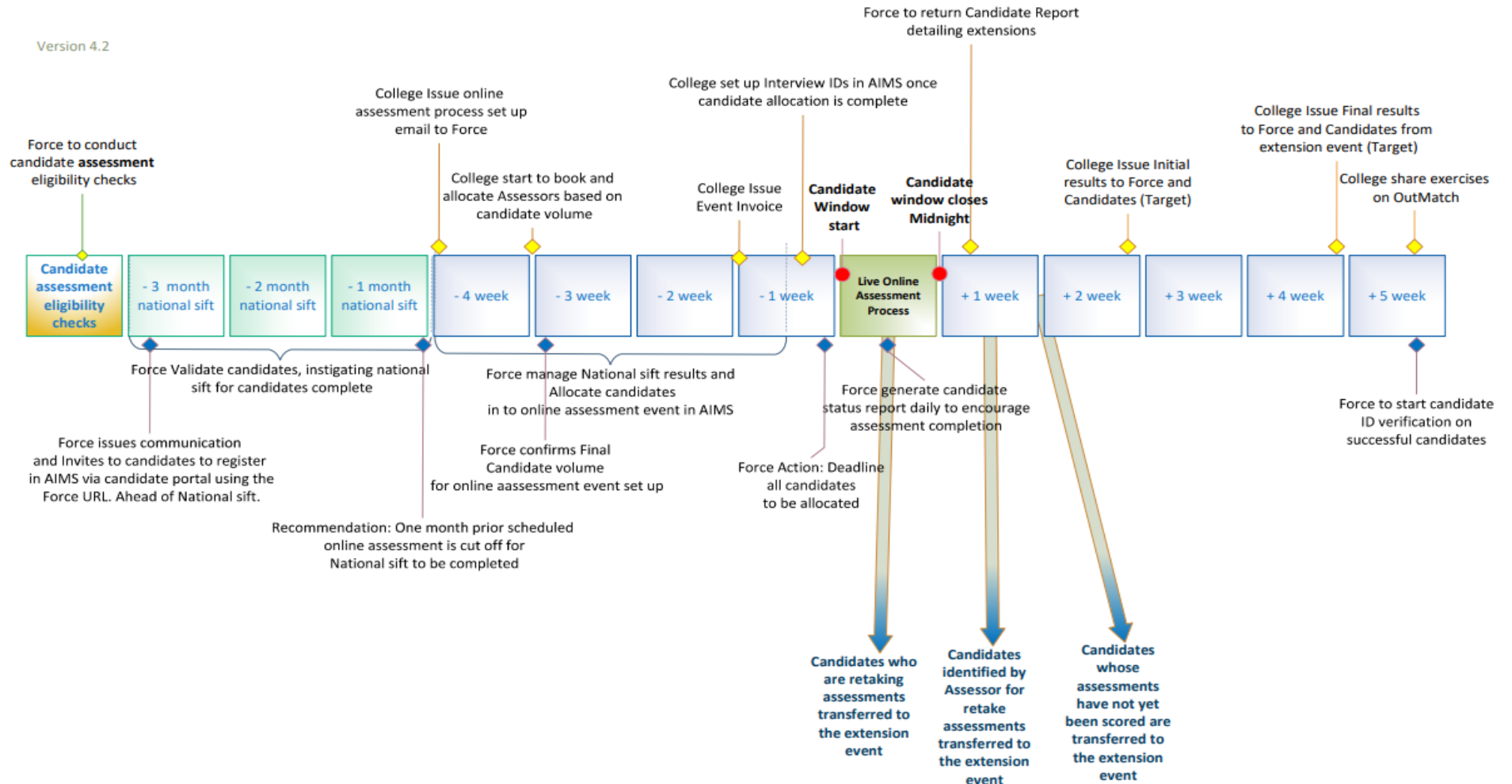Further guidance is available on Knowledge Hub
  o **Post Online Assessment In-force Interview Guidance**

College Run National Sift and Online Assessment Timeline

Working together to prevent crime

Version 4.2

Force to return Candidate Report detailing extensions

College set up Interview IDs in AIMS once candidate allocation is complete

College Issue online assessment process set up email to Force

College Issue Final results to Force and Candidates from extension event (Target)

Force to conduct candidate **assessment** eligibility checks

College start to book and allocate Assessors based on candidate volume

College Issue Initial results to Force and Candidates (Target)

College share exercises on OutMatch

College Issue Event Invoice

Candidate Window start

Candidate window closes Midnight

| Candidate assessment eligibility checks | - 3 month national sift | - 2 month national sift | - 1 month national sift | - 4 week | - 3 week | - 2 week | - 1 week | Live Online Assessment Process | + 1 week | + 2 week | + 3 week | + 4 week | + 5 week |

Force Validate candidates, instigating national sift for candidates complete

Force manage National sift results and Allocate candidates in to online assessment event in AIMS

Force generate candidate status report daily to encourage assessment completion

Force to start candidate ID verification on successful candidates

Force issues communication and Invites to candidates to register in AIMS via candidate portal using the Force URL. Ahead of National sift.

Force confirms Final Candidate volume for online aassessment event set up

Force Action: Deadline all candidates to be allocated

Recommendation: One month prior scheduled online assessment is cut off for National sift to be completed

Candidates who are retaking assessments transferred to the extension event

Candidates identified by Assessor for retake assessments transferred to the extension event

Candidates whose assessments have not yet been scored are transferred to the extension event

5. Charges

5.1 Candidate fees

5.1.1 National Sift

All candidates who undertake the national shift will be charged at a rate of £2.82.

5.1.2 Online Assessment Process

The College will charge forces in line with Appendix A Charges 2022/23 which was previously communicated to forces (March 2022). Forces will be charged for the number of candidates they confirm to the College 6 working days prior to the assessment window. If post 6 working days no confirmed number is provided the College will charge on the planned number provided by the Force during assessment date booking, except for where actuals are higher. This charging model is subject to change (such as an annual price adjustment).

5.2 Charging point

5.2.1 National Sift

The College will run a quarterly report to identify all candidates who undertake the national sift. This forms the number of candidates to be charged.

5.2.2 Online Assessment Process

The College will request confirmed candidate numbers within the third week prior to the assessment window opening. The charging point will be on candidate numbers confirmed at six working days prior the assessment window opening, and this will be the number of candidates charged for.

5.3 Invoices

5.3.1 National Sift

The College will issue an invoice to the Force quarterly, July 2022, October 2022, January 2023 and April 2023 to include all candidates identified at the charging point.

5.3.2 Online Assessment Process

The College will issue a request for a purchase order to the Force within seven days after the start of the assessment process based on the number of candidates identified at the charging point. To prevent resources in chasing any overdue purchase order requests we would welcome forces expediting this activity.

6.   Security and data protection

The existing DPIA (appendix B) and Joint Controller Agreement should be referenced as part of this MoU, for ease they are retained as individual documents. **Online Assessment – delivery – Knowledge Hub**

All users who are provided access to the Outmatch platform will be required to complete and return a confidentiality declaration to the College. The Force must notify the College should the position change and a user no longer require access to the system, or their situation means it is no longer appropriate to have access to the platform. The College will control access for all users. All users who are provided access to the OutMatch platform will be required to complete and return a confidentiality declaration. AIMS system users must complete the relevant access form signed with recruit manager approval. Users will be required to notify the College should their position change and they no longer require access to the system, or their situation means it is no longer appropriate to have access to the platform.

7.   Availability

7.1   Planned outage

When planned outages are communicated to the College by our third-party suppliers, we will endeavour to inform all force contacts who may have a live assessment during the outage. We will work with affected forces to minimise disruption.

7.2   Unplanned outage

To ensure your issue is resolved as expediently as possible please contact the relevant system team for support:

PSI (National Sift): Technical issues during the **national sift process** can be resolved through contacting the platform support team at **support@cubiks.com** This service will respond within 4 (support) hours of receiving the request. Support hours are 9 – 5:30 UK working days (Mon – Fri excluding bank holidays)

AIMS (National Sift & Online Assessment Process): AIMS as the administrative system for the assessment process is only used within business hours by the College/Forces. Support is available via College AIMS Support **AIMS.Support@college.police.uk**

Outmatch (Online Assessment Process): The **Outmatch system**, as the candidate assessment platform which can be used 24/07, 365 days a year by candidates has support to cover any unforeseen technical support queries experienced by candidates directly with the supplier who are available 24/7 and aim to respond to queries within 30 minutes to 60 minutes; **support@outmatch.com**

7.2.1 Recovery point objective

The Recovery Point Objective (RPO) is twenty minutes. This means that in the event of a catastrophic failure at our hosting partner location, OutMatch will be able to recover all data that was committed to our databases up to twenty minutes prior to the failure.

The architecture of Outmatch will re-send data via the API (call backs) for 8 hour period, any failures beyond this will be discussed on an individual basis with the force.

PSI provide clients with assurance that the services provided will not be disrupted, nor will the confidentiality of their data be impacted in business continuity circumstances. PSI has a worst case Recovery Point Objective (RPO) of 24hrs. This is the point in time to which PSI will have all data recovered to resume ICT services.

PSI will re-send any failed callbacks over a 24 hour period with 31 attempts before giving up. Any failed call-backs past this point are stored within a dead letter box and reviewed by PSI. Any failures beyond this will be discussed on an individual basis with the force.

7.2.2 Recovery time objective

OutMatch has a goal of meeting a four-hour Recovery Time Objective (RTO). This objective is the time it will take for incident identification, systems hardware replacement, data restoration procedures and/or failover to the Disaster Recovery Facility to complete in order to have a fully operational suite of solutions.

PSI's Business Continuity Plan provides for contingency operations that will ensure the continuity of services provided to us. This plan encompasses a comprehensive strategy for the restoration of processing capabilities at a remote site for critical systems, as well as long term plans to restore the facilities if necessary. PSI's continuity plan will ensure that a complete recovery from the loss of extended access rights to the premises or catastrophic disasters will occur in a timely fashion.

PSI has a worst case Recovery Time Objective (RTO) of 24hrs. This is the target time set for resumption of product, service or activity delivery after an incident.

7.2.3 Exclusions

Any third-party vendors engaged directly by PSI or Outmatch will remain outside of the scope of this document, although it should be acknowledged they might form a critical pre-requisite of the service.

8.   Further reading

All Further Reading is maintained and hosted at Knowledge Hub

- All force recruit leads are recommended to have membership of the Knowledge Hub groups and encourage their force recruit supervisors to be active members within the group. **It is the force recruit lead responsibility to inform the college online forces of any change in force personal who no longer need access to the groups.**

- Please do refer to the 'Force Guidance' document which has been uploaded onto the Knowledge Hub within the group '**Online Assessment – delivery**' to ensure you are fully understanding of the requirements to ensure a successful national sift delivery and online assessment process. This group contains specific guidance on results process, candidate transfers between forces, Candidate ID validation checks, system use. **https://knowledgehub.group/group/online-assessment-delivery**

- Guidance on reasonable adjustments including policy and forms are located in the Knowledge Hub group **'Online Assessment Process – Reasonable Adjustment'** **https://knowledgehub.group/group/online-assessment-process**

9.   Summary, agreement, and signature

Background	The Essex Force, whose principal place of business is Sandford Rd, Springfield, Chelmsford CM2 6DA (the 'Customer') has requested the provision of Services (as defined below) from the College (as defined below) subject to the provisions set out below.
The College	**The College of Policing Limited**, incorporated in England and Wales under company registration number 8235199, whose registered office is at Leamington Road, Ryton-on-Dunsmore, Warwickshire, CV8 3EN (the 'College')
Service location	**Virtual Environment**
College contact name and contact details	Recruit Operations Manager onlineforces@college.police.uk
Services	The College shall provide the following Services to the Customer: **Provision of the design and delivery of a Online Assessment Process and National Sift for the customer to be delivered in 2022/2023** (the 'Services')
Purpose of the services	**Online Assessment Process and National Sift** (the 'Purpose')
Deliverables	The Services shall generate the following deliverables: Provision of the Online Assessment Process and National Sift in cohorts as agreed with the Force. (the 'Deliverables')
Start date	Work of the Services will commence on: **1 April 2022** (the 'Commencement Date')

Completion date	Work on the Services will be: Completed on **31 March 2023** (the 'Completion Date')
Key personnel	The Services shall be provided by **Online Assessment Process Team Psychologists,** **Technical Officers and Assessment Support,** **Digital Support – College Staff**
Payment details	**There is a fixed price of £2.82 per candidate for the national sift and £190.25 per candidate for the online assessment process.**
Method of payment	The Customer shall pay the Fee to the College: **Within 30 days of the date of an invoice** (the 'Payment Period')
Expenses	The College shall be entitled to charge the Customer additionally for expenses reasonably incurred in the performance of the Services: [☒] Yes
Order & reference numbers	Customer Purchase Order Number: A purchase order will be provided prior to each assessment cohort
Signature	[ ]
Completion, signature and electronic submission of this form signifies your acceptance of the General Conditions enclosed.	
Name	
Organisation & role	
Email	
Phone	

Appendix A – Charges 2022/23

Price change letter
from Andy Marsh.pdf

Appendix B – DPIA

DPIA_AIMS
v3.0_June_2021.pdf

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About the College

We're the professional body for the police service in England and Wales.

Working together with everyone in policing, we share the skills and knowledge officers and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

college.police.uk