



IT Purchasing Consortium Ltd

EXPERTS IN COST REDUCTION & FACILITATION OF TRAINING PROCUREMENT

SERVICE LEVEL AGREEMENT

Scope of Services

1.0

IT Purchasing Consortium (ITPC) work on behalf of our clients to help identify, quantify, coordinate negotiate and book training courses, trainers and training rooms in response to customers training requirements.

We work towards the required expected standard of delivery and at the most competitive rates available by using our groups collaborated buying power.

When a training request is received, either by e-mail, telephone etc, ITPC will acknowledge receipt of a request day via e-mail or telephone within 1 working day. We then provide details on suitable suppliers, with outlines, dates, locations, prices' that match the need no later than 48 working hours and usually within a few hours.

Upon the company/delegate's selection and acceptance of a suitable quotation, ITPC will book and organise the pre course arrangements on behalf of the company/delegate and confirm the booking details by e-mail or fax with the within 1 working day of acceptance.

All courses/solutions booked, will comply with agreed supplier standards set by ITPC and the client.

Service Reporting

1.1

ITPC will vet courses attended using the training providers critiques and report quarterly on the level of satisfaction with the courses to the company's representative.

ITPC will provide a consolidated summary of training courses attended upon a set term that is convenient for the client.

Service Management & Cancellation

1.2

In the event that a course is found to be unsatisfactory, ITPC will investigate the incident and act accordingly in the customer's best interest.

The end client will bear all cancellation charges if in breach of the selected supplier terms.

Should a training course be cancelled or amended, either ITPC or the client will endeavour to provide a replacement internally or externally to avoid any cancellation fees being incurred.

ITPC will pass on any special offers relating to training, accommodation or travel associated with the booking of a course.