

NCALT Customer Charter

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Document Control

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Approvals

This document requires the following approval.

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NCALT Customer Charter

Purpose of the Charter

The Purpose of this Charter is to set out the intentions of the National Centre for Applied Learning Technologies (NCALT) in respect of the Managed Learning Environment (MLE), the Panda Course Builder (Panda) application and the NCALT Live! service, to define the nature of the relationship between NCALT and its Customers and to document actions and activities intended to make NCALT's Customers' use of these systems a success.

Definitions

The **MLE** is a Learning Management System provided to police forces intended to deliver a range of learning activities and provide reporting in respect of activity completions. Each Customer has commissioned an MLE Domain from NCALT through which End Users can access e-Learning Courses and Online Support Services.

Panda is an e-Learning courseware development application designed and built by NCALT to be used within the police environment for the rapid development of branded e-Learning material which is fully compatible with the NCALT MLE.

NCALT Live! is a rich web communication system accessible through the secure CJX network that lets you present, collaborate and perform training online. The product was created by Adobe as the Breeze product and it is licensed for use by NCALT.

NCALT is a collaboration between the National Policing Improvement Agency (NPIA) and the Metropolitan Police Service.

For the purposes of this document the 'Customer' is defined as the police force or organisation licensed to use the relevant NCALT application(s).

Effective Date of the Charter

This charter, which replaces the previous MLE Customer Charter, is effective from June 1st 2009 and is subject to periodic review. Any variation or amendment to this Charter shall be advised to NCALT's Customers and posted on the NCALT Web site (www.ncalt.com) and the Senior User Group Social Network (www.ncaltsug.com) 30 days in advance of the Variation or Amendment coming into effect.

A copy of the prevailing Charter will always be available for download via these sites or upon request from NCALT.

Personnel

The Customer will provide NCALT with the name of key personnel, and also undertakes to notify NCALT of any changes to key personnel so that NCALT can maintain accurate distribution lists and thus ensure that important messages and notifications are sent to the correct people.

The following roles are considered to be the key personnel in relation to the MLE, Panda and NCALT Live!:

- Prime Point of Contact – responsible for being the key contact between the force and NCALT

- IT Manager – responsible for local IT infrastructure and enabling access to NCALT products and services both via the web and local program installations
- Domain Administrator – responsible for local administration of the MLE and for uploading of content to the force domain
- E-Learning Manager – responsible for managing the development of e-Learning within the force

The Prime Point of Contact within NCALT is the Service Manager.

It is the intention of the Parties named in this Charter that any Personnel assigned by either party to discharge that Party's obligations hereunder shall remain the Personnel of the assigning party and nothing in this Charter shall give rise to a Contract of Employment between any of the other party's Personnel.

NCALT Responsibilities

NCALT Service Management

The provision of Service Management refers to the full management, maintenance and operation of NCALT products and services.

Service Desk

The Service Desk is the first point of contact for users to obtain initial (first line) support for incidents and requirements. Unless the force has elected to provide their own first line support for the MLE this service will be provided by the NPIA Service Desk which operates Monday to Friday from 0800 to 1800, excluding public holidays (by which is meant those holidays that apply to England & Wales).

Outside of these hours a voicemail service is available. Incidents left on the voicemail system will be responded to on the next working day. Alternatively details of an incident can be e-mailed to the Service Desk.

Incident Management

The incident management process aims to restore normal service operation as quickly as possible and minimise the adverse effect on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

All incidents should be reported in the first instance to the Service Desk for initial investigation. The Service Desk will attempt to resolve the incident through the use of scripts and with reference to the Known Errors Database. If they are unable to resolve the incident then it will be escalated to 2nd Line Support for further investigation and diagnosis. If 2nd line support are unable to resolve the incident then it will be assigned to 3rd line support, which may involve internal or external third parties, depending on the nature of the incident.

Once the incident has been resolved a notification will be e-mailed to the customer and the incident closed, provided that the user has supplied a valid e-mail address at the time that the incident was logged. In the event that the incident has not been resolved satisfactorily it can be re-opened by contacting the Service Desk and quoting the relevant incident number.

Incident Priority Definition Table

Priority	Type	Description	Target Resolution Time
P1	High	Incident(s) that: a) seriously could affect the services of a large number of users, or b) could affect service delivery of an internal business related event, product or service.	4 core service hours
P2	Medium	Incident that could affect normal day-to-day business requirement of a group of users but where the bulk of business activity can continue	8 core service hours
P3	Low	An Incident that affects a single user and prevents them from working	12 core service hours
P4	Planned	Incidents causing inconvenience but does not stop the user from working	Planning

Change Management

Change Management is the practice of ensuring changes to NCALT's products and services are carried out in a planned and authorised manner.

NCALT's products and services are subject to continuous development and NCALT reserves the right to make changes to the way they operate.

The NCALT Service Manager is responsible for receiving, filtering and categorising prioritisation of change requests. Depending on the authorisation required, change requests are submitted for review at the Change Advisory Board (CAB) where further assessment and discussion is carried out.

Where an urgent change requiring immediate action is necessary, changes may be authorised by the Change Manager and/or Change Advisory Board Emergency Committee as appropriate.

Changes to the MLE may be in response to a specific problem or urgent need for functionality, or they may form part of a planned maintenance schedule. Notification of change will be made in line with the notice periods in the table below.

Changes to the MLE will form part of a planned maintenance schedule. The precise frequency of this schedule will be ascertained once Panda has been in use and the quantity and significance of any bugs or enhancements is known.

Release Management

Release Management is responsible for the implementation of changes and address all technical and non-technical aspects of changes.

Communication

Release Notes will be sent to the relevant key personnel to inform them of new products, changes and updates.

Technical Notes will be issued to the Service Desk informing them of the impact of any forthcoming changes on NCALT's products and services. The scope of these notes is to:

- educate the service desk staff
- provide notice of forthcoming changes
- identify and document any known problems/issues arising through a change
- provide a standard communication mechanism

These Technical Notes differ from the Release Notes mentioned above.

Release Notice Periods

NCALT will endeavour to provide Service Desk, Domain Administrators and Training Managers with notification of any changes in accordance with the minimum periods stated in the table below, dependent upon the nature of the change. Information may include FAQs, User Guides and Case Studies.

Release Type	Impact					Minimum Notification (working days)
	User	Domain Administrator	E-Learning Manager	Service Desk	Business	
Trivial	Minor cosmetic changes or bug fixes	No action required	Little or no action required	May receive a small number of calls	No action required	1 day
Minor	Significant cosmetic, small scale functionality or usability changes	Should be able to explain the change to users	Should be able to explain the change to users	May receive a small number of calls and may need to explain the change	No action required	5 days
Major	Significant changes to functionality in some areas	Needs to understand the changes and plan for the effects	Needs to understand the changes and plan for the effects	May receive large numbers of calls and need to explain the change. May need training.	May need to make small adjustments to operations	15 days
Critical	Significant changes affecting core functionality or large user population	Need to understand the changes and plan for the effects	Need to understand the changes and plan for the effects which may include contingency	May receive large numbers of calls and need to explain the change. May need training.	May need to make significant changes to operations or allocate extra resources to cope	30 days
Where a change affects the overall infrastructure (such as a change in the minimum technical requirements for computers) or the implementation and execution of training programmes NCALT will provide 3 months notice of such change.						

IT Service Continuity (MLE and NCALT Live! Only)

The goal for IT Services Continuity is to ensure that the required IT services can be recovered within required and agreed business timescales.

NCALT is working together with NPIA to utilise their Disaster Recovery site and implementation of a continuity strategy is planned by October 2008.

At present, regular backups are performed and data is stored in a fireproof safe in an offsite location.

Availability Management (MLE and NCALT Live! Only)

The MLE is optimised and designed to deliver the levels of availability required by the business.

The MLE Infrastructure is designed to ensure high levels of availability through:

- reducing single point of failure on the IT infrastructure
- building in resilience and failover
- mirroring disks

- load balancing
- stocking spares for immediate replacement
- 4 hour fix hardware maintenance contract
- uninterruptable Power Supply

NCALT aims to provide the best possible service but cannot warrant that the service will be uninterrupted, error free or otherwise operate in accordance with your expectations and we accept no responsibility or liability in respect thereof.

NCALT may need to suspend or restrict your access to the NCALT Website from time to time for maintenance or repair purposes. When such need arises NCALT will provide advance notification wherever possible and will endeavour to restore the service as soon as reasonably practicable.

The MLE will be available 24 hours per day, 7 days per week. It is the aim of NCALT to provide to the Customer 98% availability of these Services.

The NCALT Live! system will be available 24 hours per day, 7 days per week. It is the aim of NCALT to provide to the Customer 95% availability of this Service.

Security (MLE and NCALT Live! Only)

The MLE and NCALT Live! are nationally security accredited to restricted level by NPIA in accordance with the Criminal Justice Extranet (CJX) Code of Connection. The code of connection is approved by the Police IT Security Sub-committee as the Accreditation Authority for the CJX. Enquiries regarding the Code of Connection should be addressed to NCALT. Contact details for NCALT can be found at www.ncalt.com/contact_us.asp.

The MLE and NCALT Live! accreditation is reviewed annually. The MLE and NCALT Live! have accreditation documents which:

- describes the basic principles and objectives behind the MLE and NCALT Live! security needs
- provides an overall framework for security for the MLE and NCALT Live! service
- sets the scope, management objectives and high level objectives for security
- covers information classification
- identifies Security responsibilities
- describes Security incident handling
- defines compliance requirements.

The accreditation document is restricted and so cannot be shown in this charter.

The Senior Information Risk Owner for the MLE and NCALT Live! is the NPIA Head of Learning Programmes.

Capacity Management (MLE and NCALT Live! Only)

The NCALT Service Management team are responsible for ensuring that the capacity of MLE IT Infrastructure corresponds with the evolving demands of the business.

Bandwidth (MLE and NCALT Live! Only)

The connectivity services are a dedicated 8MBps link for the Criminal Justice Extranet (CJX) and 10MBps for the Internet. Activity and usage is monitored regularly whereby monthly reports are produced to analyse trends and areas of demand.

Key Performance Indicators (MLE Only)

As with all NPIA business units, a set of key performance indicators are used to measure the performance of NCALT. These will be available from the National Policing Improvement Agency.

Content Production

National e-learning programmes are identified and prioritised by the ACPO National Learning Requirement, the NCALT Programme Board and the Home Office. These programmes reflect community consultation and subject matter expertise. They are reviewed to ensure legal, health and safety and race and diversity compliance.

All NCALT E-Learning Courses will be reviewed to ensure legal, health & safety and diversity compliance. Courses will be produced to SCORM 1.2 Standards, and all courses will be properly tested before being uploaded to the MLE. In the event that a fault is identified with a course which has been made available to forces NCALT undertakes to resolve any resultant issues in line with the Service Management procedures detailed above.

Panda produces courses to SCORM 1.2 Standards.

NCALT will provide a test MLE client for forces onto which they can upload content produced by the force using Panda or a third party application or content created by a third party on behalf of the force. NCALT may, at its discretion, make the test MLE client available to third parties for testing purposes provided that requests for such access are made by the force as a Service Request in line with the Service Management processes detailed above.

Service Support for content uploaded to the MLE by third parties will be restricted to issues relating to MLE functionality, unless the content was produced using the Panda application in which case NCALT will provide the relevant support. The responsibility for addressing issues remains with the producer where the course was produced by the force using an application other than Panda or produced by a third party.

Intellectual Property Rights

The materials on the MLE (including but without limitation the text, artwork, graphics, photographs, film footage, trademarks and logos) are subject to copyright and/or other intellectual property rights.

The Panda application and the resources contained therein as supplied by NCALT (including but without limitation the text, artwork, graphics, photographs, film footage, trademarks and logos) are subject to copyright and/or other intellectual property rights and may only be used in accordance with the terms of the Panda License Agreement.

NCALT are licence holders for the Adobe Breeze product and are providing this as the NCALT Live! system on the secure CJX network. All intellectual property rights relating to the application belong to Adobe Inc.

Data Protection

NCALT, as part of the NPIA, stores and uses data within the Managed Learning Environment in accordance with the Data Protection Act 1998. By agreeing to these terms and conditions, users consent to NCALT holding and processing data in the ways described below.

Users agree that the NPIA will be acting in the capacity of "Data Controller" for personal data and sensitive personal data held within the MLE.

Personal Data

The personal data held by the MLE is handled as follows:

- **Organisation Unique Identifier:** this is an identifier from the force human resource system, used to link the MLE account to the employee record, in order to ensure accuracy and relevance of the personal data held in the MLE account.
- **First Name:** this is used to identify the account holder for the purposes of account access, training management and communicating with the user.
- **Last Name:** this is used to identify the account holder for the purposes of account access, training management and communicating with the user.
- **Work Address:** this is used for the purposes of communicating with the learner.
- **Mobile Phone Number:** this is used for the purposes of communicating with the learner.
- **Telephone Number:** this is used for the purposes of communicating with the learner.
- **Email Address:** this is used for the purposes of communicating with the learner.
- **Date of Birth:** this is used for the purposes of verifying user identity during communication with the NPIA service desk where the user is not in possession of the correct login details and does not have access to the PNN email address for a reminder.
- **Gender:** this is used for the purpose of diversity monitoring to support the need for equal opportunity of training delivery. It is never reported in conjunction with a user identity, only as statistical data.
- **Employment Number:** this is used to identify the account holder for the purposes of account access, training management and communicating with the user
- **National Police Recruitment Number:** this is used for the purposes of linking the MLE account to the Police Search record for IPLDP Student Officers, to support the national IPLDP reporting requirement. It is not used for other MLE users.
- **Training History:** this data is held for the purposes of training management.
- **Rank:** this is used for the purpose of training management.
- **Employment Type:** this is used for the purpose of training management.
- **Division/Department:** this is used for the purpose of training management.

Identifiable personal data is either collected from the user directly or created from data within the force human resource system.

Identifiable personal data is accessible by the user, the Domain Administrator, the force training administrators, NPIA training administrators and the user line manager.

Identifiable personal data is never shared with organisations outside of the NPIA or employing police force.

Identifiable personal data held in the MLE is never used to communicate with the user outside of the purposes of training provision or management.

Sensitive Personal Data

The sensitive personal data held by the MLE comprises *Ethnicity, Religion, First Language, Sexual Orientation, Disability and Disability Description*.

Sensitive personal data is collected ONLY ON A VOLUNTARY BASIS and the user does not need to supply this information.

The sensitive personal data above is used for the purpose of diversity monitoring to support the need for equal opportunity of training delivery. It is never reported in conjunction with a user identity, only as collective statistical data.

Identifiable sensitive personal data is never passed to third party organisations.

Identifiable sensitive personal data is accessible only by the user.

Data Transmission and Storage

User account data, which includes personal data, is only ever transmitted in bulk via the Criminal Justice Extranet (CJX).

Users are given an opportunity to submit account information via the Internet. For added security, users can choose instead to submit this data via the Criminal Justice Extranet (CJX).

NCALT data is held in a police secure data centre that is only accessible to authorised and security vetted personnel.

Personal data and sensitive personal data, with the exception of the OUID and the training history, is completely removed from the MLE six months after the force or user notifies NCALT that the user is no longer employed by the force.

The OUID and training history is retained indefinitely by the MLE for evidential purposes that might arise. It is not possible to link this data to the user identity without access to the employee record in the force human resource system.

Complaints

Complaints regarding incident handling or NCALT products and services will be dealt with in the first instance by the NPIA Service Desk who will carry out an investigation and reply to the Customer. Where the investigation cannot be completed by the Service Desk it will be escalated to the NCALT Service Manager.

Customer Responsibilities

Force Service Management

Platform Requirements

The Customer undertakes to ensure the availability of the required technical infrastructure including the minimum platform specification on which the MLE and Panda application can be used. Details of these requirements can be found at: <http://mle.ncalt.com/MLE/lang-en-gb/NCALT/Support.aspx#techreq>.

Panda also requires the Adobe Air Runtime Environment to be installed on the host computer. This will be made available with the application.

To participate in NCALT Live! meetings, you need the following requirements:

- An Internet connection
- One of the supported operating systems listed at www.macromedia.com/go/breeze_sysreqs
- One of the supported browsers listed at www.macromedia.com/go/breeze_sysreqs
- Macromedia Flash Player 6.0.65 or later as a browser plug-in

Note: Macromedia Flash Player is standard in most browsers. You can find out what version of Flash Player you have at the Test Macromedia Web Players page at www.macromedia.com/software/flash/about/.

- (Not required if system used with a phone conferencing system but required if the presenter is using VOIP) A sound card and speakers to hear audio broadcasts from other meeting

To present or host an NCALT Live! meeting, you need the following additional requirements:

- Macromedia Breeze Meeting Add-in to share a screen or application on your computer. Your Browser should attempt to install this automatically but unless you may require the assistance of your local IT support for the necessary administrative privileges.
- (Optional) but highly desirable is a UVC compliant webcam. Please email NCALT to ask if your force has approved use of these. NCALT can provide confirmation of use of webcams on CJX connected networks if there is a force usage policy in place and UVC webcams are used and we can provide a draft usage policy and risk assessment for IT security professionals upon request.
- (Optional) but highly desirable is to use NCALT Live! in tandem with your local force phone conferencing system.

Network Connectivity/Bandwidth Requirements (MLE Only)

A bandwidth of 56Kbps per concurrently connected learner is recommended. More information can be found at:

<http://mle.ncalt.com/MLE/lang-en-gb/NCALT/Support.aspx#techreq>.

Customer Changes

The Customer undertakes to inform NCALT of any relevant changes they make to their IT infrastructure. Such changes might be (but are not limited to):

- any technical changes that would impact the correct functioning of NCALT products, for example, blocking pop-ups, restriction of websites.
- procurement or new development of new e-learning to be hosted on MLE

- procurement or new development (projects) of any training related system (such as TAS, Kallidus)
- changes to Domain Administrator or Force Training Manager
- implementation of or changes to internal Service Desk provision

First Line Support Provided by Forces

Where a force has elected to provide its own first line support to students within the force domain this level of support should include:

- 1st line domain helpdesk support for their domain/force
- reactivation of user accounts when users forget passwords
- resending of activation e-mails if first-time users cannot login to the MLE
- maintenance of user information within the relevant domain
- escalation to NPIA Service Desk where the incident cannot be dealt with locally (includes incidents relating to Panda)

Local Administration

The Customer has a responsibility to provide administration of the local domain. This includes:

- authorising users on the MLE (and confirm if the user is authorised with a .pnn email address)
- running bulk user registrations
- editing notifications.
- managing the local domain (System Administrator function)
- assisting local Force Training Managers in using the MLE
- uploading courses to the MLE
- Running reports

In view of the nature of the content of the MLE and the personal data held within, it is the responsibility of the Customer to ensure that the appointed Domain Administrator has the necessary level of security clearance (minimum of Restricted level). Domain Administrators should also have signed the Official Secrets Act.

Content Production

The Customer may upload their own content to their local MLE domain provided that such content conforms to the formats, specifications and restrictions detailed below.

The Customer agrees to advise NCALT in writing 30 days in advance of uploading new content onto their local MLE domain:

- where the anticipated audience for this content exceeds 1000 users
- where the timescale for the audience to complete the learning activity is three months or less

This communication is required so that the likely impact of responses, timings etc. may be assessed and that adequate provision can be made for technical support. Notification should be sent to the NCALT Service Manager or e-mailed to mlesupport@ncalt.com.

The Customer agrees that they are solely responsible for the adequacy and accuracy of the Customer Content. It is the responsibility of the Customer to ensure that such content has cleared all legal and diversity checks prior to release.

If NCALT is concerned about any content uploaded to the MLE by the Customer, or receives any claim from any third party that any such content is offensive, libellous, obscene, defamatory or otherwise objectionable NCALT shall notify the Customer and

the parties shall attempt in good faith to resolve any such concerns and/or respond to any such claims as quickly as possible. NCALT shall be entitled to remove such Customer Content and/or prevent transmission of such Customer Content and/or suspend all or part of the Services pending resolution of the issue.

Whilst NCALT activity supports the sharing of e-Learning content between customers, NCALT will not under any circumstances support or facilitate the distribution of e-Learning content whereby a customer seeks to charge another customer.

When the Customer wishes to upload content to the MLE for a National audience the customer undertakes to ensure that the uploaded content is in the correct format. In the first instance they will need to contact the NPIA Service Desk with details of the course and raise a Change Request. A course upload form will need to be completed by the Customer and authorised by the NPIA Head of Learning programmes before the content can go live.

In the event that a force uploads a course, a fault with which is subsequently identified as the source of an excessive number of calls to the Service Desk, NCALT reserves the right to suspend or otherwise restrict access to the course until such time as the fault is corrected.

Where content has been commissioned or produced by a third party the Customer assumes responsibility for compliance with all of the above.

Content can be uploaded onto the MLE in the following formats:

- Macromedia Flash
- MS Office based formats including Word and PowerPoint
- HTML
- .txt
- PDF

Third Party Content will be required to meet the minimum specification detailed below:

- Browsers: Internet Explorer 6 and above

The Customer agrees **not** to upload content in the following formats:

- Active X
- Java Applets
- Executable files
- Server Side Content – ASP, etc.

Further guidance on packing a SCORM course for the MLE can be found in Schedule 4 appended to this document.

Intellectual Property Rights

The materials on the MLE (including but without limitation the text, artwork, graphics, photographs, film footage, trademarks and logos) are subject to copyright and/or other intellectual property rights. The Customer agrees to comply with our General Copyright Notice and all other copyright notices attached to materials.

The Customer shall hold and keep safe all Intellectual Property Rights whether they are the property of NCALT or any other 3rd Party Provider of software or services relating to each and every Deliverable and shall not permit any copies modifications or enhancements of the Deliverables to be made unless authorised by NCALT.

The Customer acknowledges that all Intellectual Property Rights in the Deliverables shall remain the property of NCALT or its licensors save for the Customer Content which shall be owned by the Customer. Where the Customer procures an external E-Learning package and places it on their local domain the Customer retains the Intellectual Property Rights.

Where the Customer is providing Customer Content, software, equipment or other items to enable NCALT to provide the Services, the Customer shall obtain all necessary consents, licences and approvals in relation to NCALT's use of such items and/or Intellectual Property Rights and will indemnify NCALT from any liability incurred by NCALT as a result of the Customer's failure to obtain such consents, licences and approvals.

Data Protection

Under this Charter the Customer will act in the capacity of 'Data Controller' in respect of the Customer's data and NCALT will act in the capacity of a 'Processor' both as defined in the Data Protection Act 1998 ('The Data Protection Act').

The Customer agrees to exercise the same degree of responsibility with regards to compliance with the Data Protection Act as detailed under the Data Protection heading in the NCALT Responsibilities section of this document.

In particular the Customer undertakes to ensure that no infringement of the Data Protection Act occurs through the inclusion of data in an NCALT Live! presentation, and will indemnify NCALT from any liability incurred by NCALT as a result of the Customer's failure to take the appropriate steps to protect such data.

General Terms

Licence to Use

The Customer is granted a Licence to use the products and services supplied under this agreement provided always that the Customer strictly adheres to any restrictions relating to the license agreement.

Certain products and services supplied by NCALT may be the subject of additional licensing terms and conditions which shall also govern the Customer's use of the Deliverables and which shall appear when the End User first accesses the MLE.

Domain (MLE Only)

For those Customers not requiring a dedicated Domain, NCALT will provide access to the MLE consistent with the Customer's requirements for the Licence period.

For those Customers requiring a dedicated Domain, NCALT will provide such Domain for the Customer for the Licence period in accordance with the following Standard Product Description.

Access (MLE)

NCALT will be responsible for providing a link to the Customer to enable End Users to access the MLE. Access to the MLE will be provided through CJX network and the Internet, and access to e-Learning will be through the MLE.

The Customer will be responsible for ensuring that Domain Administrators, Training Managers, Line Managers and End Users have the necessary skills and tools to access and use the MLE.

Access (Panda)

NCALT will provide a link to a password-protected server location from where the installation files for the Panda application can be downloaded. Access will be provided only to authorised individuals who will be supplied with an individual password. Where an authorised individual subsequently distributes the installation files to colleagues or associates the authorised individual undertakes to ensure that the recipient reads and complies with this Charter.

Access (NCALT Live!)

NCALT will provide a password-protected link to licensed users. Access to NCALT Live! will be provided through CJX network only

Account Maintenance (MLE)

The Customer is responsible for the creation of all user accounts within its domain. User accounts can be created individually or via the bulk upload functionality within the MLE, or through the Human Resources Interface where available.

The Customer is also responsible for ensuring the deactivation of accounts for users who are no longer authorised to use the system, for example, when employees leave the service or transfer to another force.

Regardless of the method used the Customer is responsible for ensuring the quality and accuracy of data passed between the force and the MLE. NCALT will endeavour to assist with periodic data cleansing.

NCALT will provide and support the mechanism enabling account management by domain administrators to maintain user accounts both singly and in bulk.

Protective Marking

Responsibility for the protective marking of content lies with creator of the content and/or the publishing Domain in the case of 3rd party content. Each content section must be correctly protectively marked to ensure it is treated with correct security measures by the MLE system.

Information on restricted courses will not be visible from the Internet.

Passwords (MLE Only)

If a Domain Administrator manually resets a user password for the MLE, the new password:

- must be a minimum of 8 characters in length (can be alphanumeric or symbols). A mixture of alphabetic and numeric characters is NOT required (though does form a more secure password).
- must not contain the user's first name or last name.
- must not be a common word (as defined in the barred password list)
- must not contain 3 or more consecutive identical characters

Passwords (NCALT Live! Only)

New users of NCALT Live! will need to set them selves a new password, NCALT recommends that the new password:

- be a minimum of 8 characters in length (can be alphanumeric or symbols). A mixture of alphabetic and numeric characters is NOT required (though does form a more secure password).
- not contain the user's first name or last name.
- not be a common word
- not contain 3 or more consecutive identical characters

Schedule 1. General Description of the MLE

Features

The MLE Basic Domain provides the following features:

- a Domain that provides learners with access to e-learning content
- the ability for users to register themselves onto the domain
- the ability for users to enrol themselves onto courses
- the ability for line managers and Training managers to enrol users onto e-learning courses
- monitoring within the MLE of who has accessed which content

Functionality

The functionality of the MLE is described below by standard NCALT security role. Individual forces may use different security roles locally but the available functionality as a whole does not change.

Learner Users can:

- access information about courses and training opportunities
- access the Customer course catalogue and the NCALT National Catalogue
- register for learning
- launch learning
- view personal learning reports
- locate learning activities
- communicate with others through a Forum

Line Managers can:

- register their managed users for learning activities
- view their managed users' learning schedules
- cancel learning activity registration for their managed users

Training Managers can:

- create new learning activities and upload content
- view reports on workgroup activity
- define audience for learning activity
- view the roster of users who are on a learning activity
- create and deploy evaluations
- assign metadata to learning activities

Domain Administrators can:

- assign roles to members within the domain
- customise messages sent to users
- reactivate user accounts (when users forget passwords)
- resend activation emails (if first-time users cannot login)

Registration

In order to access the MLE users need to be registered. Registration can take place in one of four ways:

- Self Registration - the user applies for registration directly via the MLE, using their pnn e-mail address
- Bulk registration - where details of users are entered into the upload spreadsheet and uploaded to the MLE (the user's Organisational Unique Identifier, or OUID, is required)
- Domain Administrator registration - where the Domain Administrator creates individual accounts
- HR Interface - only available to forces who have taken the opportunity to develop an interface to link the MLE to their HR system

Registration provides a Learner level access to the MLE. Users requiring different security roles within the MLE will have that role set by a local Domain Administrator.

Branding

The Customer will be able to upload their logo in the top left hand corner of the MLE screen.

Schedule 2. General Description of NCALT Live!

Features

NCALT Live! provides the following features:

- **Meeting** Lets you present to, meet with, or collaborate with colleagues and customers over the Internet in real time.

Functionality

The functionality of NCALT Live! is described below. The licence provided to NCALT to users of NCALT Live! provides the functionality of a presenter and a host to one person.

Presenters can:

- **Send text messages** to other people in the meeting room.
- **Moderate questions and answers** by redirecting questions to the appropriate presenter, replying to questions with answer and question pairs, filtering questions, and sending answers to the sender or all attendees.
- **Create text notes** for participants that stay visible when and where you want them to.
- **Draw on a white board** Provide context and collaborate in real time with participants on a free-form text and drawing surface.
- **Broadcast audio and video** to other meeting participants, and enable and approve broadcasts from other participants.
- **Present content** to participants, including PowerPoint presentations (PPTs), Breeze Presentations, images (JPEG files), Flash applications (SWF files), and Flash Video (FLV) files.
- **Screen share the display or control of applications** on your computer to give product demos, show content, or control applications that are not PPT, SWF, FLV, or JPEG files.
- **Poll meeting participants** with questions and responses that you create, and view the results.

Hosts can:

As a host, you can perform all the tasks of a presenter, plus the following:

- **Set up the meeting room** by inviting participants, controlling access to the meeting room, and setting meeting room connection settings.
- **Customize the meeting room** by creating, reorganizing, adding, and deleting new meeting room layouts and display areas
- **Manage conference calls** by starting and ending conference calls, dial out to attendee, place attendee on hold, hang up attendee, and control volume for caller.
- **Promote, demote, or eject users** in the meeting room.
- **Record** meetings for later playback

Participants can:

- Join unlimited in number and in sessions to meetings set up by hosts.
- View content as displayed by hosts and presenters
- Listen to audio when provided via VOIP
- Answer poll questions

Note: NCALT are not providing either the Presenter content creation or Training Administration licences. Please contact NCALT if these are required.

Registration

To register to use NCALT Live! please contact the Service Desk who will pass you to 2nd line support who will talk you through the license process.

Schedule 3. Glossary

Change Advisory Board	A group made up of NCALT representatives who assess and prioritise change requests
CJX	The Criminal Justice Extranet, the secure network to which all police forces have access
Customer	In the context of this document the Customer refers to the individual force that has commissioned an MLE Domain from NCALT through which End Users can access e-Learning Courses and Online Support Services
Deliverables	The MLE Service and E-Learning content provided by NCALT
FAQ	Frequently Asked Questions
1 st Line Support	The first point of contact for the end user if they experience a problem. NCALT will provide this support through the Service Desk, though forces may elect to provide their own 1 st line support operation.
HR Interface	An interface which allows the MLE and the force's HR system to synchronise certain data relating to registration, training, organisational structure and employment status
Known Errors Database	A database used by the Service Desk which details recognised issues and errors and the relevant actions that need to be taken to resolve related incidents.
MLE	The Managed Learning Environment, NCALT's Learning Management System
NCALT	National Centre for Applied Learning Technologies
NPPIA	National Policing Improvement Agency
SCORM	Sharable Content Object Reference Model, a collection of standards and specifications for web-based e-learning.
SCORM API	The SCORM Application Programming Interface, a mid layer between the e-Learning content and the MLE
2 nd Line Support	Deal with any issues which cannot speedily be resolved by 1 st line support staff. Where possible they will close the incident and inform the customer, otherwise the incident will be escalated to 3 rd line support
Service Management	A framework of processes used to align IT services with current and future business and user needs, and to improve the quality of service delivery
3 rd Line Support	Deal with incidents escalated from 2 nd line support. These are generally of a technical nature where there is no workaround available, and may result in a change being made.

Schedule 4. Packing a SCORM Course for SumTotal

Each course will require imsmanifest.xml. The imsmanifest.xml describes the structure of the course and includes details about the course description, course code and title, chapter titles and launch file paths. The MLE uses this file to import a course and present its details to the user.

Free software is available to package up a course and create the imsmanifest.xml file. For further information go to www.reload.ac.uk

Customer courses must be able to find and communicate with the SCORM API within SumTotal 7.1. Properly packaged SCORM courses should import successfully, however errors may be experienced at run-time. The course may produce errors and may not track user actions properly if it does not try to save user data by conforming to the SCORM 1.2 requirements.

Documentation can be found at <http://www.adlnet.gov/scorm/20043ED/Documentation.aspx>