

QUALITY ASSURANCE DOCUMENT QA 46 – INFRASTRUCTURE SERVICE PROVIDER (STUDY CENTRE OR INTERPROFESSIONAL ARRANGEMENT): APPROVAL, MONITORING AND MANAGEMENT PROCEDURE

Introduction and Definitions

The purpose of this document is to outline the approval, monitoring and review of UK and overseas Study Centres and interprofessional arrangements where Arden University contracts premises, support facilities and/or operating services for a provision through an *Infrastructure Service Provider*. These procedures are aligned to the University's Regulatory Framework and Office for Students (OfS) Quality and Standards Conditions, with reference to the QAA UK Quality Code for Higher Education Advice and Guidance, Partnerships.

Infrastructure Service Provider

A partner institution that is authorised to provide one or more infrastructure element to support delivery by the University, such as provision of premises, learning resources, facilities or operational services (including online or digital platforms) with full responsibility for academic delivery and assessment of the programme being retained by the University. The arrangement can also facilitate interprofessional partnerships with organisations who may not necessarily operate within an educational setting.

Arden University may also operate Study Centres on premises which are directly owned or leased and managed by the University. Such centres do not constitute a partnership and are not covered within this procedure.

Approval Process

There are seven key stages involved in the approval process for a Study Centre or interprofessional arrangements via *Infrastructure Service Provider* (please see appendix 1), namely:

1. *Infrastructure Service Provider* Proposal and Business Plan
2. Approval to proceed by Arden University Executive
- 3 Collaborative Planning
- 4 Due Diligence (and Approval) by Partnership Committee (where required Institutional Approval Event may be requested)
- 5 Approval by Academic Board (where required)
- 6 *Infrastructure Service Provider* Agreement
- 7 Collaborative and Partnership Register

Stage 1. Infrastructure Service Provider Proposal and Business Plan

The *Infrastructure Service Provider* Proposal and Business Plan (please see appendix 2) will outline the case for the Study Centre or interprofessional arrangement, including strategic, financial and market analysis. The *Infrastructure Service Provider* Proposal and Business Plan will be developed by the proposer in conjunction with relevant teams and presented to Arden University Executive by the Pro Vice Chancellor (International) for an approval to proceed of the business case.

Where required the Head of Quality (Partnerships) will guide the proposer on approval stages, documentation and early consultation with the Centre for Academic Partnerships and relevant stakeholders.

Stage 2. Approval to proceed by Arden University Executive

Arden University Executive will be required to assess the rationale for a *Infrastructure Service Provider* against the University's strategic aims and mission. The appropriateness of the proposal will also need to be verified against associated costs and perceived market opportunities.

The criteria for selection of an Infrastructure Service Provider by Arden University Executive will include consideration on the following:

- the fit in vision, mission and strategy between the partner institution and the University
- the reputational advantage (or risk) for the University
- the robustness of the business case, including cost benefit analysis, risk assessment, profit and loss projections, academic assessment, market analysis and evidence of demand
- initial evidence of capacity to deliver and provide appropriate learning opportunities, facilities and services
- opportunities to diversify the portfolio of collaborative relationships

On approval to proceed from Arden University Executive on the business case, the proposal will transfer to the Partnership Committee for due diligence (and approval) of the *Infrastructure Service Provider*.

Stage 3. Collaborative Planning

Collaborative planning will be undertaken by the proposer in conjunction with the Centre for Academic Partnerships and relevant stakeholders across Finance, Marketing, Academic, Admissions, Registry, Quality and Student Support. The collaborative planning will take place throughout the approval process and be dependent on the infrastructure elements being proposed, but where a Study Centre is being considered then it is likely an operational manual may be required at the Institutional Approval Event (as requested by Partnership Committee). It is recommended the proposer should consult with relevant stakeholders early on to ensure a better understanding and feasibility of the collaboration.

Stage 4. Due Diligence (and Approval) by Partnership Committee

The Partnership Committee will be responsible for checking the suitability of the *Infrastructure Service Provider* to provide the services they will be contracted for and identifying any possible risk prior to an agreement.

In conjunction with the *Infrastructure Service Provider* Business Plan, the due diligence (please see appendix 3) will aim to demonstrate the following points:

- appropriate professional standing of *the Infrastructure Service Provider* and legal capacity to enter into an agreement with the University
- financial stability of the *Infrastructure Service Provider* and assurance of registered status, ownership, internal management arrangements. The *Infrastructure Service Provider* must be a legal entity operating in accordance with the legal obligations pertaining to the country in which it operates. The organisation must also have permission from any relevant authorities to deliver the services that it contracts to undertake with the University.
- identification of any business and/or ethical links that might pose a reputational risk to the University
- a review of the *Infrastructure Service Provider's* current and past partnership arrangements that may conflict with the University.

Where an interprofessional arrangement via Infrastructure Service Provider is being proposed Partnership Committee will consider:

- the suitability and capacity of resources, facilities and operational services (including online platforms) to be used by Arden University students
- the partner's arrangement for managing and developing its resources, facilities and operational services to provide a good student experience

As sub-committee of Academic Board, Partnership Committee may grant approval on the academic case of the interprofessional arrangement via Infrastructure Service Provider proposal. Approval may stipulate conditions or recommendations to be taken forward by the University or partner institution.

Where a Study Centre via Infrastructure Service Provider is being proposed Partnership Committee may request a separate Institutional Approval Event with site visit. There may also be consideration of any subject specific specialist resources which could require an external subject expert to be appointed.

The Institutional Approval Event will consider:

- the suitability and capacity of the premises, resources and facilities to be used by Arden University students, including the provision of appropriate learning opportunities and a safe working environment for students
- the partner's arrangements for managing and developing its premises, resources and facilities to provide a good student experience
- the adequacy of any subject specialist learning resources, such as laboratories or specialist provision, where appropriate

Institutional Approval Event may grant approval on the academic case of the Infrastructure Service Provider proposal. Approval may stipulate conditions or recommendations to be taken forward by the University or partner institution.

The development of due diligence, collation of supporting evidence and where required an Institutional Approval Event will be co-ordinated by the Head of Quality (Partnerships).

Stage 5. Approval by Academic Board

Where a Study Centre via Infrastructure Service Provider is being proposed, then following Institutional Approval Event, Academic Board will consider the rationale and may grant final approval of the provision, which could stipulate conditions of approval or recommendations to be taken forward by the University or partner institution. Academic Board will verify that Study Centre via Infrastructure Service Provider arrangements for delivery are appropriate and that students will be provided with learning opportunities of suitable quality and academic standards.

Where an interprofessional arrangement via Infrastructure Service Provider has been considered and approved by Partnership Committee then this will be noted at Academic Board.

Decisions on the approval of a new Infrastructure Service Provider arrangement will be reported to the Senior Management Team and Academic Standards and Ethics Committee. Following approval of the academic case by Academic Board or Partnership Committee (as sub-committee) the partner institution will be informed in writing of approval to allow the start of programme marketing (unless restricted by in-country authorisation) and operational planning.

Stage 6. Infrastructure Service Provider Agreement

Following approval from Academic Board or Partnership Committee (as sub-committee) a formal agreement will be developed with the *Infrastructure Service Provider*.

Roles and responsibilities will be set out and agreed in a legally binding contract before any Infrastructure Service Provider arrangement commences and will include:

- agreement duration (typically 3-years for Infrastructure Service Provider)
- definition of the roles, responsibilities and obligations of the University and the partner institution
- statement of the arrangements for the recording, maintenance and reporting of student data and any requirements for monitoring and reporting student attendance (if applicable)
- arrangements governing the use of the Arden University name and logo and the approval of marketing materials
- statement that serial arrangements involving further sub-contracting are not permitted
- provisions for termination of the agreement, including specific obligations of both parties on termination of the arrangement and student protection plan
- statements regarding the requirements for monitoring and review, and notification of any significant changes, including the date and mechanism for review of the agreement

The University will use a standard agreement template but depending on any additional detail required, the agreement stage may vary. No partnership can commence until a legal

agreement has been signed by authorised signatories of all parties. The *Infrastructure Service Provider* agreement will be maintained by the General Legal Counsel (or nominee).

Stage 7. Collaborative and Partnership Register

All signed *Infrastructure Service Provider* agreements will be added to the University's Collaborative and Partnership Register by the Head of Quality (Partnerships) and published on the University website. The Collaborative and Partnership Register will detail the partner institution, partner address, type of infrastructure service provider arrangement (study centre or interprofessional arrangement), start and end dates and review date of the *infrastructure service provider* agreement.

Monitoring Process

All *Infrastructure Service Providers* will be monitored at two distinct levels: programme level and partner review. The programme level monitoring will be in accordance with the University's annual academic standard and quality assurance processes and overseen by the Academic Board (delegated to Quality and Standards Committee).

The partner review will be additional monitoring to ensure the conduct of University programmes and/or provision can continue with an *Infrastructure Service Provider*. The Partnership Committee will undertake a review of the continuous suitability of *Infrastructure Service Providers* to ensure the student experience via Study Centres or interprofessional arrangements remains comparable with standards and quality throughout the University.

The purpose of partner review will be to:

- provide assurance that an *Infrastructure Service Providers* continues to be a suitable partnership for a Study Centre provision or interprofessional arrangement
- ensure currency of *Infrastructure Service Provider* agreements and address any needs identified via the review process
- ensure student handbooks are updated with any changes to premises, learning resources, pastoral support or facilities with Study Centre via *Infrastructure Service Provider* and approved by Partnership Committee
- assess strategic, financial and operational management of *Infrastructure Service Providers* and manage identified risks or if required, recommend termination of agreements to Arden University Executive and Academic Board

The partner review will be undertaken on an annual basis and co-ordinated by the Head of Quality (Partnerships).

Termination by University

In the event the University decides to end a partnership with an *Infrastructure Service Provider*, then the termination will be carried out in line with terms of the contract. In such cases termination can be actioned due to a variety of reasons (e.g. ongoing poor quality, lack of sufficient recruitment, change in strategic direction). The termination process will be initiated by the Partnership Committee and subject to approval by Arden University Executive and Academic Board.

The termination process will ensure that the student experience is maintained and protected throughout the exit period.

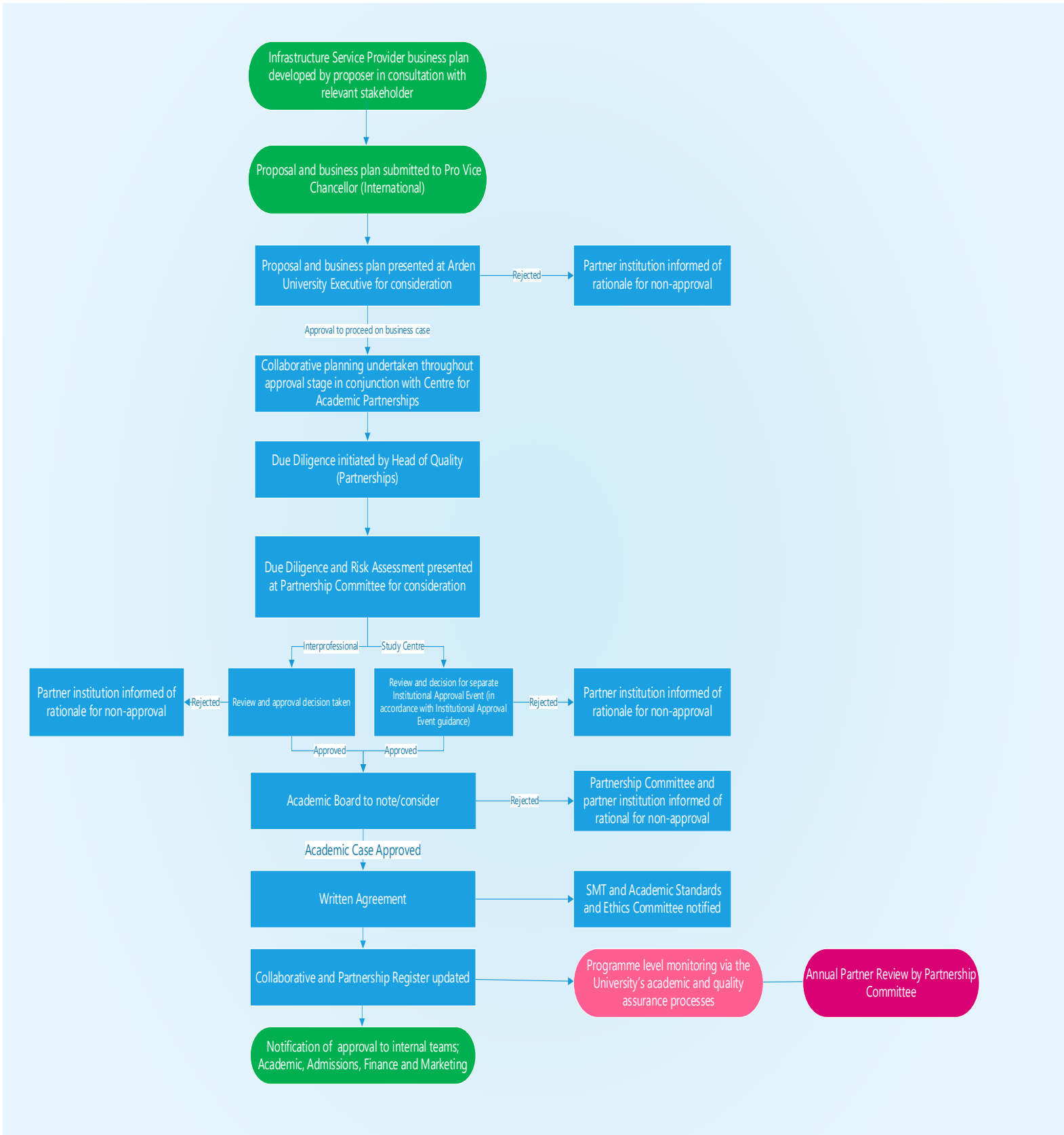
On approval of termination from Arden University Executive, a meeting to confirm the termination decision will be held with the *Infrastructure Service Provider*. A formal letter will set out details of termination and the *Infrastructure Service Provider* will be removed from the Collaborative and Partnership Register.

Termination by Infrastructure Service Provider

A partnership can be terminated by the *Infrastructure Service Provider* but must comply with the terms of the contract and ensure current students are able to complete their studies up to the maximum registration period. The *Infrastructure Service Provider* will be advised to send a formal letter of termination with rationale for closure fully communicated. The University will advise the *Infrastructure Service Provider* to continue working with the University to ensure students are protected and successfully complete their studies throughout the exit period.

Policy Name:	Infrastructure Service Provider (Study Centre or Interprofessional Arrangement) : Approval, Monitoring and Management Procedures
Policy Reference:	QA 46
Approval Authority:	Quality & Standards Committee
Last Approved:	Sep 2023
Responsible SMT Lead:	Academic Registrar
Responsible Department:	Academic Affairs
Policy Contact:	Jazz Lall, Head of Quality (Partnerships) (jlall@arden.ac.uk)
Review Frequency:	3 years

Appendix 1. Infrastructure Service Provider Procedure:



Appendix 2.

Infrastructure Service Provider

Partnership Proposal Form

Partner details	
Registered Name of Organisation	
Trading name	
Registered Address	
Trading Address	
Telephone	
Website	
Social media htms Facebook Linked In Instagram	
Company registered Number:	
Charity Registered Number (if relevant):	
Year Established:	
Ownership Structure:	
Organisational Chart (Please provide an organisational chart showing any associated companies or institutions and predecessors)	
Study Centre/Delivery Sites Main	
Delivery sites Subsidiary (if applicable)	
Additional Awarding Organisation/s (if applicable)	
Number of Full Time Employees	
Number of Part Time Employees	
Contact Details	
Name of Primary contact	
Email	
Telephone	
Legal	
Who in the organisation has the legal capacity to enter the collaboration?	
Are there any local impediments to the collaboration?	
Overview of Partner Institution: Please include: <ul style="list-style-type: none"> • Short history of institution • Nature of ownership • Nature of activities (e.g. how long has it provided educational services, etc) • Operational area (e.g. does it operate in overseas markets) 	

Current Student Profile (if applicable)	
Current HE students (L4+)	
Current FE students (A level/BTEC)	
Other students (specify):	
% Full Time Students	
% Part Time Students	
% Distance Learning Students	
Business case	
Requested start date of partnership	
Type of partnership requested (please state interprofessional or Study Centre for Infrastructure Service Provider)	
Proposed programmes (if applicable)	
Pre-existing or new AU programmes (if applicable)	
Programme(s) duration (if applicable)	
Mode of delivery (BL/DL) (if applicable)	
Number of intakes per calendar year (if applicable):	
Month of intakes (if applicable)	
5 Year Recruitment Profile (if applicable)	Please complete Student Projection Numbers spreadsheet
Projected Retention Rate (if applicable)	
Projected Progression Rate (if applicable)	
Recruitment Strategy	
Primary Market	

Secondary Market	
Why are you seeking AU programmes?	
What is unique to your organisation that a student would experience then if they studied directly with AU?	
Quality Indicators	
How is your organisation's quality measured?	(Please provide copies of reports)
Quality Assurance Agency - last review date (if applicable)	
Ofsted last review – last inspection date (if applicable)	
Professional, Statutory and Regulatory Bodies (PSRB) reports/references (if applicable)	
Local Quality Assurance review - Name of body and date of most recent review (if applicable)	
Local accreditation requirements (if applicable)	
Local approval required to establish partnership (please include name of authority and contact details)	
Local approval required to deliver course	
Lead time for local approval (if applicable)	
Other Partnerships (if applicable)	
Name of Partner	
Date of commencement of partnership	
List of Programmes offered	
Student data: numbers, progression/success rates	
Name of Partner	
Date of commencement of partnership	
List of Courses offered	

Student data: numbers, progression/success rates	
Proposed Partner Opportunity: Please include:	
<ul style="list-style-type: none"> Evidence of market research undertaken to support the proposal and programmes Target market(s) and recruitment channels Competitor analysis 	

Proposal submitted by:	Executive Approver 1	Executive Approver 2
Name:	Name:	Name:
Position:	Position: Choose an item.	Position: Choose an item.
Signature:	Signature:	Signature:
Date: Click here to enter a date.	Date: Click here to enter a date.	Date: Click here to enter a date.

Infrastructure Service Provider

Partnership Business Plan

Who is the partner institution?	
What type of partnership is this?	Choose an item.
What academic award(s) (if any) does this partnership involve (if applicable)?	Select an award. If more than one award, then please list all awards: Click here to enter text.
Is this an existing or new programme, variation on existing programme or replacement of existing programme (if applicable)?	Choose an item. If 'variation on existing course' or 'replacement of existing course', please describe requirements
Who is the University Lead for this partnership?	
Please state what month and year the first students are expected to be recruited under this partnership?	Click or tap to enter a date.

Executive Summary

Proposal Benefits and Risks:

- 1. Please describe the new partnership and explain what the potential benefits are and how you might measure this benefit?**

Possible benefits might include cost savings, increased revenue, improved student/staff experience, staff capacity savings/increased staff productivity/reduction in time taken to complete a process, staff upskilling/development, improved compliance with external bodies, and enhanced brand reputation with students/firms/regulators

Click here to enter text

- 2. Please describe what the potential risks of launching this partnership are, and what the potential risks of not launching this partnership are?**

Click here to enter.

3. Please list the people who have been consulted during the development of this Business Plan (it is essential that advice is sought from the relevant Dean of Faculty and Head of School at proposal stage).

Name	Title	Document Section(s)

Market/Product Analysis:

4. Please summarise the proposition, including who the target students are and why students might choose to study this programme.

[Click here to enter text.](#)

5. Please describe the market for this programme, including the size of the target market, any recent trends in this market, the key competitors, and our likely market share. Please describe the assumptions made or evidence used to estimate our likely market share.

[Click here to enter text.](#)

6. Please describe the fee and revenue sharing arrangement and describe the rationale used to reach these. You may wish to describe comparison versus existing partnership arrangements, competitor fee levels or target profit levels in light of the costs in the financial model. Please consult with Marketing and Finance as necessary.

[Click here to enter text.](#)

Financial Analysis:

7. Please confirm that a detailed financial model has been completed in consultation with the Head of Corporate Finance.

Yes No

From your completed financial model, please complete the table (using the base case figures):

	Y1	Y2	Y3	Y4	Y5
Number of students					
Revenue (£k)					
Gross Margin (£k)					
EBITDA (£k)					
Gross Margin (%)					
EBITDA (%)					
One off costs					

Arden University Executive Approval:

Approved by the Arden University Executive on:	Click or tap to enter a date.
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Appendix 3.

Infrastructure Service Provider Application and Due Diligence Form

Please supply the following information (where possible) and ensure all supporting evidence provided is prefixed with reference numbers as indicated in the column below.

All documents should be supplied and/or translated into English.

Partner organisation information

Reference Number	Information required	Please provide details and any supporting evidence or website links
1.	Registered name and address of partner organisation	
2.	Trading name of partner organisation	
	Full name(s) and date(s) of birth of all directors and shareholders of partner institution	
3.	Partner organisation website and social media addresses (Facebook, Twitter, Instagram, YouTube, LinkedIn, etc)	
4.	Introduction and history of partner organisation (including key activities, mission statement, size, portfolio, geographical reach, number of students, number of staff, etc	
5.	Strategic Plan	
6.	Financial report (e.g. last 3 years' published accounts)	
7.	Details of the tax status of partner organisation	
8.	Details of any double tax treaty between UK and country the partner organisation is based in	
9.	Details of financing arrangements (e.g. reports or agreements with any state,	

	public or private funding agency or organisation)	
10.	Details of insurance arrangements undertaken (liability and indemnity)	
11.	Confirmation that the partner organisation owns or has proof all its own real property arrangements	
	Details of Modern Slavery statement and/or policy	
	Details of Anti-Bribery/Corruption Policy	
12.	Details of study centre/premises (please provide full address) and facilities offered by partner organisation (including classrooms, lecture theatres, computer rooms, IT availability, internet and wifi accessibility, library, and recreational provision), if applicable	
13.	Documentation confirming the legal status of the partner organisation, the ownership of the organisation, date of establishment, any relevant authorising or government documentation (e.g. Charter, confirmation of TDAP, Licenses, Approvals, Registrations or Permits)	
14.	Confirmation that partner organisation does not have any current or pending litigations, prosecutions or investigations by government or official bodies (official confirmation from a director may be requested)	
15.	Reports, reviews or audits from any in-country external quality and/or funding agencies	
16.	Details of the management structures	
17.	Details of the governance structures – to include composition and terms of reference for internal committee structures	

18.	Details of management information systems (application, enrolment, progression, retention, and achievement figures)	
19.	Prospectus and marketing/promotional materials including approval procedure for these	
20.	Marketing strategy/plan -please outline how the proposed partnership will be promoted?	
21.	Full information on other business links and collaborative arrangements in the UK and overseas - please note, references will be sought from other collaborative organisations	
22.	Details of Collaborative Provision Policy and associated regulations and procedures	
23.	Information about any professional, statutory, and regulatory bodies that accredit the partner organisation or any of its programmes (if applicable)	
24.	Details of student record keeping procedures and Data Protection Policy (if applicable)	
25.	Details of Health and Safety Policy	
26.	Details of Equality and Diversity Policy	
27.	Details of Human Resources Policy covering where applicable the following: a) Partner organisation to ensure that any staff (including contracted non-employed labour) are paid in accordance with minimum wage requirements applying to the country of employment or engagement (as applicable) b) Please include any relevant policies for staff recruitment, induction and training and development	

28.	Details of Safeguarding Policy for students who are Under 18 and Adults at risk (if applicable)	
29.	<p>In relation to the UK Counter-Terrorism & Security Act 2015 and the Prevent Duty in Higher Education 2016 for staff and students enrolled on an Arden University award studying at a partner organisation outside of the UK the following questions require responses (if applicable):</p> <p>a) Describe the welfare services which would be provided for Arden University students</p> <p>b) Does the partner organisation have a process for raising concerns regarding the welfare of a student? If so, describe the process</p> <p>c) How does the partner organisation ensure that their staff are aware of the process for students to raise concerns about their welfare?</p> <p>d) How does the partner organisation ensure that their staff are aware of the indicators for the welfare concerns of students?</p> <p>e) How will the partner organisation report a student welfare concern to us?</p>	

Completed by:	
Title:	
Email address:	
Date:	

Appendix 4.

STUDY CENTRE – SITE VISIT (University owned/leased or Infrastructure Service Provider)

1. PREMISE		
	Detail/Information	Action required
When was the premises built?		
How many floors does the premises have?		
Does the premises have any on-site parking? Please provide details.	Choose an item. Additional comments:	
Can the premises be accessed via good public transport links? Please provide details.	Choose an item. Additional comments:	
Does the premises have a welcoming and accommodating reception area for students and visitors? Please provide details.	Choose an item. Additional comments:	
Does the premises have an access control system?	Choose an item. Additional comments:	
Does the premises provide an opportunity to support any University signage and branding – internally and/or externally?	Choose an item. Additional comments:	
Will the premises be shared with other parties? If so, please provide details of all other parties, nature of business and number of staff and/or students involved.	Choose an item. Additional comments:	

How many classrooms will be available for University delivery?		
Please provide details of furniture and equipment available in designated classrooms.		
What is the student number capacity of classrooms?		
What is the student number capacity of the centre and is this in line with the Business Plan expectations?		

2. FACILITIES		
	Detail/Information	Action Required
Do students have access to a quiet area for study?	Choose an item. Additional comments:	
Do students have access to recreation space and facilities?	Choose an item. Additional comments:	
Do students have access to dining facilities either on the premise or nearby in a local restaurants or cafes?	Choose an item. Additional comments:	

3. SUPPORT STAFFING & ADMINISTRATION		
	Detail/Information	Action Required
Does the premises have adequate space, furniture and IT equipment to support	Choose an item. Additional comments:	

University staff working at the study centre?		
Are there staff facilities for the preparation of refreshments and heating food?	Choose an item. Additional comments:	
Are there staff facilities for secure and safe storage of personal belongings?	Choose an item. Additional comments:	

5. LEARNING RESOURCES (inc. IT)		
	Detail/Information	Action Required
Does the premise have a library to offer students and will it be adequate to support proposed University programmes?	Choose an item. Additional comments:	
What IT resources does the premise have? Please outline number of printers and computer terminals, and the print facility which will be offered to staff and students.		
What internet services come into the building?		
Who is the internet provider? What is the capacity, and can this be shared?		
What is the internet connection speed?		
Does the building have dedicated comms rooms with appropriate security, power and	Choose an item. Additional comments:	

cooling to house active network equipment?		
Would the comms room be shared with other parties within the building? What are the sizes of these rooms?	Choose an item. Additional comments:	
Is the building cabled to office/teaching space? If so, how many end points (RJ45 sockets) and what cabling has been used (CAT-5e, CAT-6, etc.)?	Choose an item. Additional comments:	
Is there wi-fi already available throughout the building which could provide guest connection for students?	Choose an item. Additional comments:	
Do teaching spaces have any audio-visual equipment?	Choose an item. Additional comments:	

6. HEALTH & SAFETY (all relevant certificates and policy documents should be appended to the completed form)		
	Detail/Information	Action Required
Does the premises have a health and safety policy and is there evidence that it meets its legal obligation in this respect?	Choose an item. Additional comments:	
Does the premise have an appropriate number of fire extinguishers, fire marshals, emergency signage, emergency lighting, evacuation procedure	Choose an item. Additional comments:	

<p>and annual testing of evacuation procedures? Does it have appropriate certification to confirm the above as appropriate? Please provide details.</p>		
<p>Are their periodic fire tests at the premises? Please provide details</p>	<p>Choose an item. Additional comments:</p>	
<p>Does the premises have adequate first aid arrangements including appropriate notices, first aid boxes and trained staff?</p>	<p>Choose an item. Additional comments:</p>	
<p>What training has the first aider(s) received? Do they receive regular training and updates? Please provide details.</p>		
<p>Is there evidence that the premises meets its legal obligations in respect of disabled access, walkways, toilet facilities and evacuation procedures?</p>	<p>Choose an item. Additional comments:</p>	
<p>Does the premises have adequate flooring, lighting and heating? Is air conditioning available? Do windows require restrictors and are blinds available to address sunlight glare?</p>	<p>Choose an item. Additional comments:</p>	
<p>Does the premises have availability of drinking water? Is there regular testing of the water supply?</p>	<p>Choose an item. Additional comments:</p>	

Does the premises have availability of security patrols and CCTV?	Choose an item. Additional comments:	
Has the premises been tested for asbestos?	Choose an item. Additional comments:	
Is there regular PAT testing of electrical equipment?	Choose an item. Additional comments:	
What is the general condition of the premise, fittings and fixtures?	Choose an item.	
Is there a named person with responsibility for ensuring health and safety at the premise? If so, please state name and title.	Choose an item. Additional comments:	
What qualifications does the person responsible for Health and Safety possess? Do they receive regular training and updates? Please provide details.		

7. DEVELOPMENT OF RESOURCES AND SERVICES	
Please outline any Infrastructure Service Provider plans for improving premise, service or facilities over the next 12-months.	

