

Deliverables catalogue

Platform Admin Specialist — operational support

A summary of the operational support services Thrive will deliver, and the terms on which they are delivered. The customer, term, start date, number of days, day rate, fees and payment terms are set out in the order form to which this catalogue is attached.

Confidentiality notice

The information contained in this document is confidential and proprietary to Thrive. It is provided solely to detail the approach and work to be accomplished for the operational support Thrive will provide to the customer. This information may not be used for any other purpose and may not be further distributed. Any recipient of this document who is unwilling to agree to these restrictions should return the document to Thrive without reviewing the contents or making further distributions. A review of this document shall constitute agreement to the restrictions stated above.

1. Scope of work

Commencing on the start date, and for the duration of the term set out in the order form, the Supplier will provide the Platform Admin Specialist services described in this catalogue to the Customer.

Your Platform Admin Specialist (PAS) will provide all of the administration support for you and your Thrive platform. This includes handling day-to-day admin, optimising performance, and consulting on how to make the best use of Thrive.

Save the time and resources needed to hire and train an in-house employee. Your PAS will support the configuration and management of your platform, provide data-driven guidance, and advise on product knowledge and best practice so that you are always up to date with the latest features as they are released - an expert who understands your organisation's goals and needs.

2. Support includes

Deliverable	What is included
Scoping session	A session to identify your specific requirements, so you make the most of your PAS.
Support launching programmes	Assistance with the set-up and launch of training programmes across your organisation.
Platform structure set-up and maintenance	Establishing and managing the organisational structures across the platform.
Audience management	Updating and managing learners through audiences based on your organisation's needs.
Content architecture and refreshes	Managing the content curriculum, keeping it up to date and uploading new content as required.
Performance analysis	Tracking and analysing platform and programme performance to identify areas for improvement.
Campaign support	Marketing and promoting your initiatives through campaigns.

3. How the support is delivered

- A PAS full day is based on 6 hour days, Monday to Thursday.
- A PAS half day is 3 hours per day, Monday to Friday.
- Support is delivered remotely unless otherwise agreed by all parties.
- Where purchased as part of a bundle term, PAS resource does not carry over into subsequent days or weeks if unused.
- The Customer will provide Thrive with at least 2 weeks' notice if the PAS is required for a specific time and date.
- Subject to availability, if the assigned PAS is unavailable on a particular occasion, Thrive reserves the right to provide the Customer with another PAS to support in the interim.
- If the Customer would like to purchase additional PAS days during a bundle term that were not agreed as part of the initial executed order form, there are no guarantees that the resource will be available to the Customer.

4. Exclusions

- Travel expenses are excluded from day rate charges; the Customer will be responsible for any reasonable travel and associated subsistence costs if required.

- The PAS will not have access to uploading historical completions; this will need to be requested via support.
- The PAS will not have access to the support reporting catalogue; this will need to be requested by the Customer via the usual support ticketing system at techsupport.thrivelearning.com.

5. Completion of works

Upon expiry of the term set out in the order form, the Supplier shall issue a completion of works document to the Customer setting out the operational support services delivered during that term. The Customer shall review and countersign that document within [5] Business Days of receipt. Failure by the Customer to countersign within that period shall be deemed acceptance of the completion of works document and the operational support services described therein.

6. Non-solicitation

During the term set out in the order form and for a period of 24 months thereafter, the Customer, including its affiliates and representatives, agrees not to solicit, hire, engage, or attempt to solicit, hire, or engage any employee or contractor of the Supplier, directly or indirectly, without the prior written consent of the Supplier. This clause is intended to prevent the loss of the Supplier's valuable staff and contractors, who may be exposed through the provision of the operational support services under this agreement. For the purposes of this clause, "solicit" shall mean any direct or indirect communication of any kind whatsoever, regardless of who initiates it, inviting, advising or otherwise encouraging an employee or contractor to leave their employment or contractual engagement.

7. Relationship to the order form

This catalogue describes additional services provided by Thrive Learning Limited. It is attached to, and forms part of, the order form, which identifies the parties, states the existing agreement governing these services, and sets out all commercial detail - service, term, start date, number of days, day rate, bundle and payment terms. Where this catalogue and the order form differ, the order form prevails.

8. Assumptions and dependencies

- The Customer provides stakeholder availability for the scoping session and for ongoing direction of the PAS.
- Administrator access to the platform is available to the assigned PAS for the duration of the term.
- Content, brand assets and learner data required to deliver the support are supplied by the Customer.
- Anything not listed in this catalogue is out of scope and handled as a separate change to the order form.