



SAFER Education

SERVICE

DESCRIPTION

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1 Service Overview.

SAFER Education - A Human Risk Awareness and Behavioural Resilience Capability for UK Education settings.

2 Service Description.

SAFER Education is a secure, always-on mobile awareness and decision-support service designed to strengthen human-layer resilience across education settings.

The service provides school and trust leaders, teaching staff, support staff and approved users with timely, trusted guidance at the point of need, supporting safer and more consistent behaviours in complex digital, safeguarding and wellbeing environments.

SAFER Education delivers real-time awareness across multiple human risk domains, including cyber and online behaviour, safeguarding and digital safety, health and safety, mental wellbeing, responsible use of AI, and home and family digital resilience.

The service complements existing statutory training, safeguarding processes and curriculum activity by providing continuous behavioural reinforcement between formal learning events.

It does not replace mandated training or statutory guidance, but supports sustained awareness, confidence and judgement in day-to-day educational practice.

SAFER Education does not provide legal advice, statutory safeguarding decisions, or inspection guidance, and does not replace the Customer's designated safeguarding roles, policies, or escalation routes.

SAFER Education is delivered as a secure, supplier-operated SaaS capability under G-Cloud 15 Lot 2b (SaaS). Content can be configured to organisational context, enabling consistent use across schools, trusts and education settings while allowing local tailoring where required.

The service is designed to scale across the education sector and to adapt as risks, technologies, statutory guidance and assurance expectations evolve.

3 What the Service Does.

SAFER Education provides a mobile and web awareness and decision-support capability that delivers practical guidance and behavioural reinforcement in the flow of daily school and education life.

The service enables education staff and approved users to access real-time, context-aware guidance at the point of decision, supporting safer online and digital behaviour, stronger safeguarding confidence, improved health and safety awareness, and more informed, responsible use of emerging technologies such as AI.

The service delivers short, role-relevant awareness content designed to be quickly consumed and easily recalled within busy educational environments, including classrooms, corridors, offices and home working.

SAFER Education provides continuous behavioural reinforcement through proactive prompts and insights, supporting consistent culture and practice rather than one-off compliance activity.

The service is not a statutory guidance announcement or broadcast channel. Instead, it translates established good practice and organisational expectations into practical, scenario-led prompts and decision support that help staff act consistently under pressure.

The service does not generate or publish statutory guidance, and it does not act as the Customer's formal safeguarding communication channel.

The service incorporates intelligence-led refresh cycles to reflect emerging online harms, changing digital behaviours, evolving risk patterns and customer-led priorities, without replacing the Customer's own safeguarding communications and formal processes.

The service is modular and can be extended over time to support additional awareness domains and role-specific needs, including whole-school digital safety, safeguarding themes, cyber and data protection behaviours, health and safety, responsible AI use, and staff wellbeing support through the Beyond the Bell agent.

The service complements existing statutory training, safeguarding arrangements and school communications by reinforcing expected behaviours and confidence between formal learning events.

4 Who the Service Is For.

SAFER Education is designed for use across the UK education sector.

The service is suitable for education professionals who require timely, trusted guidance to support safe, consistent and confident behaviour in complex digital, safeguarding and wellbeing environments.

This includes school and trust leaders, teachers, teaching assistants, pastoral staff, safeguarding leads, administrative staff, estates and facilities teams, and other staff who interact with pupils, systems, data and families as part of their role.

The service is also suitable for members of governing bodies, trustees and boards of governors who require concise awareness to support oversight, informed challenge and responsible decision-making, rather than operational safeguarding activity.

The service can also be used to support awareness for supply staff, peripatetic staff, contractors and other authorised users operating within education settings, where appropriate.

SAFER Education is suitable for use across a wide range of education organisations and settings, including early years providers, primary and secondary schools, special schools, further education colleges, multi-academy trusts and independent schools.

The service is designed for UK public-sector operating environments and uses controls proportionate to services handling typical school and trust administrative data at OFFICIAL sensitivity.

Guidance is delivered in a concise, accessible format suitable for real-world education environments, including classrooms, shared spaces, offices and remote or home working.

The service supports a whole-organisation approach by enabling consistent awareness and behavioural reinforcement across permanent staff, temporary staff, governors, trustees and partner organisations, without relying on uniform levels of technical confidence or digital literacy.

5 How the Service Is Used.

Users access SAFER Education via a dedicated mobile app (iOS and Android) or a modern web browser on personal devices (BYOD) or organisation-issued devices, to receive practical guidance, proactive insights and short awareness content in the flow of daily education life.

The service can be used on site, during off-site activity, or at home, supporting consistent awareness regardless of location, working pattern or role.

SAFER Education uses supplier-managed, AI-enabled services delivered using third-party AI software-as-a-service technology hosted in UK-based or trusted environments solely to support content retrieval, contextual framing and awareness delivery.

AI does not perform autonomous decision-making, does not monitor users, does not store personal data on devices, and does not access school, trust or local authority corporate systems.

SAFER Education does not ingest pupil records, does not connect to school MIS systems, and does not profile or score individual users or pupils.

SAFER Education operates as a three-mode human resilience service delivered through an AI-enabled platform.

Each mode addresses a different human risk failure point, together providing comprehensive, practical coverage for education settings.

5.1 Reactive use.

Reactive use provides just-in-time judgement support. Users can ask questions at the moment uncertainty, concern or risk arises, based on a real situation they are facing in an education context.

The service responds using a curated, assured knowledge base aligned to education environments, professional expectations and organisational context, rather than open internet sources. This ensures responses are appropriate for education settings and support confident, professional decision-making.

For assurance and service management purposes only, the Customer's nominated administrators can view limited metadata associated with example questions submitted through the service, including the user's registered email address.

Individual conversations remain private and are not routinely monitored or reviewed by the Customer, except where the Supplier is required to access content for support, security investigation, or legal compliance purposes in accordance with the G-Cloud Call-Off Contract and applicable law.

5.2 Proactive use.

Proactive use supports structured, self-directed understanding.

Users can explore themes, topics and awareness areas when they are relevant to their role, responsibilities or circumstances, rather than at fixed training intervals.

The service enables guided exploration and role-aware framing to support deeper understanding, shared language and confidence over time.

5.3 Delivered use.

Delivered use provides timely behavioural reinforcement through a Message of the Day approach.

Short, relevant prompts and insights are delivered to users to reinforce expected behaviours and strengthen awareness before issues arise.

This mode focuses on behavioural nudging and reinforcement rather than formal training or policy dissemination.

6 Service Delivery Model.

SAFER Education is delivered as a secure, supplier-operated software-as-a-service capability within a single, centrally governed platform environment.

The service is designed to operate as a single, centrally governed capability for education organisations, providing consistency, scalability and efficient management across schools, trusts and education settings, while avoiding fragmentation associated with multiple standalone tools or point solutions.

Within the SAFER Education platform, context-specific AI agents and associated knowledge banks are deployed to reflect different education operating contexts, roles and responsibilities, including classroom practice, safeguarding and pastoral activity, leadership and governance, digital and data use, and staff wellbeing support.

Each AI agent is supported by a curated, video-led knowledge bank designed for its operating context, ensuring that guidance, scenarios and framing are relevant to the user's role, responsibilities and day-to-day environment.

Agents and knowledge banks are provisioned and assigned based on buyer-defined organisational scope and service requirements, rather than user self-selection. This supports appropriate governance, consistent coverage and controlled assurance.

All AI agents operate within the same centrally managed platform environment, governance model and assurance controls, ensuring consistent application of content standards, behavioural framing, access control and risk management across the service.

Service configuration enables education organisations to align awareness domains, delivery priorities and reinforcement patterns to their risk profile, operating context and organisational priorities without requiring changes to the core platform or bespoke development.

The service is maintained, updated and supported by the supplier, minimising operational, technical and administrative overhead for education users while ensuring the service remains current, secure and aligned with sector expectations.

7 Onboarding and Offboarding.

SAFER Education is designed for rapid onboarding with minimal administrative and technical overhead for schools, trusts and education organisations.

The service supports self-service onboarding for permanent users and sponsor-controlled onboarding for temporary, visiting or short-term users, aligned to common joiner, mover and leaver practices used across education settings.

Access is controlled by the buying organisation through organisation-level configuration, role assignment and time-bound permissions, enabling appropriate governance of permanent and temporary access, including staff, governors, trustees and authorised partners.

The service does not require integration with school, trust or local authority identity systems, directories or local IT infrastructure to begin use.

SAFER Education can begin delivering value without requiring full organisational configuration at the point of onboarding, supporting rapid adoption in environments with limited capacity or central IT support.

The service can be introduced as a trial, pilot or phased rollout, allowing schools, trusts and education bodies to validate suitability and operational fit before wider adoption.

Supplier-led onboarding support is provided during service initiation to agree organisational scope, agent assignment, access controls and initial configuration.

At the end of a contract, or on earlier termination, the service supports orderly offboarding, including access revocation and export of customer-accessible analytics data in standard formats, in line with contractual commitments and applicable data protection requirements.

On request, the Supplier will support the Customer to export administrative user lists and configuration data available within the service, in standard formats, as part of an orderly exit.

8 Service Constraints and Dependencies.

SAFER Education is designed to complement existing education training, safeguarding arrangements, staff communications and assurance activities.

The service does not replace statutory training, formal policy dissemination, professional judgement or established safeguarding processes. It is intended to reinforce expected behaviours, confidence and consistency between existing training, communications and governance arrangements.

SAFER Education provides guidance and awareness support but does not issue authoritative direction, provide live monitoring of incidents, or replace established safeguarding, escalation or incident response processes.

The service is accessible via a dedicated mobile app (iOS and Android) or a modern web browser on personal devices (BYOD) or organisation-issued devices. No integration with school, trust or local authority networks is required.

The service operates independently of existing learning management systems, safeguarding platforms or staff portals and does not require integration with them to deliver value.

SAFER Education is designed to operate alongside existing education processes and frameworks and does not introduce dependency on changes to established training, policy, governance or assurance arrangements.

9 Security and Assurance Alignment.

SAFER Education is designed to align with UK public-sector, education-sector and safeguarding-related security and assurance expectations.

The service supports cyber resilience in education by strengthening the human elements of awareness, behaviour and culture that underpin effective protection of systems, information and users, including staff and pupils.

SAFER Education supports safer education environments by reinforcing proactive, evidence-led behaviours across digital safety, safeguarding and health and safety, helping to reduce avoidable incidents through timely awareness and behavioural reinforcement.

The service is designed to operate in line with public-sector AI assurance and governance principles, including the controlled and proportionate use of AI, appropriate human oversight, and alignment with organisational policy, professional standards and safeguarding expectations.

SAFER Education is delivered within a governed platform environment, with centrally managed content, configuration and access controls to support consistent application of assurance standards across schools, trusts and education organisations.

The service aligns with relevant education, safeguarding and wider government policy frameworks but does not claim independent certification unless explicitly stated elsewhere in the service documentation.

Any references to standards or accreditations relate to the Supplier's management systems and controls, and do not constitute certification of Customer environments.

10 How the Service Supports Government Policy.

SAFER Education supports UK Government and education policy objectives by strengthening human-layer resilience across education settings.

The service supports the Department for Education's priorities for safe, well-led and resilient education environments by improving staff awareness, confidence and judgement in areas where human behaviour is a material risk factor.

SAFER Education supports Customer-led implementation of existing statutory guidance by improving recall, consistency and confidence in day-to-day decision-making.

SAFER Education supports statutory safeguarding and child protection objectives by reinforcing everyday professional behaviours that help staff recognise risk, act appropriately and maintain safe practice, without duplicating statutory guidance or formal processes.

The service aligns with the National Cyber Strategy by strengthening cyber resilience through improved human awareness and behaviour in schools and education organisations, recognising the role of people in protecting data, systems and young people.

SAFER Education supports whole-school and trust-wide approaches to digital safety, wellbeing and organisational culture by enabling consistent awareness and behavioural reinforcement across leadership, staff, governors and partners.

By providing a scalable, cross-cutting human risk awareness capability, the service supports government education policy objectives without duplicating existing training, governance, inspection or assurance arrangements.

11 Service Features.

SAFER Education provides the following service features.

- Dual-channel access through a dedicated mobile app (iOS and Android) and web browser on personal devices (BYOD) or organisation-issued devices, delivered via UK-hosted public cloud services.
- The service uses education-appropriate language, scenarios and examples aligned to school, trust and education settings, rather than technical or policy-heavy terminology.

- A digital safety and safeguarding awareness AI agent supports confident, professional behaviours around online safety, pupil interaction, boundaries and risk recognition, aligned to education contexts.
- A cyber and data awareness AI agent supports safer use of systems, accounts and information, helping staff reduce everyday digital and data-related risk.
- A home and family digital resilience awareness AI agent supports understanding of technology risks that can affect pupils and families beyond the school gate, reinforcing consistent messages between school and home.
- A health and safety awareness AI agent supports everyday safety awareness, risk reduction and good practice across education environments.
- A staff wellbeing awareness agent, delivered through the Beyond the Bell capability, supports awareness of stress, resilience and appropriate support routes for education professionals, including signposting to Customer-defined internal support routes and external support resources where appropriate.
- An AI awareness and misuse prevention agent supports responsible, ethical and confident use of emerging technologies, including awareness of AI-related risks in education contexts.
- AI agents provide reactive guidance at the point of uncertainty or concern, supporting timely judgement and confident decision-making in real situations.
- The service provides proactive awareness pathways, including short Message of the Day prompts and video content designed to reinforce behaviours over time without adding training burden.
- The service includes an analytics capability providing aggregated insight into engagement, awareness coverage and topic trends to support service assurance, oversight and continuous improvement, without exposing individual conversation content.
- For assurance and service management purposes, nominated customer administrators can view limited metadata associated with example questions, including the user's registered email address. Individual conversation content remains private and is not routinely accessible to customers or third parties.

12 Service Benefits.

- SAFER Education delivers operational benefits by strengthening human-layer resilience across education settings.
- The service helps reduce avoidable digital safety, safeguarding and behavioural incidents by providing immediate, context-appropriate guidance at the point of uncertainty, reducing hesitation, inconsistency and unreported concern.
- By delivering practical guidance in education-appropriate language and real-world context, the service supports better professional judgement and reduces the likelihood of minor issues escalating into incidents, complaints or assurance findings.
- SAFER Education supports safer, more stable learning environments by reducing preventable safety, digital and wellbeing-related issues that disrupt staff capacity and pupil experience.
- The service complements statutory and mandatory training by reinforcing expected behaviours where one-off courses, briefings and policy documents do not sustain awareness over time.

- Awareness content and behavioural prompts can be updated rapidly to reflect emerging digital risks, changing behaviours and customer-led priorities, supporting a more responsive and resilient education environment.
- Short, timely Message of the Day prompts build continuous awareness and reinforce professional expectations without adding training or administrative burden.
- The service supports consistent behaviour change at scale, contributing to stronger organisational culture across schools, trusts and education organisations.
- SAFER Education provides leadership and governors with aggregated insight into awareness coverage and engagement, supporting proportionate oversight, assurance and evidence-based decision-making.

Together, these benefits support safer, more resilient and well-governed education environments in increasingly digital and AI-enabled contexts.

13 Service Differentiators.

SAFER Education is not a traditional training product or awareness course.

The service is designed as a behavioural resilience capability that supports professional judgement and awareness continuously, rather than relying on periodic training events or annual refresh cycles.

Unlike conventional digital safety, safeguarding or cyber awareness solutions, SAFER Education provides guidance at the point of need, enabling staff to access relevant, education-appropriate information when real uncertainty, concern or risk arises.

The service uses continuous behavioural reinforcement, including short prompts and Message of the Day content, to sustain awareness and influence day-to-day practice over time, rather than assuming retention from one-off training or policy briefings.

SAFER Education addresses human risk across multiple, interconnected domains, including digital and online behaviour, safeguarding practice, cyber and data awareness, health and safety, responsible use of AI, and home and family digital resilience, recognising the shared human factors that underpin incidents across education environments.

The service operates within a single, governed platform environment, enabling consistent behaviour support across schools, trusts and education organisations while allowing context-specific delivery where required.

This approach differentiates SAFER Education from single-domain or compliance-led tools by providing a scalable capability focused on behaviour, culture and resilience rather than training completion alone.

14 Security Standards Alignment and Compliance.

SAFER Education is designed in line with secure-by-design and privacy-by-design principles, using controls proportionate to systems operating at OFFICIAL sensitivity.

Controls are proportionate to a supplier-operated public-sector SaaS service and are designed to protect typical school and trust administrative data, service configuration data, and user account data.

The service's identity, onboarding and access control model aligns with recognised UK public-sector and industry security expectations, without requiring integration with Customer identity providers, directories, or internal networks.

Access control is based on strong identity verification, least-privilege principles, sponsor-governed temporary access and defined joiner, mover and leaver processes.

Identity, authentication, permissions and lifecycle management are fully controlled within the SAFER Education service.

AI inference services operate outside the identity and access management domain and have no access to user credentials, permissions, or access controls.

User attribution for service operations and security is handled within the Supplier-controlled service environment, and limited identity information may be visible to authorised Customer administrators where required for assurance, safeguarding, or governance purposes.

The service is designed to align with the following standards and guidance.

- Government Functional Standard GovS 007: Security.
- National Cyber Security Centre guidance on modern authentication.
- Good practice for third-party and contractor access management.
- UK GDPR and organisational data protection principles.
- Secure-by-design software development and operational practice.

The Supplier maintains Cyber Essentials certification, and operates an ISO 9001-aligned quality management approach and an ISO 27001-aligned information security control baseline.

The service keeps audit records showing user access, account changes and administrative actions, enabling organisations to review activity and provide evidence for assurance purposes.

Further detail on how SAFER Education meets public-sector security and data protection expectations can be provided during the call-off contract process, including supporting assurance documentation where required.

15 Data Hosting and Sovereignty.

SAFER Education is hosted using UK-based cloud infrastructure to support education-sector and wider public-sector expectations for data residency and sovereignty.

All customer data entered into the service is stored and processed within the United Kingdom, unless otherwise agreed as part of the G-Cloud call-off contract.

Customers retain ownership and control of their data at all times. SAFER Education does not assert ownership over customer data and does not sell, monetise or repurpose customer data for non-service purposes.

Access to customer data is restricted to authorised users within the buying organisation and authorised supplier personnel, operating under role-based access controls and least-privilege principles.

Data is protected using industry-standard security measures, including encryption in transit and at rest, in line with public-sector best practice.

Where exceptional remote access from outside the United Kingdom is required for service support or maintenance, this access is minimised, controlled, logged and subject to appropriate technical, organisational and contractual safeguards in accordance with UK data protection law and the G-Cloud Call-Off Contract.

16 Accessibility.

SAFER Education is designed to be accessible to users across education and wider public-sector organisations, including individuals with varying access needs, technical confidence and learning preferences.

The service is designed to align with WCAG 2.2 AA standards.

These standards inform interface layout, navigation, content presentation and interaction design across the service.

Accessibility considerations include clear navigation structures, readable typography, appropriate colour contrast and keyboard-accessible functionality where applicable.

The service is designed to be compatible with commonly used assistive technologies, including screen readers.

Accessibility is further supported through in-platform guidance, including short instructional videos, contextual prompts and guided walkthroughs, providing alternative ways for users to understand tasks and content without reliance on dense written material.

Accessibility is reviewed as part of ongoing service development.

Issues identified through testing, customer feedback and user experience monitoring are addressed through the service's managed update process.

This approach supports the Customer's obligations under the Equality Act 2010 and wider public-sector accessibility expectations.

17 Service Targets, Levels and Support.

SAFER Education is operated as a managed cloud service with defined service targets, support arrangements and recovery objectives. Support levels align with G-Cloud service desk requirements: Standard support via email/web portal; enhanced support (24x7 critical incidents) available via call-off schedule. These describe the intended operating level of the service and should be read alongside the applicable G-Cloud Call-Off Contract and service schedules.

17.1 Service availability.

The service is designed to deliver high availability appropriate to a UK public-sector SaaS capability used in education settings. Target service availability is 99.5 percent on a monthly basis, measured across both UK business hours and 24x7 operation.

Planned maintenance is scheduled, where possible, outside UK business hours and is communicated in advance where user impact is anticipated. Downtime caused by customer networks, third-party connectivity or force majeure events is excluded from availability calculations.

17.2 Support and incident management.

User support is available through multiple channels, including in-platform support features and direct assistance, with coverage appropriate to operational use, including outside standard UK business hours where required.

Incidents and support requests are prioritised based on impact and urgency, with defined response targets for critical, high, medium and low-severity issues. Security-related incidents are handled in accordance with established incident management and escalation procedures.

17.3 Service recovery.

The service is supported by defined recovery objectives to restore availability and protect data integrity following service disruption. Recovery targets are proportionate to the service's role and will be defined within the Call-Off Contract.

17.4 Assisted use and continuous improvement.

SAFER Education includes extensive in-platform guidance and assisted use features to reduce reliance on reactive support. Support interactions and user feedback are reviewed to identify recurring issues, usability improvements and emerging requirements, informing ongoing service improvement.

17.5 Business Continuity and Disaster Recovery.

SAFER Education is supported by business continuity and disaster recovery arrangements aligned with the capabilities of the underlying cloud hosting environment. These arrangements are designed to restore service availability following disruptive events, maintain the integrity of customer data, and minimise prolonged loss of access. Continuity and recovery processes are reviewed periodically to ensure continued suitability.

18 Maintenance and Updates.

SAFER Education is delivered as a continuously maintained software-as-a-service platform.

The service follows a managed update approach, under which improvements, fixes and enhancements are introduced through controlled releases rather than ad hoc changes.

Updates may include usability improvements, performance enhancements, security updates and refinements required to reflect changes in guidance, policy or the operating environment.

Where updates relate to changes in statutory guidance or sector practice, updates are designed to support awareness and consistency, and do not constitute the publication of statutory guidance.

Routine updates are designed to preserve existing configuration and data and are deployed without disruption to customer use wherever possible.

Where planned maintenance is required, it is scheduled to minimise user impact and, where appropriate, communicated in advance.

This approach ensures that SAFER Education remains current, secure and aligned with public-sector expectations, while maintaining service stability and continuity for users.

19 Exit and Data Retention.

SAFER Education is designed to support straightforward, transparent and low-friction exit arrangements.

At all times, data entered into the service remains the property of the Customer. SAFER Education does not assert ownership over customer data and does not restrict the Customer's ability to access or retrieve it.

Individual user interactions with SAFER Education AI agents are private to the user and are not accessible to the Customer. The service does not provide Customers with visibility of individual conversations or responses. Customer-accessible data is limited to aggregated and anonymised usage information, such as engagement levels, feature usage and trend data, to support service assurance and continuous improvement.

At the end of a contract, or on earlier termination, Customers are able to export their data held within the service in standard, non-proprietary formats suitable for retention, assurance or transition to an alternative system.

Following confirmation that data export has been completed, customer data is securely deleted from the service in line with contractual obligations and applicable data protection requirements.

Deletion is subject to any lawful retention obligations, including security, audit, and dispute-related retention, in line with the G-Cloud Call-Off Contract and applicable law.

No exit fees are applied in relation to data export, data deletion or service termination.

20 Commercial Model.

SAFER Education is provided under the G-Cloud 15 framework on a subscription basis.

All support, onboarding, delivery, and exit terms are governed entirely by the G-Cloud 15 Call-Off Contract and service schedules. No additional supplier terms apply.

Pricing is published in the associated G-Cloud Pricing Document and is transparent and predictable. Charges are structured to allow Customers to scale usage proportionately in line with organisational size, scope and operational need.

The subscription includes access to the SAFER Education service, routine platform updates, maintenance and standard support, as defined in the applicable Call-Off Contract.

Any optional services, if offered, are described in the Service Definition and priced transparently in the associated Pricing Document.

There are no mandatory onboarding fees and no additional charges for routine updates or maintenance.

Contract duration, payment arrangements, renewal terms and any optional services are governed by the G-Cloud Call-Off Contract and associated schedules.