



Accent

Course Manager
Part of VitalHub

Course Management Platform

**Digital tools specifically designed to support
course management of medical workforces**

Improving course management, performance and attendance

vitalhub
United Kingdom

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Accent Course Manager

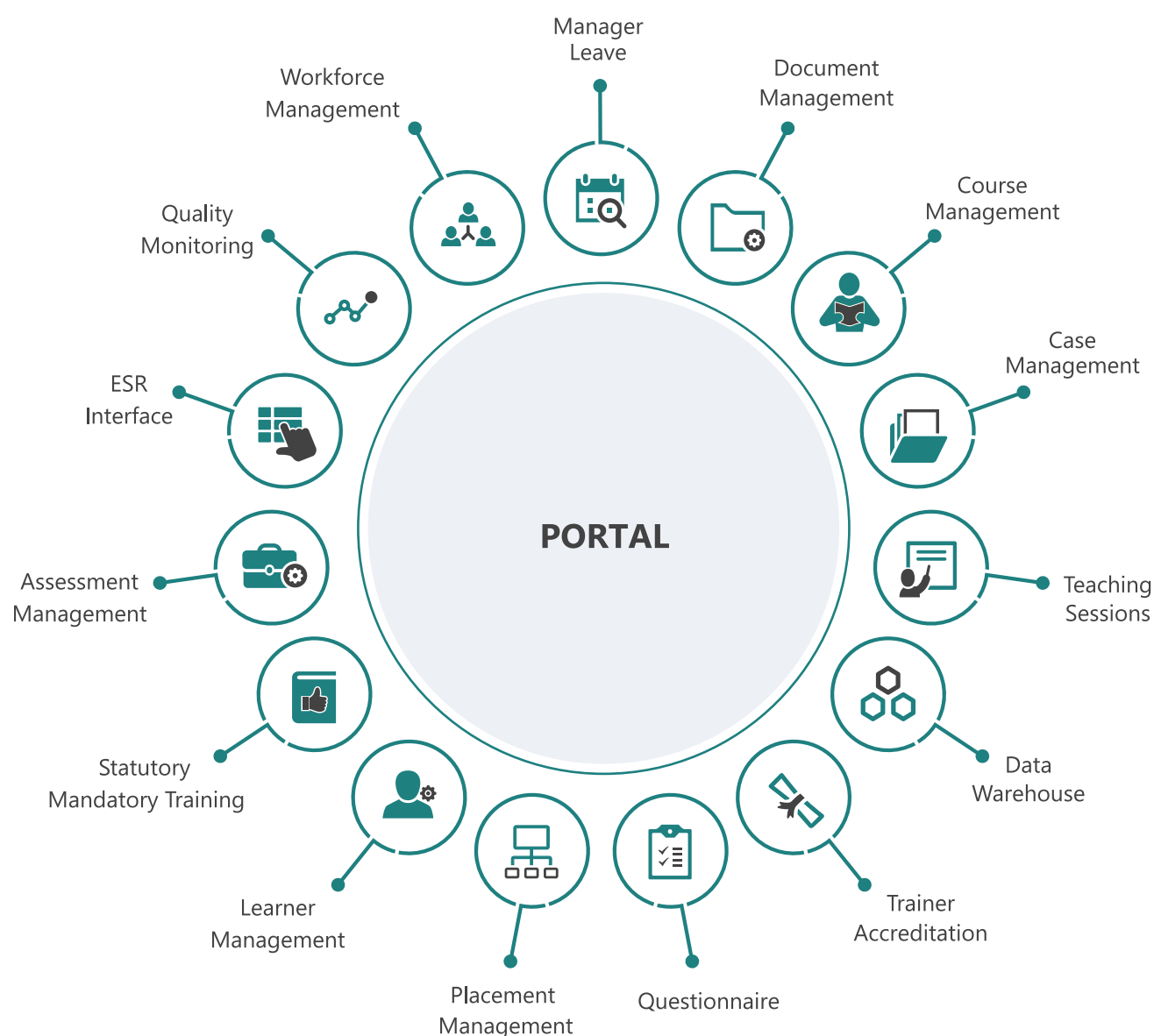
1. Overview

Accent Course Manager is a course management solution that enables the management and publishing of courses and the online application and payment for course attendance.

Initially designed to support specialist medical and dental training courses, Accent has been designed to support any large-scale course provider organisation and can easily be tailored to different industry sectors and services.

Accent Course Manager provides support for course organisers, administrators, speakers, event planners, facilities managers and course candidates. Accent enables users to manage every aspect of the delivery of courses from budget allocation, course planning, facilities preparations through to attendance, payment and evaluation.

The system is currently used by a large number of healthcare course organisers including Local Education and Training Boards and a number of individual NHS Trusts. Accent is delivered as a service to our clients and currently manages over 50,000 registered users and processes millions of pounds of revenue in course bookings every year.



2. Services provided

- The system software application and database.
- Hosting of the system on our own hosting infrastructure.
- Delivery of the system as a service via the internet or the HSCN (at an additional cost).
- Appropriate IT infrastructure and internet services.
- Appropriate third-party software licences, including Microsoft SQL Server.
- Installation and configuration of the system.
- Customisation of the system (provided at an additional cost).
- Integration with external third-party systems (provided at an additional cost).
- Technical and operational support for the system.
- Technical support for the hosting infrastructure.
- Software maintenance.
- Server and network security.
- Server and network maintenance.
- Periodic performance monitoring.
- Data backups, including secure off-site storage.
- Provision of the live instance of the system and a demonstration version for training.
- Delivery of services to ISO:9001 and ISO:27001 standards.
- User training.

3. Functional overview

3.1 General functions

- Role-based user access control and security profiles.
- Devolved access enabling shared access with external organisers, providers or speakers.
- Sub-division of the delegate base to allow management of courses within specific cohorts.
- Self-registration for delegates.
- User-defined reference tables.
- Powerful search and filter facilities.
- Dashboard access to frequently used functions
- Delegate categories to allow management of discrete groups of attendees.
- Delegated bookings allowing a representative to book on behalf of one or several specific delegates.

3.2 Course promotion

- Event and session drafting and publication.
- Individual fees and event options.
- Restriction of courses to a specific user type or target audience.
- Publish course material and resources.
- Develop course 'packages'.
- Set-up payment and discount structure.

3.3 Course management

- Batch booking.
- Attendance register.
- Tasks and reminders.
- Course requirements.
- Full audit trail.
- Online certificates.

3.4 Events management

- Organiser facilities.
- Arrange rooms in different configurations.
- Arrange and allocate training material and equipment.
- Event sharing between delegate cohorts.
- Room availability.
- Pre-allocation of rooms for events.
- Conflicts recognised and flagged.

3.5 Finance

- Budget control.
- Income against course and budget.
- Expenses for courses.
- Online payment using third party services (provided at an additional cost).

3.6 Evaluations

- Automated distribution of evaluations.
- User-defined 'question bank' with question linked to permissible responses.
- Development of questionnaires with groups, rules and progressive disclosure.
- Assignment of weighted scores to questionnaire responses.
- Publishing of questionnaires for groups of personnel.
- Capturing and analysing questionnaire responses.
- Calculation of scored responses for statistical analysis.

3.7 Attendance management

- Proxy bookings (enabling courses to be booked and paid for on behalf of others).
- Online individual training portfolio.
- Online evaluation.
- eCertificate generation.
- Self-registration.
- Course search and selection.
- Express interest in future courses.
- Waiting list allocation for over-subscribed courses.
- Online payments.

3.8 Reporting and analysis

- Comprehensive set of fixed performance and operations reports.
- Production of user-defined queries, reports, outputs and graphs.
- Generation of pre-defined fixed reports to screen, printer or output.
- Saving and sharing user-defined reports.
- Powerful data analytics capabilities.

4. Licence terms

1. A single, non-exclusive, non-perpetual software licence is provided to the client permitting the system to be accessed by users employed by and working for the client.
2. The client is not permitted to sell, distribute or gift the system or to offer the system as a service to any other organisation or individual.
3. Access to the system is restricted to a specific number of registered users (as purchased) and, where applicable, a specific number of records or transactions.
4. Users of the system must be properly trained and proficient in its use. Support services may be suspended for inadequately trained users.
5. The licence to use the system includes access to the system, hosting services, system maintenance and technical and operational support.
6. The minimum duration of the licence is for two years.
7. The licence shall expire at the end of the agreed licence term.
8. Termination of the licence is not permitted by either party before the end of the agreed licence term unless either party are in breach of contract, in which case remedial action via established dispute procedures will be initiated.
9. At the end of the licence term, access to the system will be terminated and arrangements will be made to provide client data held on the system to the client in a suitable and secure format.
10. Hicom retain the copyright and Intellectual Property Rights to the system and all associated modules.

5. Training

Training is delivered in accordance with the needs of each organisation. We will develop individual, tailored training courses specific to the needs of the individuals being trained.

Training can be delivered using a variety of different methods including cascade (train-the-trainer) training, classroom-style demonstrations, focus groups, workshops, online webinars and video tutorials.

6. Service constraints

Access to our help desk is limited to the service hours defined within this document, although the core service hours can be extended on request (at an additional charge).

systems are provided fully-configured and ready to use. There is no provision within the standard contract for the customisation of the system, the import of data from existing resources or integration with third-party software, but these services can be provided as a service option if required.

7. Hosting

We provide hosting services on the internet or the Health & Social Care Network (HSCN) through our own dedicated infrastructure. For all our systems we guarantee access to the system 24 hours a day, 365 days per year, excluding pre-planned time for system maintenance.

We offer two levels of hosting service: Essential and Enhanced. The Essential service guarantees 99.7% service availability and the Enhanced service guarantees 99.9% service availability.

Two environments (production and UAT/test) are provided as standard. Availability and service level guarantees only apply to the production environment. Note that additional environments can be added as required.

All of our hosting services are governed and compliant to ISO/IEC 27001:2013 standards and include:

- A dedicated, highly secure and restricted physical environment.
- All data secured in transit and at rest based on National Cyber Security Centre standards.
- Regular vulnerability scans and security audits for all systems and services.
- Monitoring and logging of all online services and security, retained and audited for compliance.
- Complete hardware, power and connectivity redundancy.
- Dedicated Disaster Recovery (DR) sites for HSCN and cloud-based recovery for all other services.
- Fail-over guarantees of two hours or less.
- Near real-time replication of all virtualised hosting services.
- Encrypted, secure and fire safe off-site backups of all customer data.

8. Support services

We provide a comprehensive Service Level Agreement (further details are available on request) with an option of either our Essential or Enhanced level of support that includes the following provisions:

- Telephone and email support services available between 09:00-17:00 UK time, Monday to Friday (excluding public holidays).
- Optional out-of-hours support for critical incidents (Enhanced Level only).
- Guaranteed response and resolution times for both Essential and Enhanced service levels.
- Dedicated online tools for logging and monitoring support issues, change requests and system updates.
- Incident logging, prioritisation and service performance reporting.
- Technical support to nominated system administrators.
- 2nd line operational support to trained and registered users.

9. Client requirements

To access our systems, we expect all clients to meet with following requirements:

- Access to the system via compatible browser. We support the latest and previous versions of all major browsers (i.e. Edge, Chrome v82 and v83).
- Web browser settings with cookies, pop-ups and Java Scripting enabled.
- Minimum screen resolution of 1920 x 1080.
- No use of intrusive plugins affecting browser behaviour.

We expect the client to provide the following to ensure successful deployment and ongoing use of the system:

- A dedicated, trained and experienced project manager who will be our primary point of contact
- Participation in pre-planned project management events.
- Sufficient access to appropriate client stakeholders during the project planning, design, development and deployment phases.
- Commitment to providing training to all personnel who will be using the system.
- Support with the testing of the system prior to go-live and during subsequent system upgrades.
- Participation in design review meetings and approval of agreed delivery and development plans.
- A nominated system supervisor who will become an expert on the system with responsibility for co-ordinating communication with us during normal operational use.
- Technical support during the deployment of the system as may be required to provide access to the system to client users.

10. Commercial requirements

Standard pricing document is provided separately.

Consultancy, project management, design, development, implementation and training services are invoiced on completion. The software licence and any related support and hosting services are invoiced annually in advance.

Payment terms are strictly 30 days from the date of the invoice.