

Pricing – Root Cause Analysis Training

Service Name: What Caused This - Root Cause Analysis (RCA) Training

Supplier: What Caused This Ltd

Lot: Lot 3 - Cloud Support Services

Service Category: Training

1. Pricing Model Overview

Pricing for *What Caused This - Root Cause Analysis (RCA) Training* is fixed per course and based on delivery duration and training level. Prices are inclusive of training delivery, facilitation, learning materials, and post-training follow-up support, as described in the service definition.

All prices are **exclusive of VAT**.

Additional expenses for travel, accommodation, subsistence, and shipping of physical training materials are charged **at cost** where applicable.

2. Training Options and Prices

2.1 RCA Facilitator Training (Advanced)

Description:

Advanced Root Cause Analysis training designed for staff who will lead or facilitate RCA investigations. The course builds in-depth capability in structured investigation techniques, facilitation skills, evidence evaluation, and corrective action development.

- **Duration:** 2 days
- **Maximum delegates:** 12
- **Delivery format:** Onsite or remote
- **Price:** £6,950 + VAT per course

2.2 RCA Fundamentals Training

Description:

An introductory Root Cause Analysis training course focused on core RCA principles and practical application. Suitable for operational and support staff involved in incident investigation, service improvement, or assurance activities.

- **Duration:** 1 day
- **Maximum delegates:** 12
- **Delivery format:** Onsite or remote
- **Price:** £3,950 + VAT per course

3. What's Included in the Price

The course price includes:

- Instructor-led training delivered by experienced RCA practitioners
- Structured RCA methodology instruction
- Practical workshops and scenario-based exercises
- Participant workbooks and learning resources
- RCA templates and take-home tools
- A defined period of post-training follow-up support (e.g. email or virtual support)
- Basic tailoring of examples to buyer context (subject to agreed scope)

4. Additional Costs (Charged at Cost)

The following are **not included** in the course price and, where applicable, will be charged at cost with prior agreement:

- Trainer travel and accommodation (for onsite delivery)
- Subsistence and living expenses
- Shipping of physical training materials
- Venue hire (unless otherwise agreed)

No markup is applied to these additional costs.

5. VAT

All prices are exclusive of VAT. VAT will be charged at the prevailing rate.

6. Payment Terms

Payment terms and invoicing arrangements will be agreed with the buyer at the point of order in line with standard public sector procurement practices.

7. Pricing Validity

Prices are valid for the duration of the G-Cloud 15 framework, unless otherwise stated.