

DPS Schedule 1 (Specification)

This Schedule sets out what we and our Buyers want.

The Supplier must only provide the Deliverables for the filter categories that they have been appointed to.

For all filter categories and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

The Deliverables and any Standards set below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during an Order Procedure to reflect its Deliverables Requirements for entering a particular Order Contract.

1 Specification (DPS Schedule 1 (Specification))

1.1 Our priorities

The key priorities of this offering are to deliver through a commercial route a comprehensive range of automation services from a diverse range of Suppliers.

1.2 Scope

The Supplier shall provide automation services for Buyer organisations that shall include but not be limited to the following;

- Design (Strategy and Business Transformation)
- Build (Problem Solving with Tech Solutions)
- Live (Resource and Training)
- License (products and Services licenses)

Other key elements:

- Design (Strategy and Business Transformation)
 - Business Strategy and Change Management
 - Business Case Development
 - Benefits Realisation
 - Analytics
 - Cloud Migration Strategy
 - Automation Road Mapping
 - Customer Journey
 - Setting up a Centre of Excellence
- Build (Problem Solving with Tech Solutions)
 - Business Process Optimisation
 - Business Process Improvement
 - Process Discovery
 - Desktop Automation
 - Robotic Process Automation

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- Cognitive Automation
 - Natural Language Processing
 - Optical Character Recognition
 - Computer Vision
 - Computer Audition
 - Text to Speech and Speech to Text
 - Machine Learning
 - Smart Workflow
 - Analytics
- Live (Resource and Training)
 - Time and Materials Resource
 - Training Packages for Educational Workshops
 - Training In-House Capability with Digital Skills
 - Workforce Training
 - Coaching
- License (products and Services licenses)
 - Orchestration Licences relating to 'Build – Problem Solving with Tech Solutions'
 - Components Licences relating to 'Build – Problem Solving with Tech Solutions'
 - Integrator Platforms
 - Software as a Service (SaaS)
 - Platform as a Service (PaaS)
 - Analytics Licenses
 - Licencing Support
 - Cloud Based Managed Services
 - Automation Operation and Managed Services

1.3 Services

The filter options, as set out below, align with the [Government Digital Services Design Principles](#) and cater to the Automation Industry Standard Model of equal focus on Process, People and Technology.

1.3.1 DESIGN - Strategy & Business Transformation

Understanding the opportunity, setting a strategic direction and target operating models. This filter allows Buyers to build an evidence base and the sub-filters are areas to focus on.

Business Strategy and Change Management

The Supplier shall provide and establish strategic consultancy support across any aspect of the business to minimize any negative effects of change. This is to effectively

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institute a change management strategy, including the recognition, approval, implementation and monitoring of changes to ensure they have brought about the desired effect.

Business Case Development

The Supplier shall support the business in developing a framework for the planning and management of organisational change, through a live document including; business needs, expected benefits, success criteria, resources required and risks management.

Benefits Realisation

The Supplier shall support the business in establishing a process for the identification, definition, tracking, realisation and optimisation of benefits; ensuring that potential benefits arising from a programme of change are actually realised.

Analytics

The Supplier shall provide a means of analysing data, through discovery, interpretation and communication of meaningful/relevant patterns in data, providing insight; enabling the business to gain knowledge which can be used to inform business decisions around improvement and/or change.

Cloud Migration Strategy

The Supplier shall provide strategic support in helping the business in all phases of moving its IT business elements to a cloud computing environment, whilst maintaining minimal disruption to dependent applications. This includes supporting the organisation to map out a cloud adoption strategy.

Automation Road mapping

The Supplier shall help prepare the business for the adoption of automation and business process improvement by preparing a road map and guide, which sets out activities from planning to execution, including but not limited to:

- Defining goals
- Defining parameters
- Securing stakeholder buy-in via communication
- Implementation and testing

Customer Journey

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The Supplier shall provide a visual representation of the customer or citizen journey. This includes understanding the [user needs](#) and collecting relevant data where applicable.

Setting up a Centre of Excellence (CoE)

The Supplier shall establish a CoE, which sets out roles, responsibilities and structure needed for successful and effective Robotic Process Automation (RPA) delivery; redistributing accumulated knowledge and resource across future deployments within the business.

1.3.2 BUILD - Problem Solving with Tech Solutions

Outcome based solutions starting with the problem rather than the technology. This filter allows Buyers to pose a question to Suppliers e.g. How to reduce recruitment time in my department? This encourages Suppliers to put forward creative solutions combining a mixed economy of the sub-filters where applicable. Crucially technology isn't always the answer to improve a process: simplify, eliminate, automate.

Business Process Optimisation

The Supplier shall support the business to increase organisational efficiency by improving processes. This may include eliminating redundancies, streamlining workflows, improving communication and forecasting changes.

Business Process Improvement

The Supplier shall support the business to identify areas where they can improve accuracy, effectiveness and/or efficiency and then redesign Buyer processes to realise the improvements.

Process Discovery

The Supplier shall define, map and analyse the processes in the business, whether manually or automatically and create an accurate representation of the businesses process and process variations.

Desktop Automation

The Supplier shall provide the capability to automate business processes by engaging with and providing assistance to the business employee(s) via desktop interface. This includes the use of and configuration of software attended robots to bring about desired outcome.

Robotic Process Automation

The Supplier shall provide the capability to automate business processes with software that acts as a 'virtual person' to speed up part of a process or re-imagine an end to end process.

Cognitive Automation

The Supplier shall provide the capability to leverage various artificial intelligence (AI) technologies to bring intelligence to information-intensive processes. This can include, but is not limited to:

- Natural Language Processing
- Optical Character Recognition
- Computer Vision
- Computer Audition
- Text to Speech
- Speech to Text

Natural Language Processing

The Supplier shall provide the capability to apply computational techniques to the analysis and synthesis of natural language and speech, between computers and humans.

Optical Character Recognition

The Supplier shall provide the capability to use technology to distinguish printed or handwritten text characters inside digital images of physical documents, such as a scanned paper document.

Computer Vision

The Supplier shall provide the capability to enable machines to gain high-level understanding from digital images or videos; leading to and including image processing, automating the tasks that the human visual system can do.

Computer Audition

The Supplier shall provide the capability to enable machines to gain high-level understanding from audio; leading to and including audio engineering, automating the tasks that the audio system has understood.

Text to Speech and Speech to Text

The Supplier shall provide the capability to convert text into human-like speech in the required language by the business and vice-versa.

Machine Learning

The Supplier shall provide the capability to provide systems with the ability to automatically learn and improve from experience without being explicitly programmed.

Smart Workflow

The Supplier shall provide a pre-packaged solution that can be configured to meet specific rules needed for the Automation and execution of business processes; where tasks are passed from one person to another for action, according to a set of defined procedural rules.

Analytics

The Supplier shall provide a means of analysing data, through discovery, interpretation and communication of meaningful/relevant patterns in data, providing insight; enabling the business to gain knowledge which can be used to inform business decisions around improvement and/or change.

1.3.3 LIVE - Resource and Training

The focus is on the people part of Automation. Bringing people on the automation journey, re-skilling them for future priorities and ways of working and building in-house capability to manage and eventually build automation solutions.

Time and Materials Resource

The Supplier shall provide professional services support, which may include the discovery, development, implementation or configuration of automated solutions for the business on a time and materials (T&M) basis - with reference to the SFIA rate card **(Annex 1)**.

Training Packages for Educational Workshops

The Supplier shall provide either pre-packaged or bespoke educational workshops aimed at all levels of business employees and key stakeholders to build awareness and understanding of the adoption and application of automation and what it means for the business.

Training In-House Capability with Digital Skills

The Supplier shall provide training to upskill relevant business employees to equip them with the relevant and necessary digital skills to take on the development, implementation or configuration of automated solutions.

Workforce Training

The Supplier shall provide support for the business operational workforce in managing change to their working patterns brought about by the adoption of automated services. Supporting the workforce to adapt to new processes and/ or ways of working.

Coaching

The Supplier shall provide either pre-packaged or bespoke coaching packages aimed at particular levels of business employees and key stakeholders i.e. leadership to build awareness and understanding of the adoption and application of automation and what it means for the business.

1.3.4 LICENCE - Software Licences

A direct route to buy software licences where applicable. Opening up the market and encouraging direct relationships between software licence vendors and Buyers, where relevant.

Orchestration Licences

The Supplier shall provide software licences for the automation of IT and business processes for operations management, with the aim of streamlining and simplifying operations management for IT personnel.

Component Licences

The Supplier shall provide software licences for the automation of IT and business processes specific to the technologies listed in filter category level 2: 'Problem Solving with Tech Solutions', with the aim of streamlining and simplifying operations management for IT personnel.

Integrator platforms

The Supplier shall provide software licences for a set of automated tools which connect software applications that are deployed in different environments. This includes the integration of on-premises applications and data with cloud applications.

Software as a Service (SaaS)

The Supplier shall provide software licences on a subscription basis which is centrally hosted. This is typically accessed by users using a thin client e.g via a web browser.

Platform as a Service (PaaS)

The Supplier shall provide software licences for a platform-based service that allows Buyers to develop, run and manage applications without the complexity of building and maintaining the infrastructure typically associated with building / launching an app.

Analytical Licences

The Supplier shall provide software licenses with the capability of analysing data, through discovery, interpretation and communication of meaningful/relevant patterns in data and providing insight, which can be used to inform business decisions around improvement and/or change

Licensing Support

The Supplier shall provide support services for the additional maintenance, configuration and live support of software licenses.

Cloud Based Managed Services

The Supplier shall provide software licenses to manage the outsourcing of daily IT management for cloud based services and technical support to automate and enhance business operations.

Automation Operation and Managed Services

The Supplier shall provide the business IT management for automation based services and technical support to automate and enhance business operations, only if not included in the existing package.

The Supplier shall where required, ensure all technology is designed in line with the [Government Digital Service \(GDS\) Digital Service Standards](#).

Information on the roles associated with these services is at Annex 1 to this Specification.

1.4 Mandatory Service Requirements:

This section provides details of the mandatory service delivery requirements that the Supplier shall be expected to fulfil in their entirety, in order to meet the requirements of this DPS Contract.

It is important that the Supplier take time to fully understand this important part of the Service delivery requirement, all mandatory requirements as listed below shall be required at DPS Start Date with the Authority.

- Innovation
- Standards
- Security
- Vetting of Supplier Staff
- Ordering
- Knowledge Transfer
- Environmental
- Sustainability
- Social Value

1.5 Innovation

In providing the Services to the Buyer, the Supplier agrees to use reasonable commercial efforts to:

- a) Identify opportunities to implement new applications, processes and technology advantageous to the needs of the Buyer, and
- b) Meet with the relevant Buyer personnel periodically, at least once every twelve (12) months, or more frequently as the Buyer may request, to inform the Buyer of any new applications, processes, technology, trends and directions which the Supplier are developing or is otherwise aware of that could reasonably be expected to have an impact on the Buyer's operations, or material aspects of the Service.

1.6 Standards

The Supplier shall comply with the appropriate Standards (or equivalent) as updated and applicable for the RM6173 Automation Marketplace DPS which shall include but not be limited to:

Service Management Standards

- BS EN ISO 9001 "Quality Management System" Standard or equivalent.
- ISO 10007 "Quality Management Systems – guidelines for configuration management".

Environmental Standards

- BS EN ISO 14001 Environmental Management System standard or equivalent.

Accessible IT Standards

- World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA.
- ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: requirements and recommendations for interoperability.

Information Technology Standards

<https://www.gov.uk/government/publications/open-standards-principles>

<https://www.gov.uk/guidance/government-design-principles>

<https://www.gov.uk/service-manual/service-standard>

<https://www.gov.uk/government/publications/greening-government-ict-strategy>

<https://www.gov.uk/government/publications/open-source-open-standards-and-re-use-government-action-plan>

- ISO 27001 Information Security Management standard or equivalent.
- ETSI TS 103 645 Cyber Security for Consumer Internet of Things

Architecture Standards

- ISO 27001 Information Security Management standard or equivalent.
- ETSI TS 103 645 Cyber Security for Consumer Internet of Things

Artificial Intelligence (AI) Standards

Suppliers must comply with Buyer requirements in respect of AI ethical standards

1.7 Security

The Supplier shall be required to have their own security operating procedures that shall be made available to Buyer.

The Supplier shall ensure appropriate security Standards, controls and measures in place such as access to premises.

The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer representative immediately.

The Supplier shall provide details of their personnel security procedures and upon request provide details of all personnel that they intend to use in the delivery of the Services.

1.8 Vetting of Supplier Staff

The Supplier shall ensure that all their personnel vetting procedures, under the DPS Contract and individual Contracts entered into under it by Buyers comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by Buyer at the Competition stage.

The Supplier shall where applicable provide details of its Supplier Staff security procedures to Buyers and contact details of all Supplier staff who will be involved in the delivery of the Services, when requested by Buyers.

1.9 Ordering

The Supplier shall provide an effective ordering facility to enable Buyers to submit Orders for Goods and/or Services.

1.10 Knowledge Transfer

The Supplier shall implement a knowledge transfer process for use both throughout the Contract and prior to DPS Expiry Date and/or termination of the agreement to ensure the Supplier Staff share the knowledge they have gained and used while performing the Services with the Buyer. The knowledge transfer process shall ensure that important knowledge, information, and practices pass from the Supplier and Supplier Staff to the Buyer.

At a minimum, such knowledge transfer processes will include Supplier meeting with the Buyer personnel and at least once every twelve (12) months, or more frequently as the Buyer may request, to;

- (a) explain how the Services are provided; and
- (b) provide such knowledge transfer, Documentation and other materials as requested to understand and provide the Services after the expiration and/or termination of the agreement.

1.11 Environmental

The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery of the Goods and/or Services, is compliant with Restriction of Hazardous Substances (RoHs), Regulations and the UK Waste Electrical and Electronic Equipment (WEEE) Regulations, where appropriate, including Producer Compliance Scheme registration. Full details can be accessed via the following links:

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>
<http://www.hse.gov.uk/waste/waste-electrical.htm>

The Supplier shall, where applicable, effectively manage the Services supplied under this DPS Contract, in order to minimise any impact on the environment.

The Supplier shall, where applicable, work proactively with Buyers in relation to the provision of Services, which includes but is not limited to, the following areas:

- noise reduction;
- removal of unwanted consumables;
- heat production reduction in confined spaces.

The Supplier shall be responsible, where applicable, for the collection and disposal of all packaging, materials and redundant or replacement spare parts in accordance with WEEE Regulations which can be accessed via the following link:

<http://www.legislation.gov.uk/ukxi/2013/3113/contents/made>

The Supplier shall, where applicable, take steps to encourage the reuse of any WEEE generated in the delivery of Services as promoted by the WEEE Directive.

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The Supplier shall demonstrate their full re-use or recycling streams upon request from Buyers.

1.12 Sustainability

The Supplier shall, where requested by Buyers, work with them to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations.

The Supplier shall ensure that they consider the relevance of sustainability at all lifecycle stages of the Deliverables provided under this DPS Contract including minimisation of negative impacts and the maximisation of positive impacts on society and the environment.

The Supplier shall, where applicable, ensure that in providing the Deliverables it does so in such a manner as to minimise any negative impact on the environment.

1.13 Social Value

The Supplier shall identify any Social Value options which are appropriate to Buyers as part of any Order Procedure. In addition to this, the Buyer can identify specific Social Value priorities at the point of ordering. Any Social Value options selected by Buyers at the point of Order Contract award, shall be in accordance with the Government's Social Values which are current at that point in time.

The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Buyers. For more information on Social Value please see the following link : <https://www.gov.uk/government/publications/social-value-act-introductory-guide>

Annex 1 - Supplier Staff Roles

1. Introduction

1.1 This Annex provides information on the Roles for Supplier Staff providing Services under the various Lots. It sets out the expected level and responsibilities associated with the Roles required to deliver the services specified and includes guidance is the linkage to the Skills for the Information Age (SFIA) framework that is commonly used across the UK government. The broad definitions of the SFIA levels are as follows:

SFIA level	Competency level	Civil servant grade equivalent
7	Set strategy and inspire	Senior Civil Servant (SCS) / Grade 6
6	Initiate and influence	Grade 6 / Grade 7
5	Ensure and advise	Grade 7 / SEO
4	Enable	SEO / HEO
3	Apply	HEO
2	Assist	EO
1	Follow	AO

A set of abbreviated definitions of SFIA levels (V7) is at Annex 2 to this Appendix 1

Appendix 1 - Abbreviated SFIA Levels V7

Level	Autonomy	Influence	Complexity	Knowledge	Business skills
1 - Follow	Works under supervision. Uses little discretion. Is expected to seek guidance in unexpected situations.	Minimal influence. May work alone or interact with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	Has a basic generic knowledge appropriate to the area of work. Applies newly acquired knowledge to develop new skills.	Has sufficient communication skills for effective dialogue with others. Demonstrates an organised approach to work.
2 - Assist	Works under routine direction. Uses limited discretion in resolving issues or enquiries. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers, Suppliers and partners. May have more influence in one's own domain. Aware of the need to collaborate with the team and represent users/customer needs.	Performs a range of work activities in varied environments . May contribute to routine issue resolution.	Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Has gained a basic domain knowledge. Absorbs new information when it is presented systematically and applies it effectively.	Has sufficient communication skills for effective dialogue with customers, Suppliers and partners. Is able to work in a team, plan, schedule and monitor own work within short time horizons. Understands and uses appropriate methods, tools and applications.

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3 - Apply	Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Determines when issues should be escalated to a higher level.	Interacts with and influences colleagues. Has working level contact with customers, Suppliers and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects. Understands and collaborates on the analysis of user/customer needs and represents this in their work.	Performs a range of work, sometimes complex and non-routine, in a variety of environments . Applies methodical approach to issue definition and resolution.	Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Demonstrates effective application of knowledge. Has an appreciation of the wider business context.	Demonstrates effective communication skills. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Contributes fully to the work of teams. Appreciates how own Role relates to other Roles and to the business of the employer or client.
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<p>4 - Enable</p>	<p>Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.</p>	<p>Influences customers, Suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Collaborates regularly with team members, users and customers. Engages to ensure that user needs are being met throughout.</p>	<p>Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.</p>	<p>Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively.</p>	<p>Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Plans, schedules and monitors work to meet time and quality targets. Facilitates collaboration between stakeholders who share common objectives.</p> <p>Selects appropriately from applicable standards, methods, tools and applications. Fully understands the importance of security to own work and the operation of the organisation. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues.</p>
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<p>5-Ensure, Advise</p>	<p>Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant Role in the assignment of tasks and/or responsibilities.</p>	<p>Influences organisation, customers, Suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage.</p>	<p>Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.</p>	<p>Is fully familiar with recognised industry bodies of knowledge both generic and specific. Actively seeks out new knowledge for own personal development and the mentoring or coaching of others. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply.</p>	<p>Demonstrates leadership. Communicates effectively, both formally and informally.</p> <p>Facilitates collaboration between stakeholders who have diverse objectives.</p> <p>Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Analyses requirements and advises on scope and options for continuous operational improvement. Takes all requirements into account when making proposals.</p>
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6 - Initiate, Influence	<p>Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns responsibilities.</p>	<p>Influences policy and strategy formation. Initiates influential relationships with internal and external customers, Suppliers and partners at senior management level, including industry leaders. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.</p>	<p>Has a broad business understanding and deep understanding of own specialism(s). Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the implementation of policy and strategy. Creatively applies a wide range of technical and/or management principles.</p>	<p>Promotes the application of generic and specific bodies of knowledge in own organisation. Has developed business knowledge of the activities and practices of own organisation and those of Suppliers, partners, competitors and clients.</p>	<p>Demonstrates clear leadership. Communicates effectively at all levels to both technical and non-technical audiences. Understands the implications of new technologies. Understands and communicates industry developments, and the Role and impact of technology in the employing organisation. Absorbs complex information.</p> <p>Takes the initiative to keep both own and colleagues' skills up to date.</p>
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7 - Set Strategy, Inspire, Mobilise	<p>At the highest organisational level, has authority over all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and others to whom responsibilities have been assigned.</p>	<p>Makes decisions critical to organisational success. Inspires the organisation, and influences developments within the industry at the highest levels. Advances the knowledge and/or exploitation of technology within one or more organisations. Develops long-term strategic relationships with customers, partners, industry leaders and government.</p>	<p>Leads on the formulation and implementation of strategy. Applies the highest level of leadership skills. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.</p>	<p>Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of Suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within own area of influence.</p>	<p>Has a full range of strategic management and leadership skills. Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks of using or not using such practices and technologies.</p> <p>Understands, explains and presents complex ideas to audiences at all levels in a persuasive and convincing manner. Assesses the impact of legislation and actively promotes compliance and inclusivity. Ensures that the organisation develops and mobilises the full range of required skills and capabilities.</p>
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