**Schedule 3**

**TEC Contract Schedule of Meetings (detail to be agreed with Provider during mobilisation)**

**(Contract Terms & Conditions Prevail)**

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| **Frequency** | **Title** | **NCC Lead** | **Purpose** | **Escalation Route e.g. for Key Decisions** |
| Weekly or Bi-weekly as required | Operations Meeting | NCC TEC Manager & Provider Lead | * Monitoring performance metrics * Addressing operational issues, including processes and systems * Aligning teams on short-term goals * Ensuring smooth workflow and resource allocation | 1. Contract Meeting 2. TEC Board |
| Monthly | Contract Meeting | NCC TEC Manager & Provider Lead | * Contract performance including KPIs and Finance * Data, systems and reporting * Contract compliance including any matters escalated from the Operations Meeting | 1. NCC TEC Commissioner 2. TEC Board |
| Quarterly | Board Meeting | NCC TEC Commissioner & Provider Lead | * Strategic oversight, governance and accountability * Review Contract Performance and financials * Opportunities for growth and Improvement * Quarterly performance presentation * Senior decision making forum e.g. strategy, policy or funding changes | Senior Leadership in both organisations |
| Quarterly & Annually | KPIs | NCC TEC Commissioner, TEC Manager & Provider Lead | * Formal recording of performance against KPIs * Investigate areas for improvement * Agree actions and escalate through the performance improvement plan as necessary | Senior Leadership in both organisations |