**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
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| 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
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| 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 |