

Product Licence Schedule

Beyond 360° Feedback System

Ref. no.: PL-M-104

Version: 3.0

Date: January 2022

Product Licence Schedule: Beyond 360° Feedback System

1. Introduction

- 1.1 This product licence schedule forms part of the College of Policing's (the 'Licensor's') consolidated licence. It articulates the terms and conditions which relate specifically to this Product but **must** be read in conjunction with the consolidated licence. A copy of the consolidated licence can be found at: <https://www.college.police.uk/career-learning/licensed-products>.
- 1.2 A list of all the Licensor's licensed products (and licence fees for organisations who are not a Home Office Police Force) as well as Product Licence Schedules for each Product is published [online](#) (excluding any police sensitive products). Licensees are also able to refer to our online Licensed Product and Licensees Register to check whether their organisation has a consolidated licence and which products they are licensed to use/deliver at: <https://www.college.police.uk/about/licensing-products>.
- 1.3 Responsibility for this Product (the 'Beyond 360° Feedback System') sits within the Licensor's Selection and Assessment unit.
- 1.4 For enquires regarding this Product please contact Lisa Garland, Senior Psychologist, College of Policing. Email: Beyond360@college.pnn.police.uk
- 1.5 For enquiries about licensing please contact the Copyright and Licensing team at: Copyright&Licensing@college.pnn.police.uk

2. Background

- 2.1 Beyond 360° Feedback System is an on-line software application system provided under licence for use by UK police forces and other permitted policing organisations.
- 2.2 The application enables individuals to receive feedback from multiple sources at multiple levels in a secure and efficient way, with the aim of helping them to gain a better understanding of their areas of strength and areas for development. Beyond 360° Feedback offers a wide range of functions that assists the individual with increasing their self-awareness and encouraging them to take personal responsibility for their ongoing development.

3. Licensed Purpose

- 3.1 Subject to the licence terms, this Licence enables the Licensee to deliver the Product to the Permitted Audience. The Product shall not be used to support recruitment and

selection or for addressing underperformance of police officers or Internal Staff without prior written permission from the Licensor.

4. Licensed Resources (as updated from time to time)

4.1 Beyond 360° Feedback System (version 4) and all supporting documentation including:

- Beyond 360 quick start guide
- Logon help guide
- Beyond 360 guidance document
- Beyond 360 quick start management information guide
- Beyond 360 quick start user guide
- Beyond 360 quick start rater guide
- Beyond 360 force administrator guidance document

5. Access to Licensed Resources

5.1 The Licensee's users will access the licensed resources via the Beyond 360° Feedback System, when the licence is in place.

5.2 The Licensee's users will be required to agree to the terms and conditions of the Beyond 360° Feedback System upon initial access.

6. Government Security Classifications (GSC)

6.1 The licensed resources in this Product are classified as OFFICIAL under the Government Security Classifications and are to be handled accordingly.

6.2 Once completed the data is classified as OFFICIAL-SENSITIVE under the Government Security Classifications and is to be handled accordingly

7. Confidentiality and Security

7.1 The licensed resources in this Product are designated as Confidential Information and must be treated as confidential and safeguarded accordingly (consolidated licence clause 5 refers).

8. Product enquiries and requests for disclosure under the Freedom of Information Act (FOIA) and Criminal Procedures and Investigations Act (CPIA)

8.1 All enquiries relating to this Product must be referred to the Licensor promptly.

8.2 Licensees who are subject to requests for disclosure under FOIA or CPIA are required to consult the Licensor before disclosing any of the Licensor's Products which are either

classified as OFFICIAL-SENSITIVE or above under the GSC or contain police tactics and must use all reasonable endeavours to secure exemptions from disclosure.

9. Licence Term

9.1 The licence term for this Product ends on 31 March 2023.

10. Licence Fees

10.1 There is currently no licence fee for this Product.

10.2 Associated Charges

- a) The Licensee will procure user access to the Product at the prevailing rates (as at Appendix A) direct from the Licensor. These rates are subject to change at the Licensor's absolute discretion.
- b) Any additional services required by the Licensee in support of the Product, such as feedback sessions, optional workshops and bespoke system alterations will be charged in accordance with the fees set out in Appendix A. To discuss or book these services please contact the Licensor (see section 1.4 for contact details). Please note that these charges will be applied for any services cancelled within 14 days of the start of the services.

11. Use in Own Products

11.1 Clause not used.

12. Licensor's Logo and Copyright Assertion notice

12.1 Removal of the Licensor's logo or any copyright protection from the licensed materials is prohibited.

13. Permitted Audience

13.1 Where the Licensee is a Home Office Police Force, the Product may be used to provide training to its Internal Staff and also to other Home Office Police Forces personnel including Specials, PCSOs and Police Support Volunteers.

13.2 Where the Licensee is not a Home Office Police Force, the Product shall only be used to provide training to its Internal Staff on a non-commercial basis, except as expressly authorised under the Licence.

- 13.3 Licensees must obtain prior written approval from the Licensor to extend the Permitted Audience, whether on a commercial or non-commercial basis by submitting a [Permission Request Form](#).

14. Commercial Use

- 14.1 Where the Licensee is a Home Office Police Force, the Licensee is permitted to cross-charge other Home Office Police Forces up to Full Cost for their users' access to and use of the Product to the Permitted Audience.
- 14.2 Where the Licensee is not a Home Office Police Force, the Product shall only be used to provide training to its Internal Staff on a non-commercial basis.
- 14.3 Except as permitted above this Product shall not be used to generate income without the Licensor's prior written permission.

15. Sharing/Outsourcing

- 15.1 Except as permitted in this Licence this Product shall not be shared with third parties without the Licensor's prior written permission.

16. Adapting/Modifying

- 16.1 No amendments or modifications can be made to this Product by the Licensee, but the Licensor can make local contextualisation changes to the Product on behalf of the Licensee.

17. Product Improvements

- 17.1 Where the Licensee identifies any product improvements, including areas where the licensed resources are out-of-date or incorrect, these should be told to and shared with the Licensor (see section 1.4 for contact details).

18. Supplementary Materials

- 18.1 Any additional materials created or used by the Licensee to supplement the Product cannot be validated or endorsed by the Licensor.

19. Permission Requests

- 19.1 Licensees shall request permission to use this Product outside these licence terms by submitting a [Permission Request Form](#) to the Copyright and Licensing team at:

Copyright&Licensing@college.pnn.police.uk, at least 14 days before contract and/or commencement.

20. Territory

20.1 Clause not used.

21. Police Service Quality Management System (PSQMS)

21.1 Clause not used.

22. Quality Criteria and Delivery Standards

22.1 To ensure the Licensee follows best practice and obtains best value from this Product, all advice and guidance given by the Licensor should be acted upon.

23. Data Protection and Information Assurance

23.1 The Licensee shall comply with Data Protection Legislation (in accordance with clause 9 of the consolidated licence).

23.2 Appendix B sets out the scope, nature and purpose of processing by the Licensor, the duration of the processing and the types of personal data (as defined in the Data Protection Legislation, Personal Data) and the categories of Data Subject.

23.3 The manner and frequency of transmission of Data from the Controller to the Processor is set out in the Schedule in Appendix B.

23.4 The Licensee shall comply with all relevant IT security standards including the Security Policy Framework and shall maintain accreditation.

Appendix A

Beyond 360° Feedback System

Charges for 2022-2023

A.1 Initial consultation

Initial discussions including:

- Identifying requirements of the organisation and how the Beyond 360° Feedback system can be implemented to best support those requirements
- Logistical considerations:
 - ◆ Target role profile
 - ◆ Framework requirements
 - ◆ Number of subgroups required
 - ◆ Assessment deadlines and automatic email reminders
 - ◆ Documentation required
 - ◆ Access arrangements for system administrators, if required
 - ◆ Access arrangements for feedback reports
 - ◆ Access arrangements to organisational data
 - ◆ Workshops required
- Costs associated with required numbers
- Review of an example report and system documentation

No charge

A.2 Registration Fee

The registration fee is a one-off charge that applies to each registered user, i.e. individuals being assessed. Users can nominate up to sixteen raters and can have access to system-generated feedback reports and view their personal feedback online.

£32.05 per registered user

A.3 Administration Fee

An administration fee is applied for each registered user for the ongoing administration support, maintenance and security testing of the system. The administration fee allows users access to the system for 12 months from the date they are registered and ensures that it can be used effectively, securely and its implementation is fully supported. Within this 12 month period, users

can complete another assessment, to help evaluate any successful behaviour change since their original assessment. System administration, maintenance and security include:

- Updates to the most recent Police Competency Framework (e.g. CVF)
- Updates to the system software
- Regular updates of the system database to ensure accuracy
- Customer service and support
- Annual security testing by an external organisation to comply with Government recommendations security standards

The administration fee will be combined with the registration fee and applied at the end of the financial month that users were registered. The administration charge will be based on the scale below and will be dependent upon the number of users registered. After 12 months of being registered on the system, the force will be contacted to confirm whether they require users to stay on the system for a further 12 months. If this is confirmed the force will only pay the administration fee below for the numbers wishing to remain on the system:

- **1 - 49 registered users: £25.85 per user**
- **50 - 99 registered users: £20.68 per user**
- **100 - 499 registered users: £13.44 per user**
- **500 - 999 registered users: £7.24 per user**
- **1000 and above: £4.14 per user**

The registration and administration fee will be applied regardless of activity of the user on the system, therefore, if a user does not take any action with their assessment the force will not be able to receive a credit against this account.

A.4 Feedback Facilitator Workshops

A Feedback Facilitator workshop is offered to those forces wishing to upskill individuals within their organisation to complete the feedback session to users after they have completed their assessment. This workshop provides valuable generic skills in facilitating feedback and in supporting others in their development. This workshop includes a pre-read, which must be read by delegates before attending the workshop, covering an overview of the Beyond 360° Feedback system. The workshop is a full day workshop and includes a combination of information delivery and practical exercises to enhance learning and feedback skills. It includes:

- The process by which individuals complete Beyond 360° Feedback
- The individual and organisational benefits of using Beyond 360° Feedback

- The role of a feedback facilitator in the context of the organisation's use of Beyond 360° Feedback
- The relationship between existing understanding about feedback skills and use in a Beyond 360° Feedback facilitation session
- Approaching a feedback session- contracting, exploration & validation, effective feedback, closing
- The structure and contents of a Beyond 360° Feedback personal feedback report
- Guidance on how to interpret a Beyond 360° Feedback report
- Guidance on how to identify key areas and strategies for managing a facilitated feedback session based on effective feedback principles
- Dealing with barriers to effective feedback
- Example scenarios.

£449.79 per day plus any Facilitator expenses

A.5 Bespoke workshops and Data Analysis reports

Workshops can also be offered to introduce the organisation to the concept of Beyond 360° Feedback and the Beyond 360° Feedback system, and how to use the Beyond 360° Feedback system to complete high level data analysis. These workshops are tailored to meet the specific requirements of the organisation and the delegates attending the workshop. The length and cost of each workshop is determined by the exact requirements of, and existing skill and knowledge levels within the organisation. The team can also produce high level data analysis reports for evaluation purposes and to support training gap analysis. A quotation can be provided for these services.

Quotation provided on request

A.6 Feedback Sessions

The College will charge for the planning and delivery of any feedback sessions that an organisation may require. Both face-to-face and telephone feedback sessions are available. Charges are dependent on the specific requirements of the organisation. Charges detailed below are for a one hour feedback session. Please note that these charges will be applied for any services cancelled within 14 days of the start of the services.

Telephone session £97.20 per user

Face to face sessions - quotation provided on request

A.7 Bespoke System Alterations

It is possible to tailor the system to meet the specific needs and specifications of the organisation. This includes adding a force's own competency framework in to the system. Any changes that the Beyond 360° Feedback team are able to make in-house will be charged dependent on who is completing the work and a quotation will always be provided to outline the overall cost and the key responsibilities and deadlines for the force and the Beyond 360° Feedback team .

Any software alterations that result in an additional security test being required will be charged accordingly.

Cost dependent on specifications

Appendix B - Processing Personal Data and Data Subjects Schedule in respect of the Beyond 360° Feedback System

1. The Licensor shall comply with any further written instructions with respect to processing by the Licensee.
2. Any such further instructions shall be incorporated into this Schedule.

| Description | Details |
|--|---|
| Subject matter of the processing | <p>Beyond 360° feedback is a system that provides the Police Service with an effective, efficient way to support staff development. Beyond 360° feedback is a multi-source, multi-level indication of how an individual is perceived by the people they work with.</p> <p>By taking part users will be asked to nominate people that they work with (e.g. line manager, peers, direct reports) to provide anonymous feedback that supports your development. The information collected from all parties will be held by the College of Policing (also referred to in this document as 'we', 'us' or 'our') as the Data Controller and owner of the secure system.</p> |
| Duration of the processing | For the length of the licence. |
| Nature and purposes of the processing | <p>The Beyond 360° feedback system is provided as a tool to obtain genuine, anonymous feedback from those who work with you in order to assist with your professional development. Personal information is collected from all those involved in order to facilitate and achieve that purpose.</p> <p>As Beyond 360° feedback is a paid for service, the personal information that is collected is processed for the lawful basis of fulfilling a contract.</p> <p>Special categories of personal data (biographical) will be processed in line with Article 9 (2) (g) for reasons of substantial public interest.</p> |
| Type of Personal Information | In order to facilitate the feedback process and provide you with access to the Beyond 360° feedback system, it is necessary to |

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|---|---|
| | <p>collect some personal information relating to each user. We have carefully considered what the minimum amount of information required to be able to provide you with the service is, and have actively limited the amount of personally identifiable information we ask you to provide.</p> <p>The following fields of information are collected and held in accordance with the General Data Protection Regulation (GDPR) and associated data protection legislation.</p> <ul style="list-style-type: none"> • Full name • Email address • Job title and rank • Category of participant i.e. registered participant (user) or person providing feedback about the user (rater). • If providing feedback, your relationship to the user i.e. line manager, peer, direct report. <p>The Beyond 360° feedback system is provided as a tool to obtain genuine, anonymous feedback from those who work with you in order to assist with your professional development. Personal information is collected from all those involved in order to facilitate and achieve that purpose.</p> <p>As Beyond 360° feedback is a paid for service, the personal information that is collected is processed for the lawful basis of fulfilling a contract.</p> <p>Special categories of personal data (biographical) will be processed in line with Article 9 (2) (g) for reasons of substantial public interest.</p> |
| Categories of Data Subject | Police officers and staff, employees |
| Plan for return and destruction of the information once the processing is complete UNLESS requirement under union or member state law to preserve that type of information | <p>The information provided will be held on the Beyond 360° Feedback system for a maximum of two years. After this period identifiable information will be deleted and only non-identifiable information used for statistical purposes will remain. It will not be possible to identify any individual from the anonymous information that remains.</p> |

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| | <p>Information is deleted after two years to ensure that we are not processing data that is inaccurate or no longer needed.</p> |
| Storage of the information | <p>The information obtained is kept on an appropriately secure system that is subjected to an annual IT Health check.</p> <p>We also ensure that that information is appropriately secured through access controls so that information is only viewed by those who are required to see it. Much of the information stored on the secure Beyond 360° Feedback system is viewable only in an anonymised manner. The only exception being a small number of vetted system administrators who are required to maintain the system and deal with any issues that arise.</p> <p>Biographical data is stored separately to the information in the system and does not link to any identifiable information.</p> |
| Assisting the controller | <p>The College of Policing is the data controller. All data processors will assist the College with any data protection queries or requests, including individual rights requests.</p> |
| Publication and sharing of personal information | <p>The personal information provided by taking part in the feedback process is not shared with any third parties. The personal information provided is strictly used to provide the user with the agreed service.</p> <p>Each individual user involved in the process will only be able to see the feedback that they have provided and not the feedback or identity of anyone else involved in the process. The registered user will receive the feedback provided by colleagues in an anonymous way that does not identify who provided which feedback.</p> <p>All management or statistical reports will always be sufficiently anonymised and where there is a substantial public interest to do so anonymised statistical information may be shared, this may include categories of low numbers.</p> |