

Delivered by Creative Process Digital · In accordance with the AI Unit Funding Rules

Employer Agreement

Text of 24 September 2026 · Document ID AGR-11E7-MER-2026

Creative Process Digital

This Agreement sits alongside the Department for Education's Employer Agreement, which the Employer accepts in its apprenticeship service account and which governs its relationship with the Department, including information, audit and reporting. This Agreement is with Creative Process Digital and covers only the training programme set out in Section 3 and the Training Plan agreed for the Employer's cohort.

1 · Employer and Learner Details

1.1 Employer Details

Organisation legal name	Meridian Care Ltd
Company / charity number	07654321
Registered address	3 Wharf Street, Manchester M1 2AB

2 · Employer Obligations

By signing this Agreement the Employer confirms and agrees to all of the following:

- There is an identified skills need which will be addressed by this course.
- The Employer agrees to release the Learner for training within their normal working hours as documented in the Training Plan.
- The Employer understands that guided learning hours must take place during the Learner's normal paid working hours (excluding overtime).
- The Learner is employed under a contract of employment of sufficient length to complete the AI Units.
- The Learner is included in the PAYE scheme declared in the Digital Apprenticeship Service account.
- The Learner spends at least 50% of their working hours in England over the duration of the Apprenticeship Unit.
- The Learner is not currently enrolled on any other Government funded skills programme.
- The Learner is not self-employed as a sole trader, and is not working under IR35.
- The Employer will not ask the Learner to contribute financially to the eligible costs of the training, whether the programme is completed or not.

2.1 Commitment to completion

Most of the government funding for this programme is paid to Creative Process Digital only when a Learner completes the course and passes the Skills Test, so completion matters to everyone involved. The Employer enters this Agreement with the firm intention that every Learner named in Schedule 1 will attend the eight live sessions, complete the work between them and finish the programme, and will give them the time and support to do so.

This is a statement of intent, not a binding obligation. Nothing in it creates a financial liability for the

Employer if a Learner withdraws or leaves employment.

3 · Training Plan

3.1 Programme Details

AI training programme name	AI Leadership Units
Training provider	Creative Process Digital
Planned start date	7 January 2027
Planned end date	29 April 2027 — the end of the task completion window (16 weeks from the start). Live sessions run 7 January to 25 February 2027; the Skills Test pieces and multiple-choice tests are completed within the window.
Total planned guided learning hours	90
Delivery format	Online based learning — a mixture of tutor-led live sessions and tutor-supervised tasks in the digital classroom, which together make up the 90 guided learning hours. The digital classroom is open 9am to 5pm on weekdays.

3.2 The Training Plan

Every cohort has a Training Plan. It sets out what is taught, how it is delivered, how many guided learning hours it takes, and the dates. The Employer agrees it with their account manager at Creative Process Digital before the Programme starts.

The Training Plan is part of this Agreement. It decides the training itself. This Agreement decides everything else. A Training Plan can be changed or replaced later, in the way Section 7 sets out.

Where the Programme leads to government AI units, those units are in Schedule 2. The assessment approach is in Schedule 3.

3.3 Employer Sign-Off on the Training Plan and Skills Test

By signing this Agreement the Employer agrees to the assessment approach in Schedule 3, and to the Training Plan agreed with their account manager.

4 · Funding: how the Programme is paid for

4.1 The funding value

The government funding value is £750 per Unit, and the Units for the Employer's cohort are those in the Training Plan. The Department for Education pays it to Creative Process Digital in two stages, 30% part-way through and 70% on completion. Creative Process Digital does not invoice the Employer for these amounts; they are paid by the Department or taken from the Employer's apprenticeship service account, as set out in 4.2.

4.2 What this means for the Employer

- Levy payer with funds in its apprenticeship service account: the £2,250 per Learner comes from those funds. Nothing else is payable.
- Employer that does not pay the levy: the government funds the Programme in full through a reservation, which Creative Process Digital helps the Employer make before the start. Nothing comes from the Employer.
- Levy payer whose account does not have enough funds in a given month: the available funds

are used first. For a Learner aged 19 to 24 the government covers the rest. For a Learner aged 25 or over the government covers 75% of the remainder and the Employer 25%, at most £562.50 per Learner, invoiced by Creative Process Digital with no VAT.

- Employer receiving a levy transfer from another employer: the transfer covers the £2,250 per Learner in full, up to the funding value, and nothing comes from the Employer. Creative Process Digital will help the Employer and the sending employer set the transfer up in the apprenticeship service.

4.3 Advance notice and no other charges

Creative Process Digital checks the account position before agreeing a cohort and will tell the Employer in writing before any claim that would draw a contribution under 4.2. The Employer keeps its apprenticeship service account set up as the Department's agreement requires and approves each Learner's record. Apart from a contribution under 4.2, nothing is payable by the Employer under this Agreement.

5 · AI Activity Limitation of Liability

5.1 Scope and Definitions

In this Section 5:

“AI Tools” means any artificial intelligence, machine learning, large language model, generative AI, or automated decision-making technology used or encountered in connection with the Apprenticeship Unit programme.

“AI Activity” means any use, output, deployment, recommendation, decision, or action arising from or enabled by AI Tools, whether by Creative Process Digital, the Learner, the Employer, or any third party.

“AI-Related Loss” means any loss, damage, liability, cost, claim, penalty, fine, or expense (whether direct, indirect, consequential, or otherwise) arising from or connected to any AI Activity.

5.2 Limitation of Liability — Creative Process Digital

Important — please read carefully

To the fullest extent permitted by applicable law:

(a) Creative Process Digital provides training on the theory, application, and responsible use of AI Tools as part of the AI Unit curriculum. Such training is educational in nature and does not constitute professional advice, technical certification, or any warranty that AI Tools will perform as intended in any specific operational context.

(b) Creative Process Digital accepts no responsibility or liability whatsoever for any AI-Related Loss arising from, connected to, or caused by:

- any AI Activity undertaken by the Learner during or after the AI Unit, whether in the course of their employment or otherwise;
- any AI Activity undertaken by the Employer, its employees, agents, contractors, or representatives, whether or not such AI Activity was informed by or relates to the Apprenticeship Unit;
- any output, recommendation, decision, communication, or action generated or influenced by AI Tools in connection with this programme or the Learner's job role;
- any failure, error, bias, inaccuracy, hallucination, or unintended consequence arising from the use of AI Tools by any party;
- any breach of data protection, privacy, intellectual property, regulatory, or other legal obligations arising from any AI Activity;
- any commercial loss, loss of profit, loss of revenue, loss of contract, reputational damage, or business interruption arising from any AI Activity;
- any AI Tools recommended, demonstrated, or referenced during training sessions, including where the Employer or Learner subsequently adopts or deploys such tools.

(c) Nothing in this clause limits Creative Process Digital's liability for death or personal injury caused by its own negligence, for fraud or fraudulent misrepresentation, or for any other liability which cannot lawfully be excluded or limited.

5.3 Employer Responsibility for AI Activity

The Employer acknowledges and agrees that:

(a) It is solely responsible for any decisions taken by its organisation to adopt, deploy, or integrate AI Tools, including any such decisions influenced by the Learner's training.

6 · Intellectual Property and Confidentiality

- Course materials and the digital classroom remain the property of Creative Process Digital or its licensors. Learners may use them for the Programme only.
- Skills Test outputs and other work a Learner produces belong to the Employer. The Employer grants Creative Process Digital a licence to hold copies as assessment evidence, to have them reviewed by its assessors and quality assurers, and to show them to the Department for Education, Skills England, Ofsted and their auditors for as long as the Funding Rules require.
- Each party will keep the other's confidential information confidential, except for those disclosures and as required by law.

7 · Changes to the Training Plan

7.1 Changes to the Training Plan

The Training Plan will only be revised and re-signed by the Employer where: (a) the planned learning end date changes; or (b) any re-planned training has a significant impact on the hours for which the Employer must release the Learner. All other changes to the Training Plan do not require an Employer signature.

8 · Agreement Signatures

By signing below, all parties confirm they have read, understood, and agree to the terms of this Agreement in its entirety.

For and on behalf of the Employer

Alan Reid

Signed electronically by Alan Reid · 12 November 2026, 15:20 GMT · Signature ID SIG-A2R7-02RT

Print name: Alan Reid · Position / title: Managing Director

Email address: alan.reid@meridiancare.example · Telephone number: 0161 496 0789

Date: 12 November 2026

For and on behalf of Creative Process Digital

Natalie

Signed electronically by Natalie · 13 November 2026, 10:05 GMT · Signature ID SIG-N4T1-41DE

Print name: Natalie · Position / title: Account manager

Date: 13 November 2026

Schedule 1 · Employees

The employees covered by this Agreement are confirmed separately. Once we receive the signed form we will send over information to gather the details of the people on the course: name, work email, role, manager name and manager email. Creative Process Digital confirms each person's eligibility, and the confirmed list forms Schedule 1 to this Agreement.

Schedule 2 · The government AI units

Where the Programme leads to government AI units, these are the units it covers. What is taught, in what order, and the guided learning hours are set out in the Training Plan agreed for the Employer's cohort (Section 3.2).

Apprenticeship units from the government's framework. Every part of the Programme evidences outcomes across the units in the Training Plan.

9. AI strategy and opportunity (AU0009)

Seeing where AI is genuinely worth applying, sizing the gain, and making the case to the people who decide.

10. AI adoption, procurement and governance (AU0010)

Choosing and buying AI responsibly, and putting the ground rules, risk and governance around it.

11. AI delivery and organisational transformation (AU0011)

Rolling it out, getting a team to adopt it, and measuring the result against what it replaced.

Schedule 3 · Skills Test: Assessment Approach

This is the assessment approach the Employer agrees under Section 3.3, as the Funding Rules require. The Skills Test is practical: four pieces of work the Learner builds during the Programme from their own job, plus a short five-question multiple-choice test at the end of each live session, marked by Creative Process Digital against the outcomes of the Units in the Training Plan.

1. Build an AI assistant for a task you do, responsibly

A working assistant or agent for one real task in your job, in a sandbox or your own tools, with a short note on where it could go wrong and how you keep a person in charge.

2. Your ground rules for using AI at work

A one-page guide for yourself and the people you work with: what you use AI for, what you don't, what data stays out, how you check what it gives you, and who you ask when unsure.

3. One improvement you could make with AI

Pick one thing in your work. Show the evidence it is worth doing, what it would cost, what could go wrong, who it affects, and how you would know it worked.

4. How you would run the next AI change

A simple checklist you could use again: the steps, who to involve, the checks before and after, and what to do if it goes wrong.

How it is assessed

Format

Four practical pieces of work built from the Learner's own job and submitted through the digital classroom, plus a five-question multiple-choice test at the end of each session. Both count towards the pass.

Pass standard

Each piece must meet the criteria for the outcomes it evidences, and the multiple-choice tests must reach the required score.

Resits	A Learner who does not reach the standard may resit within the planned duration at no charge.
Records	Creative Process Digital keeps the marking records, the pieces of work and the outcome mapping as evidence for the Department.

Schedule 4 · Programme Completion Sign-Off

The form used at the end of the Programme for each Learner. In order to complete the Programme and gain the Unit certificates the following must occur. These confirmations are made at the end of the programme, not when this Agreement is signed.

1. Creative Process Digital confirms

- The Learner has completed all training as documented in the Training Plan.
- The Learner has sat the Skills Test and achieved a passing standard.
- All planned guided learning hours have been delivered.

2. The Learner confirms

- I have undertaken all training as detailed in the Training Plan.
- I have completed the Skills Test.
- I have acquired the new knowledge and skills detailed in the Training Plan.

3. The Employer validates

- The Training Plan has been delivered in full.
- The Learner has passed the Skills Test.
- The Learner has acquired the new knowledge and skills required to apply in their job role.

Creative Process Digital sends the Employer a short completion report for each learner to sign off; that sign-off is the final step and releases the certificate.

Schedule 5 · Complaints

5.1 Raising a concern

Stage 1: the programme team. In the first instance, contact your tutor or your account manager at Creative Process Digital. Most questions are answered the same working day.

Stage 2: formal complaint. If the matter is not resolved, or you would prefer to raise it formally, contact:

Stephen Burkes, Chief Executive · Creative Process Digital Ltd ·
stephen@creativeprocessdigital.com · 01273 232 273

We will acknowledge a formal complaint within 2 working days and give a full written response within 10 working days. If we need longer, we will tell you why and when to expect a reply.

5.2 Escalating outside Creative Process Digital

If you are not satisfied with our response, or you would prefer to raise the matter independently of us at any point, you can contact the apprenticeship service:

Apprenticeship Service Support · 08000 150 600 ·
helpdesk@manage-apprenticeships.service.gov.uk

5.3 Records

We keep a record of every formal complaint, the outcome and any action taken. These records are available to the Department, Skills England, Ofsted and their auditors on request.

Creative Process Digital Ltd · Telecom House, 125–135 Preston Road, Brighton BN1 6AF · 01273 232273

Training Plan · AI Leadership Units · January 2027 course

This is the Training Plan referred to in Section 3 of the Employer Agreement: the employer reviews and agrees it by signing that Agreement.

Programme details

Programme	AI Leadership Units
Training provider	Creative Process Digital
Tutor	Johnnie Ball
Live sessions	Eight Thursdays, 2pm to 4pm, 7 January to 25 February 2027 (the taught part may run 90 minutes)
Planned start and end	7 January 2027 to 29 April 2027 (the task window: 16 weeks from the start)
Guided learning hours	90: up to 16 live, and at least 74 hours of set tasks (two tasks a week), in paid working hours
Units	AU0009 AI strategy and opportunity · AU0010 AI adoption, procurement and governance · AU0011 AI delivery and organisational transformation

The skills need

Care coordinators spend too long on rotas, letters and reports.

Session by session

Session 1 · Thursday 7 January	Getting started with AI at work · AU0009
Session 2 · Thursday 14 January	Asking well: prompts that work · AU0009 · AU0010
Session 3 · Thursday 21 January	Your inbox and your writing · AU0009 · AU0010
Session 4 · Thursday 28 January	Meetings, research and briefs · AU0010
Session 5 · Thursday 4 February	Data, reports and forecasts · AU0010
Session 6 · Thursday 11 February	Documents and decks · AU0010 · AU0011
Session 7 · Thursday 18 February	Your own AI assistant · AU0011 · AU0010
Session 8 · Thursday 25 February	Leading AI safely in your team · AU0009 · AU0011

Certificate of signing

Document	Employer Agreement and Training Plan · Text of 24 September 2026
Document ID	AGR-11E7-MER-2026
Pages	7, plus this certificate
Signer	Alan Reid · alan.reid@meridiancare.example
Role and organisation	Managing Director, Meridian Care Ltd
Signed at	12 November 2026, 15:20 GMT (Europe/London)
Signature ID	SIG-A2R7-02RT
IP address	recorded
Identity	Signed in with a six-digit code sent to alan.reid@meridiancare.example
Consent to electronic signing	Given 12 November 2026, 15:19 GMT
Document hash (SHA-256)	recorded
Countersignature	Natalie, Creative Process Digital · 13 November 2026, 10:05 GMT · SIG-N4T1-41DE