

Employability Fund

Frequently asked questions (FAQs)

2020/21 (as from 1 April 2022)

This document is for questions related to the published EF Rules 20/21 (as extended from 1 April 2022) and NTTF Guidance. For further information on FAQs related to COVID 19 please refer to the COVID 19 information on the [SDS website](#).

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9 March 2021, 21 April 2021, 2 February 2022, 10 May 2022

Introduction

This document replaces and updates earlier versions of FAQs relating to the EF/NTTF and should be read in conjunction with the EF Rules 2020-21 (as extended from 1 April 2022) and NTTF Guidance. The EF Rules and NTTF Guidance are published on the [SDS Provider Web Pages](#) together with supporting documentation and presentations:

Questions have been clustered under the following sections:

1. Eligibility and Referral
2. Not used
3. EF Delivery
4. Outputs
5. Outcomes
6. Terms and Conditions
7. Participant Allowances
8. EF Provider Contract Management/ FIPS
9. Miscellaneous enquiries

Each updated version will show latest additions in **green**.

1. Eligibility and Referral.

Please note that as of 1 April 2022, there are no new starts on the Employability Fund. EF Providers are reminded that all contractual requirements regarding eligibility, records retention, storage, access, and disposal are detailed in the EF Rules 2020/21 (as extended from 1 April 2022).

2. Not used

3. EF/NTTF Delivery

Q3.1 Can I use my own ITP document?

A3.1 Yes, however it must contain the minimum of information in the best practice ITP as detailed in Appendix 3 of the EF Rules and be approved by your [Contract Executive](#).

Q3.2 Is there a standard Review Record document for EF?

A3.2 There is no mandatory review document for the Employability Fund. The EF ITP is where review details should be recorded. Please use additional supporting information if you require it and retain along with the ITP.

Q3.3 Now that it is mandatory to enter the Participant's email address in FIPS, what do Providers do if the Participant does not have an email address?

A3.3 If the Participant does not have a personal email address then the Provider must assist the Participant to set one up.

Q3.4 Why is there a maximum duration on EF/NTTF and what is the maximum duration?

A3.4 The Scottish Government has been working closely with the Department of Work and Pensions to examine the interaction between benefit rules and UC claimant availability to participate on EF. In line with Scottish Government priorities for national service delivery and universality of services the rules developed in response to UC will apply to all EF starts.

For Participants aged 24 and under, training will be supported for up to a maximum of 26 weeks. For Participants aged 25 and over, training will be supported for up to a maximum of 16 weeks.

Q3.5 Why is there a difference in the maximum duration for those who are 25+?

A3.5 The maximum duration for those 24 and under mirrors the traineeship model in place in England and Wales. The maximum duration for those 25 and over is in line with UK benefit regulations.

Q3.6 Is the maximum duration cumulative if the participant has had more than one EF start?

A3.6 No. It is the role of the referring organisation to confirm eligibility and suitability for every entry to the EF. For the avoidance of doubt, in the case of DWP benefit recipients this must be confirmed by DWP.

Q3.7 How does the maximum duration impact on self-employment training?

A 3.7 If test trading is included in the delivery model for self-employment training this would be considered as part of the work experience element. Other activity in support of self-employment would be considered as employability skills training.

Q3.8 Has there been a change to the work experience definitions in relation to the maximum hours per week?

A3.8 The only change to the work experience definitions as set out in Appendix 4 of the EF Activity Rules is a recommended minimum duration of 100 hours and absolute maximum duration of 240 hours for a work experience placement. The introduction of a maximum of 30 hours per week does apply to all EF activity including work experience.

For those participants undertaking the Certificate of Work Readiness the Training Provider must ensure there has been sufficient time spent preparing the participants before they go out on Work Placement. In order to safeguard the participant and minimise the likelihood that the Participant will not complete the 190 hours work experience element of the CWR, Providers must try and ensure they have assessed the clients readiness for participating in work experience. We would recommend there is weekly dialogue/ ongoing reviewing of the participants progress during the first 2 weeks of work placement and if there is any indication that the participant is not likely to progress with the placement this must be identified as early as possible to ensure that another suitable placement can be found and the Provider complies with the EF rules on maximum 240 hours work experience.

Q3.9 What evidence will be required for compliance purposes with regard to hours of attendance?

A3.9 All changes to hours and duration of training including work experience must be recorded and updated in the ITP.

Q3.10 What do EF Providers advise work experience placement providers who expect participants to work more than 30 hours per week?

A3.10 There are no exceptions to this criteria and EF Providers will have to explain that EF participants are unemployed and must have time to undertake active jobsearch.

Q3.11 Can a Participant with a disability extend their time on work experience beyond 240 hours?

A3.11 From 1 April 2022, there will be no flexibility to request any extensions to training for any Participant.

Q3.12 Can a Participants training be extended?

A3.12 From 1 April 2022, there will be no flexibility to request any extensions to training for any Participant and the Provider shall not be entitled to extend the expected end date of the EF training contained in the Participant's Training Agreement as at 31 March 2022.

Q3.13 What does SDS mean by "unique" email address?

A3.13 A unique email address is an email address used and accessed only by the intended recipient e.g. John.Smith@abc.co.uk .

Q3.14 Is the Scottish Candidate Number (SCN) a mandatory field on the TA?

A3.14 If the Participant does not have a SCN and is not undertaking a SQA qualification as part of their ITP then the SCN field on the TA can be left blank.

4. Outputs

Q 4.1 Is it mandatory to register all participants for an SCQF rated qualification when they start on EF?

A 4.1 Certification is not a mandatory element of the EF.

Q4.2 A participant has completed SCQF core skills level 4 while at School, the Initial Assessment indicates that they would be more appropriate for Stage 2 EF - will the EF Provider be able to work with this individual at personal development SCQF level 3 and be paid for outputs achieved at this level?

A4.2 Stage 2 output payments are for personal development, employability and/or core skill provision. As the participant has already achieved the relevant SCQF level for core skills prior to entry to the EF, the EF Provider can only claim an output for personal development or employability SCQF provision.

Q4.3 If a participant at stage 3 holds an SCQF level above level 4 in core skills, can an output for the Certificate of Work Readiness (CWR) still be claimed?

A4.3 Stage 3 output payments are for employability, vocational and/or core skill provision. As the participant has already achieved the relevant SCQF level for core skills prior to entry to the EF, the EF provider can only claim an output for employability or vocational SCQF provision. CWR is an employability award.

Q4.4 Can the Output Payment be claimed after an Outcome has been achieved?

A 4.4 The output payment can be claimed after an outcome has been achieved. The EF Rules state that:

8.3.4 In cases where the Participant has progressed into employment, in the event only that: -

8.3.4.1 the Participant achieves (i.e. training completed and certified by the awarding body) an Output which he/she started before leaving the Employability Fund Activity to commence employment;

8.3.4.2 the Output corresponds with the ITP agreed with the Provider, and

8.3.4.3 achievement occurs no later than 13 calendar weeks after the date the Participant left the Employability Fund Activity to commence his/her employment;

the Provider may claim the Output Payment.

Q 4.5 Is a print out from SQA Connect/Navigator sufficient evidence for an Output payment?

A 4.5 A print from either SQA Connect or Navigator/Monitor will suffice providing it confirms achievement of the stated Output.

Q.4.6 If a participant completed part of an Employability award (e.g. 6 credit points), left the EF and then re-entered and completed the full award (e.g. 18 credit points in total over the two periods of training) can an output be claimed?

A 4.6. If a participant re-enters the EF and the EF Provider claims a new start payment for them, a new ITP must be generated at that point taking on board any previous qualifications and experience. In order to claim an output then the participant must have completed a minimum of 18 SCQF credit points at the appropriate level as part of their current ITP. If a participant re-enters the EF and the EF Provider does not claim a new start payment for them then the participant can pick up where they left off with their original ITP. We will not support an output payment for qualifications equivalent to something the participant has achieved prior to their current start on EF.

In the case of the enhanced output payment at Stage 3, the evidence requirement is the achievement of the Group Award of at least 34 SCQF credit points where employer opinion is

integral to the attainment of the Group Award rather than the individual units which make up the Group Award and as such all 34 units do not have to have been completed during the current start on EF.

Q4.7 Must the participant achieve all expected qualifications as listed in the ITP to claim an Output or is this claimable as long as 18 credit points have been achieved?

A4.7 To qualify for an output payment the provider must supply evidence of achievement (i.e. completed and certified by the awarding body) as set out in EF Rules i.e. at stages 2 and 3 a minimum of 18 credit points must be achieved at the appropriate level and at Stage 4 the qualification must be listed on the Stage 4 Approved List.

Q4.8. If someone completed a Stage of EF having achieved an output and is re-entering the same Stage of the EF can the new EF Provider claim an output for this individual?

A4.8. If an individual has completed a Stage on the EF we would assume that they have achieved the goals set out in their ITP and are ready to move on to the next Stage of the Strategic Skills Pipeline. However, we realise that individuals needs change and if they are referred back to the same Stage of the EF the EF Provider must agree a new ITP.

For Stage 2 and 3: when agreeing a new ITP, the EF Provider can include further SCQF qualifications as part of the planned training. In order to claim an output, the qualifications must be at least 18 credit points at the appropriate level for the EF Stage and they must be different from what the individual has already achieved.

For Stage 4: when agreeing a new ITP, the EF Provider can include an additional qualification as part of the planned training. In order to claim an output, the qualification must be on the Stage 4 Approved qualification list.

SDS **Contract Executives** will be monitoring re-entrants to the same Stage of the EF.

5. Outcomes

Q5.1 Is there a time limit to claim an outcome?

A5.1 Outcomes must be achieved within the specified time frame as outlined in the EF Rules. EF Providers are reminded of the EF Rules Part 2, Rule 8.6 which was amended with effect from 1 February 2022 “All claims for payment relating to a Participant must be made no later than the day before the date occurring 15 calendar months after the Participant’s leaving date. (e.g. If the Participant’s leaving date is 12 March 2022, the last date for submitting a claim is 11 June 2023)”

Q5.2 Not used

A5.2 Not used

Q5.3 Not used

A5.3 Not used

Q5.4 Is progression onto Community Jobs Scotland counted as an employment outcome in EF?

A5.4 No. CJS **cannot** be used as evidence for a “progression to a job” payment. However, it can, where appropriate, be used as evidence for “progressing from one stage of the Strategic Skills Pipeline to a more advanced stage” payment as it is nationally recognised within the Strategic Skills Pipeline as Stage 4 provision.

Q5.5 Can EF Providers claim an outcome for a Participant progressing from Stage 2 to Stage 4 of the Strategic Skills Pipeline?

A5.5 Yes. This is processed as a progression to a more advanced form of learning on FIPS.

Q5.6 Can EF Providers who do not deliver any qualifications or have not identified a qualification on a participant's ITP still claim the progression to a more advanced Stage payment?

A5.6 EF Providers who do not deliver any qualifications or have not identified a qualification on a participant's ITP CAN still claim the progression to a more advanced Stage payment if the ITP has been completed. They cannot claim an output payment.

Q5.7 Can EF Providers claim a progression payment for participants who move into a full time FE course at the same SCQF level that they have achieved on EF?

A5.7 If a participant progresses to FE on leaving the EF, the EF Provider can claim a progression payment if they have the evidence that the Participant has started in further education at a higher level of SCQF than the minimum output levels for the Stage of the EF activity from which the Participant has progressed. If the FE provision is a vocational course a progression payment can be claimed if they have the evidence that the Participant has started in further education at the same or higher level of than the minimum output levels for the Stage of the EF activity from which the Participant has progressed.

Q5.8 Why do Appendix 11 and 12 state the retention period for the documents?

A5.8 To assist Providers in assuring employers of GDPR compliance. The retention period was reviewed and updated as of 1 April 2021 and is outlined in the EF Rules Part 3 paragraph 21.1.

Q5.9 Is progression onto Kickstart counted as an employment outcome in EF?

A5.9 Yes. EF Rules Part 2 paragraph 8.3.6 outlines the evidence requirements to support an outcome Payment for progression to employment.

Q5.10 Is progression to a Pathway Apprenticeship counted as an employment outcome in EF?

A5.10 No. A Pathway Apprenticeship is not a progression to a job. However, it can, where appropriate, be used as evidence for "progressing to a more advanced form of learning" for those leaving Stage 2 or Stage 3 EF (see EF Rules, Part 2, paragraph 8.3.11 for full details). As an alternative to the evidence requirements outlined in the EF Rules, Part 2, paragraph 8.3.11, if the EF provider is also the PA provider, a FIPS printout confirming the Participant's start date on the Pathway Apprenticeship can be used as an alternative form of evidence to support the outcome payment.

Q5.11 Can Providers claim a job or sustained job outcome for participants who are employed but in furlough?

A5.11 For the purposes of claiming a job or sustained job outcome, a participant who is employed but in furlough is deemed as in employment and the evidence requirements for a job or sustained job remain as outlined in the Employability Fund Programme Rules 2020-21 as extended to 31 March 2022. If the Provider is unable to obtain the Employers signature on Appendix 11 (or Appendix 12 in the case of a sustained outcome) then the EF Rules for alternative evidence in place of the Employer signature still stand. Further information may be requested by SDS to support the claim if required on a case by case basis.

6. Terms and Conditions

Q6.1 Do Participants get help with travel and accommodation expenses?

A6.1 Providers must cover the cost of Participants travel expenses from the recruitment payment. Dependent on circumstances, some Participants who are also DWP benefit recipients may be able to claim travel expenses from DWP (e.g. those DWP benefit recipients participating in a sector based work academy). Please refer to the EF Rules for full details. Certain Participants will be expected to contribute no more than the first £3 per week towards their own travel expenses. See EF Rules Part 2 item 7.5 for full details.

Support for travel and accommodation for Stage 4 and NTTF Participants was available as a COVID-19 interim measure up to 31 March 2022. As of 1 April 2022 this interim measure is no longer available and EF Providers must follow the extended EF Rules 2020-21 with no exceptions. EF Providers must have made claims through FIPS for reimbursement within two financial periods of the actual journey or accommodation being taken. For any outstanding claims relating to activity prior to 1 April 2022 please contact efcontracts@sds.co.uk in the first instance.

With regard to travel restrictions due to COVID -19, Providers should follow the guidance issued by the [Scottish Government for the community learning and development sector \(CLD\)](#).

Q6.2 Do participants need to complete a Travel Authorisation form every week?

A6.2 Participants do not need to complete a Travel Authorisation form for SDS purposes.

Q6.3 Will Employability Fund provision be treated as “approved training” with regard to Tax Credits & Child Benefit?

A6.3 Yes. HMRC has included The Employability Fund as “approved training”.

Q6.4 Will those who are on training through the EF/NTTF be able to access an Individual Training Account (ITA)?

A6.4 ITAs cannot be used by Participants to fund training delivered as part of the Employability Fund Activity or for any elements of the Individual Training Plan. Participants in the Employability Fund Activity will be ineligible to apply for SDS ITA funding or to renew an existing account for SDS ITA funding whilst participating in an Employability Fund Activity. However, FIPS will allow Providers to make EF registrations for individuals who have open ITA assignments; where the funding and training was sourced prior to the EF registration. Further information is available on the SDS website: [Individual Training Accounts](#)

Q6.5 What is the situation regarding holiday entitlement and unauthorised absence for participants on the EF?

A6.5 The EF is not prescribing the attendance pattern for participants. It is up to each contracted EF provider to establish their own system for authorised and unauthorised absence and agree the attendance pattern with each participant as part of the Individual Training Plan. If in receipt of DWP benefit the participant should inform their local Jobcentre of any plans for travel abroad as it may affect their benefit entitlement. Please note that periods of authorised and unauthorised absence are counted when calculating the maximum length of stay for all new.

Q 6.6 Are EF Participants able to access support for childcare costs?

A 6.6 SDS do not cover the cost of childcare as part of the EF/NTTF.

Q6.7 What are the maximum hours of attendance for someone on EF/NTTF?

A6.7 The maximum hours of attendance per week is 30 hours.

7. Participant Allowances

Q7.1 Can EF Providers reduce the SDS Young Persons Allowance (YPA) pro-rata if the participant is part-time or absent?

A7.1 The YPA is a weekly allowance regardless of the attendance pattern. If a Participant fails to participate in the training activity as set out within their Individual Training Plan, Providers have the discretion to reduce the weekly allowance paid to the Participant – what is paid to the Participant will be the amount reclaimed from SDS via FIPS. It is at the Providers discretion what they agree for part time attendance, authorised and unauthorised absence. The Provider must fully explain their rules regarding attendance at induction and agree the attendance pattern with each Participant as part of the Individual Training Plan. Compliance will check to ensure that YPA claimed from SDS has been paid out to the participant. To ensure that any deductions can be processed through FIPS they should be in £5.50 blocks.

Q7.2 Who is eligible for the SDS Young Persons Allowance of £55 per week?

A7.2 Participants aged 16, 17 who are not in education, employment or training are eligible for the SDS Young Persons Allowance of £55 per week.

Participants aged 18 who are not education, employment or training and not in receipt of DWP benefits are eligible for a SDS Young Persons Allowance of £55 per week.

Q7.3 For individuals who are under 18 and in receipt of DWP benefit (e.g. JSA hardship, income support, Universal Credit) what allowances are they entitled to when participating in the EF?

A7.3 16 and 17 year olds in receipt of JSA hardship or income support will be expected to transfer to a Young Persons Allowance. They may be able to claim income support to top up the Young Persons Allowance. 16 and 17 year olds in receipt of Universal Credit will remain on Universal Credit rather than transfer to a Young Persons Allowance.

Q7.4 If a person starts on an EF programme when they are 18 years old (not in receipt of DWP benefits) are they eligible for £55 per week for the length of their programme even if during that time they turn 19 years old?

A7.4 An 18yr old not in receipt of DWP benefit is eligible for the Young Persons Allowance until their training in that Stage of the EF is completed regardless if they turn 19 during the period of training.

Q7.5 If a participant is over 19 and not in receipt of benefit what allowance do they receive?

A7.5 A participant over 19 and not in receipt of benefit is **not** entitled to the SDS Young Persons Allowance. They may be entitled to a DWP Training Allowance. In order to determine any entitlement to a DWP Training Allowance the EF Provider should arrange a pre entry interview with DWP to discuss. This must be undertaken prior to any claim for benefit which may affect their eligibility for the EF.

Q7.6 Not used

A7.6 Not used.

Q7.7 Do participants in receipt of DWP benefit require to transfer their benefits to a Training Allowance?

A7.7 Participants who are 18 years and over and in receipt of DWP benefit would normally transfer to a Training Allowance equivalent to their benefit package when they start on the Employability Fund. There are three exceptions to this, provision which is expected to last for less than 2 weeks, provision which is categorised as a sector based work academy and participants in receipt of Universal Credit. For these situations participants can remain on DWP benefit but it needs to be confirmed and actioned by DWP.

Q7.8 Can deductions be made to the Training Allowance paid through DWP for part time or absence?

A7.8 No. The Training Allowance is linked to benefit rules and Scottish Government has agreed the policy with DWP. Scottish Government policy is clear that they will not support any action that may result in sanctions on the individual. EF Providers should only share information with DWP as detailed in the Start/Leaver Notification and Change of Circumstance form.

Q7.9 How is an individual's housing benefit affected by participation on the EF?

A7.9 Individuals have a personal responsibility to inform whoever administers their Housing Benefit (HB) of a change to their circumstances. Any further guidance would have to come from the relevant local authority staff dealing with HB.

Q7.10 Where a participant is in receipt of DLA/PIP and ESA what happens to their benefits/allowances when they go on EF?

A7.10 For those in receipt of DLA/PIP they will continue to receive DLA/PIP for the duration of their training with no impact on their entitlement to other benefits or allowances. For those in receipt of ESA they have the choice of whether to remain on their ESA or transfer to a Training Allowance. There are no guarantees that their participation on EF will not affect later decisions on their fitness for work which is determined by the DWP, ESA team. We would recommend that referring organisations have a discussion with DWP locally to make them aware of the contact they have with the individual and make arrangements for them to attend the Jobcentre to ensure a smooth transition.

Q7.11 What is the situation for participants in receipt of UC with regard to declaring any income generated through test trading as part of their EF ITP?

A7.11 EF participants in receipt of UC must declare all income, which includes what they generate through test trading, to DWP. There are no differences to the way earnings will be treated between a UC claimant declaring earnings from being Self Employed and a UC claimant declaring earnings whilst test trading on EF. A full assessment will be made by DWP to work out the UC entitlement. Provider must advise their EF participants who are in receipt of UC of the potential implications prior to undertaking any test trading.

Q7.12 Does Local Authority support for care experienced young people have any impact on eligibility for YPA?

A7.12 No. Local Authority support for care experienced young people does not impact on eligibility for YPA.

Q7.13 Can a young person in receipt of PIP also receive the Young Persons Allowance?

A7.13 PIP on its own does not fit into the criteria of "in receipt of benefits" so being in receipt of PIP does not impact on their eligibility for EF and/or YPA.

8. EF Provider Contract Management/ FIPS

Q8.1 How are qualifications added to the approved list for Stage 4 output payments?

A8.1 From 1st April 2022, SDS will not be considering any additions to the SDS EF Stage 4 Approved Qualification Listing.

Q8.2 What organisations can deliver the qualifications on the Stage 4 Approved list?

A8.2 There is a SDS approval process to monitor the organisations delivering all qualifications on the Stage 4 approved list. The full list is available via your [Contract Executive](#). For SDS assurance purposes, a due diligence check is carried out prior to any organisation being added to the list. If a Provider wishes to subcontract the delivery of the qualification, they must use an organisation already approved by SDS.

Q8.3 How do EF Providers record work experience on FIPS if work experience is planned but an employer has not yet been identified?

A8.3 An EF FIPS Training video is available on the SDS Provider Web Pages. FIPS allows Providers to indicate that work experience is planned, and the employer details can be updated when they become available.

Q8.4 Do EF Providers need to complete another Training Agreement when the Employer details are added?

A8.4 No. The Training Agreement must be immediately updated, signed and dated by the Participant and Provider and the changes updated immediately on FIPS when there is a variation to the Participants NI number, start date, date of birth or output type. For any other variation such as email address or work experience employer detail, the Provider must ensure that the changes are updated on FIPS and recorded on the ITP at the next review.

Q8.5 Where would I find information on the SDS equalities monitoring procedure?

A8.5 Information on the SDS Equalities Monitoring procedure is published on the SDS Provider Web Pages.

Q8.6 Do I need to update a temporary NI number?

A8.6. Once an assignment has been approved [using a temporary NI number](#), the Provider must update the NI number on FIPS. Providers must refer to FIPS guidance on updating Participants personal details.

9. Miscellaneous enquiries

Q9.1 What is a sector based work academy (sbwa)?

A9.1 sector based work academies are one of the Governments “Get Britain Working” measures led by DWP. The Employability Fund Stage 4 can be used as a mechanism to deliver sbwa in Scotland. sector based work academies must meet the following criteria:

- targeted at sectors with high volumes of entry-level jobs and current vacancies;
- aimed at DWP clients who are “close to the labour market”;
- last for a maximum of 6 weeks; and
- include pre-employment training, a work experience placement and where possible a guaranteed job interview.

Q9.2 Not used

A9.2 Not used.

Q9.3 What FIPS support is available for Providers?

A9.3 Support materials are available on the [FIPS page](#) of the SDS Provider Web Pages. This includes a series of EF FIPS Training Videos.

Q9.4 What is the National Transition Training Fund (NTTF) EF Stage 4?

A9.4 NTTF EF Stage 4 was developed based on the following SG Principles:

- available between 5th October 2020 and 31st March 2021 and later extended to 24 June 2021;
- clearly support the transition into areas where demand has been identified, growth sectors, or available job opportunities;
- demonstrate support for the provision of green skills to support Scotland's transition to net zero, in line with the aim on the Climate Emergency Skills Action Plan;
- support those with protected characteristics (including women) and should promote the Fair Work agenda and the transition to meaningful jobs;
- not restricted by sector, skill set or skill level;
- focus on sectors and occupations that are being hardest hit by the COVID-19 pandemic
- the user journey is at the heart of delivery.

The NTTF EF Stage 4 was delivered through expanding the capacity of the existing EF Stage 4 infrastructure.

Q9.5 Is NTTF a continuation of the Transition Training Fund (TTF) for Oil and Gas that was previously available?

A9.5 No, NTTF is not the same as the Oil & Gas TTF that was previously managed by SDS. This is no longer available.

Q9.6 How much funding is available to the individual?

A9.6 An individual receives no direct funding for training costs. The training is sourced, organised and paid for by the EF Training Provider using the most cost-effective and local provision.

Q9.7 I am unable to open/send/receive files encrypted using AES-256?

A9.7 You must use 7-zip to open these files. (Right click on the encrypted file, select 7-zip then open in archive you will be asked to insert your password). If you do not have 7-zip, you can download 7-zip for free from this link <https://www.7-zip.org/>. If this does not resolve the issue, please discuss this further with your [Contract Executive](#).