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SUPPLY CHAIN FEES AND CHARGES POLICY 2017 - 2018

BUSINESS
TRAINING SOLUTIONS

The Employer Responsive Division of Walsall College

 Walsall College

Walsall College Mission Statement



“Walsall College is uniquely and proudly vocational. Our greatest passion is unleashing the potential of individuals, communities and businesses; our greatest legacy is the talent of our students: **skilled, professional and enterprising.**”

The Supply Chain Fees and Charges Policy and Partnership and Education Sub-contractor Strategy has been developed to ensure that Walsall College contributes to the achievement of economic success for Walsall, the Black Country and the UK. This will be achieved by expanding and growing provision, through forging strategic partnerships with public bodies, sector skills councils, providers and employer groups from the public, private and voluntary sectors.

Walsall College will also consider gaining market share by introducing innovative products to meet new market needs. Critical to the Colleges Partnership strategy is the growth and diversification of provision, reduction and over reliance of wholesale traditional sub-contracting and only selecting partners who compliment and add value to the curriculum offer.

A handwritten signature in black ink, appearing to read 'J. Sharma'.

Jatinder Sharma OBE
Principal & Chief Executive

The purpose of this policy is to define the basis on which any partnership or subcontracting arrangements will be managed and read in conjunction with the Colleges Contract Monitoring and Review Procedure and Partnership and Education Sub-contractor Strategy.

Where appropriate Walsall College will work in partnership with employers and training providers, or subcontract with training providers, to deliver programmes funded via the Colleges government allocations. Partners will be required to adhere to the following:

Key Performance Indicators Performance Data

All delivery whether in partnership or on a subcontract basis will be expected to return outstanding success rates, both overall and timely, or retention and achievement.

On-going performance data will be discussed at regular Contract Reviews and termly Quality Summits. Performance indicators are in line with the overall College KPI's.

KPI and Overall Rating	KPI Metrics and Rating	Targets for 2017/18
Achieve Outstanding	Apprenticeship Overall Success	10% above National Benchmark
	Apprenticeship Timely Success	10% above National Benchmark
	Work Place Learning Success	7% above National Benchmark
	16 – 18 Long Success	89%
	16 – 18 Short Success	91%
	19+ Long Success	88%
	19+ Short Success	92%
	Retention	97%
	Employer satisfaction	95%
Staff Potential and Performance	Lesson Observation Grades	85% Good or better
	Teaching colleagues with teaching qualifications	100%
	Teaching colleagues undertaking industrial up-skilling	100%

Delivery Quality

Student Journey

The College will undertake graded observations of five stages of the student journey:

- Initial Assessment and Induction
- Teaching and Learning
- Progress Reviews
- Assessment
- Exit Reviews

Additionally, College Quality and Audit departments will require access to IV records and standardisation meetings for observation purposes. However, these observations will not be graded.

Feedback will be given following all observations and action plans agreed to ensure improvements are made.

In addition Partners and Sub-contractors will be required to undertake their own internal observations on all areas of the student journey and submit these reports to the Colleges Quality Department. Support from the Colleges Quality Department will be made available to enhance this activity.

Course Documentation

All courses unless otherwise agreed, will have their content defined within a scheme of work. All sessions within a course will be planned using an appropriate lesson/session plan. All sessions should be evaluated in writing by the tutor.

Initial Assessment

All courses should include an initial assessment process that enables students to identify what they want to achieve from the course and which enables tutors to modify delivery to suit both student and employer requirements. This should include basic skills assessments and diagnostic tests where applicable.

Student Progress

Student progress records must be maintained at an appropriate level of detail, in relation to the context and length of the course.

All Partners and sub-contractors will be required to utilise the Colleges CTP tracking system unless the partner/sub-contractor uses their own in-house system which is approved by the College in advance of delivery. It is essential that every student's progress is tracked and risk rated using a Red, Amber, Green (RAG) system.

Service Standards

Health and Safety

Partners and sub-contractors must provide all details of how they ensure that facilities used to deliver learning meet all health and safety regulatory and legislative requirements, including where required, specific health and safety reports, audits and risk assessments.

Partner and sub-contractor staff must be capable of, and must undertake, activity and facility risk assessments both before learning commences and at a frequency consistent with the type of activity and the nature of the facility being used. As a minimum health and safety assessments will be required on an annual basis.

Walsall College personnel will undertake health and safety visits at provider premises to ensure legal compliance and that systems and processes are to a high standard. Action plans will be produced following the visits and these will be monitored closely until all actions have been completed.

Facilities and Resources

All facilities and resources used must be 'fit for purpose' and comply with all current Health and Safety Legislation.

Safeguarding

All Partners and sub-contractors must have:

- A named lead who is accountable for safeguarding policy and practice within the organisation
- Clear priorities for safeguarding and promoting the welfare of students, explicitly stated in strategic policy documents
- A clear commitment by senior management to the importance of safeguarding
- A clear line of accountability and defined roles and responsibilities within the organisation for safeguarding
- Recruitment and human resources management procedures that take account of the need to safeguard students, including arrangements for appropriate checks on new staff and volunteers
- Procedures to deal with allegations against staff, including a named senior manager to whom allegations are to be reported
- Arrangements to ensure that all staff undertake appropriate training or complete the eLearning package provided by the College. This must be kept up to date by refresher training at regular intervals
- All staff working with students are made aware of the arrangements for safeguarding including their own responsibilities and knowing the named lead and process for referrals
- Safeguarding policy and related policies and procedures that as a minimum cover all aspects of those required by the Local Safeguarding Children Board and the College
- Arrangements to work effectively the Local Safeguarding Children Board, the College and other organisations to

develop safeguarding practice, including the sharing of best practice

- Appropriate whistle-blowing procedures and procedures which enable issues about safeguarding to be addressed.

Equality and Diversity

All partners and sub-contractors must have:

- Named lead for equality and diversity who is accountable for policy and practice within the workplace/training environment
- Information available to trainees/apprentices on their rights and responsibilities in the workplace
- Effective policies and procedure to deal with bullying, harassment and discrimination
- Working/Learning environments that are free from images, language or activity which may impact negatively on people who share any of the following characteristics which are protected under the law – ethnicity, gender, faith, age, disability, gender reassignment, sexual orientation, marriage and civil partnership, pregnancy and maternity
- Key members of staff who have either attended equality and diversity training, or completed the eLearning package provided by the College.

Performance data will be analysed to monitor any gaps in recruitment or success. The provider will be required to implement an action plan to address any gaps identified. Both data and action plans will be discussed within contract reviews and quality summits.

Information, Advice and Guidance

All partners and sub-contractors must be able to demonstrate that:

- They provide impartial information, advice and guidance to a standard consistent with that provided by Walsall College
- All students are able to make a well-informed judgement on the suitability of a programme, before they undertake it
- All students receive timely IAG as they approach the end of their training programme
- They support students who require specialist or higher levels of IAG to receive it

Student/Employer Voice

Partners and sub-contractors will be required to capture formalised student and employer feedback when prompted to continually review and improve delivery ensuring both student and employer satisfaction. The College will provide the feedback questionnaires and will analyse the results periodically and will share any best practice identified. Action plans will be agreed and monitored to ensure that all areas for improvement identified are addressed.

Continuous Professional Development

Walsall College will offer training sessions and updates to partner and sub-contractor staff. Although attendance will not be mandatory at all sessions, all staff working with students on the College's contract will be expected to attend at least one session each year.

Self-Assessment

All Partners and sub-contractors will be required to undertake a self-assessment process in relation to the Common Inspection Framework and produce a SAR (Self-Assessment Review) which clearly and specifically identifies and evaluates the courses or programmes which they are contracted to deliver. The SAR and resulting QIP (Quality Improvement Plan) must be submitted to the College annually in a timely manner to allow the overall College SAR to be produced.

Service Standards

All Partners and sub-contractors will be required to demonstrate how they will meet Walsall College service standards and how they will communicate these standards to students.

Policy and Procedures

Partners and sub-contractors will be required to demonstrate that they have robust quality audit arrangements, consistent with the requirements related to audit activities undertaken by the College as specified above. They will also be required to maintain, review and update policies and procedures, as appropriate to the nature of their contract, in the following areas:

- Equality and Diversity
- Safeguarding
- Health and Safety
- Quality Assurance, including performance monitoring and development of:
 - Teaching practice
 - Initial assessment
 - Additional support
 - Information, advice and guidance
 - Self-assessment
- Performance management information
- Data protection
- Staff recruitments and development
- Financial management

Audit Procedures

Walsall College staff will conduct audits of Partners and sub-contractors. The scope of this audit activity will include (dependent upon the nature of the contract):

- Enrolment forms
- Individual Learning Plans
- Class registers and/or contact logs
- Student Progress Reviews
- Lesson observation records
- Tutor feedback
- Schemes of work and lesson plans
- Accident and injury records
- Initial Assessment/Diagnostic documentation
- Health and Safety policy and procedure
- Equality and Diversity policy and procedure
- Safeguarding policy and procedure
- Appeals Procedure
- EV reports
- Organisational Chart
- Staff CV's and qualifications
- DBS records
- Complaints records
- Student and Employer survey data
- Financial records, including records relating to the deployment of funds paid for the activities specified in the contract
- Internal controls
- Use of the Sub-contractor portal
- Any other documentation not specified above which demonstrates how the Partner or Sub-contractor meets the requirements of Walsall College.

Walsall College will audit all the above as part of due diligence activity.

Should a contract be agreed then regular audits will take place in line with the audit calendar and quality cycle.

Full due diligence activity will be undertaken with all Partners and sub-contractors every 3 years.

Performance Review

Performance monitoring and review will take place in line with our Contract Monitoring and Review procedure, please refer to this document for full details.

Risk Scores

Risk scores will be calculated using the Anti Risk system and will categorise the provider into one of four categories.

- Green – Grade 1 – Outstanding – Quarterly contract reviews and quality summits
- Amber – Grade 2 – Good – Two contract reviews and one quality summit per quarter
- Orange – Grade 3 – Requires Improvement – Monthly contract reviews and quarterly quality summit
- Red – Grade 4 – Inadequate – Monthly contract reviews and monthly quality summits

Fees and Charges

Base rate fees will be set in line with the risk score category for each Partner or sub-contractor.

Risk Rating	Management Fee
Green	15%
Amber	18%
Orange	20%
Red	25%

The differing rates will reflect the amount of support or intervention required by each Partner or sub-contractor to ensure that improvements are made. The College reserves the right to negotiate fees outside of this depending on individual partner performance. There may however, on occasion, be other costs associated in addition to these rates which will be negotiated prior to the contract sign off.

- Registration and Exam Fees
- Internal Verification
- Equipment
- Bespoke or accredited staff training

Documentation

All students start and end documentation must be submitted to the College in line with the table contained in the formal contract document. In the majority of cases this is on or around the 23rd of each calendar month, unless this is a weekend or holiday.

Participation evidence for all students must be uploaded to the sub-contractor portal prior to 15th of the following month. The College will carry out regular and on-going reviews and or audits of the evidence provided.

Payments

Once the ILR has been returned a funding summary will be produced and reconciled. This will be sent to each provider usually on or around the 11th of the following month. The College will also highlight at this point any missing participation evidence.

An invoice request will be sent to each delivery partner on or around 20th of the month. A date will be stated on this request for the return of the invoice to ensure payment is made on or around the 15th of the following month. Payments will only be authorised where all evidence has been provided.

If the invoice is received after the date stipulated then payment will be made within 14 days of receipt.

Payments will be made by BACS.

Retention

10% retention will be withheld from each monthly payment. This will be released following a complete audit of all student records relating to the contract.

The policy will be discussed with new partners during due diligence and then be readily available to all current partners at <http://www.walsallcollege.ac.uk/corporate/show/partners-and-working-with-walsall-college>

The policy will be reviewed annually and any changes will be highlighted and discussed at contract reviews.

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Wisemore Campus
Littleton Street West
Walsall, WS2 8ES

Green Lane Campus
Long Acre Street
Walsall, WS2 8HX

 01922 657000

 www.walsallcollege.ac.uk

 info@walsallcollege.ac.uk

