

Subcontracting Management Objectives

1 Statements

1.1 Introduction

The purpose is to provide a reference document that clearly states the subcontracting objectives of First College and the ways in which it; and its partners will operate.

1.2 Vision Statement

The Vision of First College is to deliver high quality learning that raises participation and attainment; that meets the individual needs of Learners through collaborative partnership working and employer engagement.

1.3 Collaboration / Partnership

First College agree to work with selected subcontractors to deliver learning for the benefit of the local community and employers to support local skills priorities. We aim to improve the delivery of priority provision; share good practice and excellence and ensure outstanding teaching, learning and assessment for our learners. The strengths of each partner will be the focus of agreement and used to determine the expectations of delivery. First College will encourage a relationship that extends beyond the definitions of the subcontracting agreement to one which operates in a spirit of support, coworking and transparency.

1.4 Our Customer Service Values - RESPECT

Recognise and value people's differences

Embrace diversity, challenge discrimination and promote inclusion

Ensure we provide a high level of customer service at all times

Treat all customers internal and external with the utmost courtesy and always in a professional manner

Support our staff and learners with their personal development

Listen and treat people as individuals when providing information and advice

Provide a safe and suitable environment for staff and learners

Continuously review that premises are maintained to the highest possible standard

Ensure we do as we say

Ask staff to maintain high standards and expect the same from customers

Constantly seek to improve our quality, effectiveness and efficiency

Ask for feedback and act to improve our level of service

Take pride in what we do

Meet or exceed our Customer Service Standard and challenge those that do not meet the Standard

1.5 Quality Statement

First College strives to provide its Learners with total customer satisfaction. We do not claim to be infallible but we will take corrective action should a problem occur. First College is committed to the process of Self-Assessment, Quality Improvement, Internal and External Inspection.

1.6 IAG Statement

First College aims to provide accessible, impartial quality information and advice, which will identify national and local opportunities in education, training, and employment; focusing on the needs of everyone in a supportive and positive manner, using clear language and retaining confidentiality.

First College embrace the principles of IAG including providing an accessible and visible IAG service using professional and knowledgeable staff; whilst engaging with key partners. Throughout the service our aim is to provide a friendly and responsive service that remains impartial whilst taking account of diversity of needs.

1.7 Matrix Quality Standard

The subcontractor will ensure that information and advice is embedded as part of the delivery of the services and will work towards achieving the matrix standard accreditation within 12 months of commencement. Once the matrix standard is achieved the subcontractor is required to successfully demonstrate their continuous improvement activities to their matrix assessor and to advise First College annually that the matrix standard has been maintained.

1.8 Data Protection

The First College Board of Trustees will consider Data Protection and Information Security issues at its Board Meetings on an ongoing basis and will annually review all policies that relate to Data Protection.

1.9 Information Technology

First College will look at cost-effective ways to utilise technology for outstanding teaching, learning and assessment, quality assurance, management information and learning processes.

2 The Current Position

2.1 First College Board of Trustees / Senior Management

First College Board of Trustees is comprised of senior executives from private sector organisations. The Board of Trustees provide strategic leadership, they determine policy, oversee strategic planning and financial management and monitor progress against learning and operational objectives. The Board of Trustees have appointed a Chief Executive to lead the company.

2.2 Activity

The first core activity of First College is the provision of teaching, learning, assessment, and employment services to learners. All ability levels are catered for. Close cooperation with employers and other stakeholders including subcontractors is an essential and integral part of work-based learning.

2.3 Selection and Appointment

In performing its obligations under its Department for Education (DfE) Contract First College will ensure that the awarding of subcontracts is based on fair and open competition.

First College will seek the consent of the DfE prior to engaging into any new subcontractor arrangements.

First College will notify the DfE of the appointment of subcontractors by completing the Declaration of Subcontractors form in accordance with the deadline set out in the Contracts Funding Rules. First College will also notify the DfE of any within year changes to its subcontractors.

2.4 Expected Performance

Subcontractors will be expected to deliver the highest quality teaching, learning and assessment and will be provided with details of their own allocation profiles to achieve starts and outcomes; these will include the expectation to achieve 'minimum standards' as detailed within the funding contract as well as First College operational performance targets and agreed performance standards. Subcontractors will be expected to achieve the minimum performance measurements within the DfE Accountability Framework.

2.5 Funding

The funding retained by First College relates directly to the costs of the services provided. These services and the levels of funding being retained will be clearly documented and agreed by all parties. Details of all services provided and their associated costs are recorded in Schedule 2, the Subcontractor Services and Charges of the First College Subcontractor Learning Agreement.

3 Health and Safety and Wellbeing, Equality and Diversity, the Environment and Data Protection

3.1 Health and Safety and Wellbeing

Arrangements for Health and Safety are contained in the Colleges Policy Document on that subject, a copy of which is provided to each partner. A Health and Safety Operating Manual is maintained.

3.2 Safeguarding

First College are determined to ensure all necessary steps are taken to safeguard any children, young or vulnerable persons from harm. Arrangements for Safeguarding are contained in the Policy Document on that subject, a copy of which is provided to each subcontractor.

3.3 Equality, Diversity and Inclusion

Arrangements for Equality, Diversity and Inclusion are contained in the Policy Document on that subject, a copy of which is provided to each subcontractor.

3.4 Prevent

First College are determined to ensure all necessary steps are taken to protect any children, young or vulnerable persons from radicalisation. Arrangements for Prevent are contained in the Policy Document on that subject, a copy of which is provided to each subcontractor.

3.5 Environment

Arrangements for Environmental issues are contained in the Policy Document on that subject, a copy of which is provided to each subcontractor.

4 Monitoring Contract / Partners Performance

4.1 Apprenticeship Provider and Assessment Register (APAR)

First College are required to enter the Apprenticeship Provider and Assessment Register to receive an Apprenticeship Contract from the DfE. Regular update and re-submissions are required.

Subcontractors are required to enter the Supporting Role Apprenticeship Provider Assessment Register and or the Register of Apprenticeship Training Providers. Regular update and re-submissions are required.

4.2 Publishing of Subcontracting Documents

First College are required to publish onto its own website / intranet details of Subcontractor arrangements together with our annual

Subcontracting Policy (rationale)
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4.3 Monitoring Operational Performance

Activity is measured in financial terms.

Operational Performance is measured on a monthly, quarterly and/or annual basis. This includes the monitoring of contract performance, occupancy levels, and success rates. Performance is closely linked to self-assessment and quality improvement plans, with maximum emphasis on retention, achievement, completion and progression.

First College is required to post key records onto the Provider Gateway and/or Ofsted intranet. These include Subcontractor Declaration Forms, Self-Assessment Reports etc. Additionally, DfE post Qualification Achievement Rate Reports, Feedback Reports etc that measure success; performance and satisfaction rates; and are used for contract planning.

Subcontractors will be expected to achieve the minimum performance measurements within the DfE Accountability Framework, outcomes against which are available through the Manage My Education portal.

4.4 Monitoring of Evaluation/Feedback Processes

First College is committed to providing high quality learning services. However, despite our best endeavour's things do occasionally go wrong and when they do we want to know as soon as possible. We promote Compliments, Comments and Complaints.

Procedures for the monitoring of evaluation and feedback processes are detailed within the First College Quality System. These include verbal feedback, written evaluation, and annual survey. All learner groups, employers and partner organisations are invited to provide feedback.

Full analysis is completed on a minimum annual basis. Additionally, investigations into potential trends and negative returns are completed. These are completed upon receipt and annually.

Annually through the colleges Self-assessment process an Impact Report is produced. This provides details of the impact of First College learning delivery for learners, employers and partners.

4.5 Quality System and Inspectorate

The Quality System is monitored on a regular basis.

First College carries out Self-Assessment every year. A Self-assessment Report, an Impact Report and a Quality Improvement Plan are produced. Progress against the Quality Improvement Plan is monitored on a minimum quarterly basis.

Thorough Internal Quality Assurance arrangements are in place and there is a clear expectation for outstanding audit, monitoring and compliance outcomes. There will be a planned and timetabled process of reviews and quality audits. First College will support subcontractors to develop operating processes to the highest standard.

First College are keen to learn from subcontractors and will recognise examples of good practice.