

INTUITIONS Limited

Subcontractor procurement and supply chain fee charges policies – updated October 2021

Policy Aim

This document aims to provide consistency of approach and transparency to Intuitions' supply-chain fees and charges in relation to its provision of subcontracting. It also provides details of our procurement procedures when dealing with potential subcontractors.

Scope

This policy applies to all supply chain activity supported by funds provided by the Education and Skills Funding Agency or any successor organisations.

Improving Quality

Intuitions is committed to continual improvement in teaching, learning and assessment in its own direct and subcontracted provision. A range of approaches is employed to do this, such as session observations, self-assessment reports, monitoring of specific benchmarking data and apprentice, employer and staff feedback.

It is an accepted principal for Intuitions that 'best value' should always be sought. In procurement terms this may mean the acceptance that more sustainable services may not always be the cheapest in the short term. However, whilst delivering best value in educational terms, the selection of such services will help to drive the market forward and will eventually lead to long term gain.

To this end Intuitions aims to promote good standards of commercial practice.

Subcontracting procurement rationale

Intuitions' reasons for subcontracting are to allow smaller organisations to meet their local employer needs in terms of hiring an apprentice. Intuitions' role and support are outlined further within this document. Intuitions will only consider working with companies operating within the same sector thus ensuring it can deliver expertise in the subject area and provide tailored support specifically designed for the hair and beauty industry. Furthermore, only locally offered provision (within 50 miles of Harrogate) would be deemed suitable for subcontracting.

Prior to commencement of the subcontracting process, Intuitions will consider a business case proposal to ensure that the subcontracting will be in the best interests of all parties. We will ensure that:

1. The proposed delivery is in the best interests of learners, employers and other stakeholders
2. The proposed delivery has a clear strategic fit with our mission, objectives and values

3. There is sufficient expertise within Intuitions to quality assure the provision
4. There is sufficient staff resource in support areas to administer the processes
5. The subcontractor is approved by our due-diligence process, which includes the following areas:
 - 5.1 Business case for using the potential subcontractor (including details on success rates and timely achievements)
 - 5.2 Apprentice and employer feedback
 - 5.3 Financial statements filed with Companies House and performance scoring meeting ESFA financial health requirements
 - 5.4 Past delivery record and contracts awarded / terminated
 - 5.5 Details of directors and decision making officers
 - 5.6 Subcontractor capacity and capability to deliver the contract
 - 5.7 Compliance with health and safety and equality and diversity legislation
 - 5.8 Compliance with employment legislation
 - 5.9 Compliance with safeguarding legislation
 - 5.10 Compliance with General Data Protection Regulations
 - 5.11 Compliance with Duty to Prevent legislation
 - 5.12 Compliance with the Education and Skills Funding Agency's rules for data collection, processing and the keeping of records
 - 5.13 Checking of quality assurance systems, IAG procedures and support for learners
6. There is sufficient funding available
7. The subcontractor agrees to work within the terms of our contract and has signed an agreement to that effect
8. Intuitions will handle each potential subcontracting request on an individual basis
9. Subcontracting contracts will be awarded on a fair and equitable basis considering information from a number of sources, such as the due diligence check, OFSTED grades, external quality marks, etc.
10. All requests for subcontracting will be scrutinised by the Intuitions' directors
11. Each subcontractor is selected on the grounds of displaying characteristics compatible with the ESFA requirements and with prior experience of running a government funded contract and / or successful delivery of educational programmes being prerequisites for subcontract consideration
12. Prior to entering into subcontracting arrangements Intuitions will assure itself that the potential subcontractor has a current listing on the Register of Apprenticeship Training Providers

13. No subcontractor who has successfully applied to the supporting application route of the Register of Apprenticeship Training Providers may receive more than £500,000, or £100,000 if the delivery subcontractor is identified as new, of apprenticeship funding for their delivery from 1 August to 31 July each year
14. There is no perceived or actual conflict of interest between the potential subcontractor and Intuitions Ltd. because of common directors, shared senior personnel or the companies being in the same group
15. In the event of the subcontractor being unable to fulfil the requirements of its subcontract, all elements of the apprenticeship delivery will transfer to Intuitions in Harrogate
16. Intuitions has worked to reduce the number of subcontractors over the past 3 years and for the 21/22 contractual year only engages services of one other provider, with whom it maintains a very close working relationship, this being Westrow Academy, based in Leeds.

Support and Management Fees

Intuitions retains a support fee of 10% of the negotiated price. The fee charged reflects the cost of the management of the contract on an ongoing basis and the overall level of services provided. For the avoidance of doubt, the subcontractor therefore receives 90% of the negotiated fee.

The subcontractor's OFSTED grade awarded in their most recent inspection (if applicable) is also taken into consideration in determining the likely levels of support required and therefore the fee to be charged.

Subcontractors working with Intuitions receive a high level of support and guidance, including:

- Data management services (including data entry) and data control advice
- Support with funding rules compliance
- Quality management systems
- Support with observations of teaching, learning and assessment
- CPD opportunities and planned training and development
- Policy development
- Business development
- Regular updates regarding funding and policy guidance
- Health and safety, Equality & Diversity, Safeguarding, Duty to Prevent compliance
- Quarterly subcontractor meetings
- 3 quality audits per annum
- Management of employer incentives and collection of employer co-investment
- Provision of all documentation and resources for delivery of all qualifications
- Access to a bespoke on-line tracker for learner achievements
- Provision of all registration, certification and EPA arrangements

- Intuitions supports all employers directly with their digital account and manages all funding via the digital service

Payment Arrangements

Payments will only be made to the subcontractor once Intuitions has received the funding from the Education and Skills Funding Agency or its successor body.

Intuitions will calculate the amount payable to the subcontractor each month as follows:

- Following validation of the evidence in the ILR return, Intuitions will make the appropriate payment to the subcontractor based on the level of income received from the Funding Agency in that month less the agreed support fee
- Intuitions will pay the funding to the subcontractor within 5 days of receipt of funds from the Funding Agency
- The subcontractor receives reports to support the data return/submission. This is accompanied by remittance advice at time of payment
- All payments are made by BACS

Publishing of Funding Data

Data regarding the actual level of funding paid to each subcontractor will be published annually within 30 days of the ILR closing or any other timescales if and when required by the Education and Skills Funding Agency. The means of publication are also specified by the ESFA and subject to change.

Policy Review

Intuitions Ltd. will review this policy annually as a minimum and publish any revisions on its website.

The policy will be discussed with any potential new subcontractors as part of the Intuitions' pre-contracting process.

Publication of Policy

An up-to-date copy of this policy is available on Intuitions' website.

Paper copies of the policy or a copy in alternative format can be made available on request.

Quality Benchmarks

We require the following quality benchmarks to be adhered to, however due to the impact of COVID-19 are not imposing strict adherence to success rates for the 19/20 and 20/21 contractual years (this is in line with ESFA's suspension on publishing provider performance rates in the public domain):

- 95% of apprentices to achieve a pass or a distinction in the End Point Assessment
- 100% of apprentices who complete their EPA to remain in sustainable employment and support the employer with high quality commercial skills

- Overall success - 82%
- Attendance - 85%
- Punctuality - 90%
- Observations of Teaching, Learning and Assessment graded as Good
- Progression to further learning/employment - 80%

Subcontractors are issued with a contract which includes further details on the specific subcontracting arrangements where appropriate.

Intuitions Ltd. implements a 'hands-on approach' in its management of subcontractors. Whilst individual partners retain their brand name, policies, processes and paperwork are designed and implemented via Intuitions.

The process of subcontracting and all fees charged relate to direct administration and management of the contract down to the individual learner level.

All documentation including contracts, commitment statements, learner evidence files and reviews are designed, updated, distributed for completion and processed on return by Intuitions Ltd.

Intuitions Ltd. processes, manages and submits all ILR information and data returns. Intuitions manages individual funding streams and prepares all funding as well as quality reports.

Intuitions Ltd. designs, monitors and reports on all learner registers; these being in a format suitable for each partner.

Intuitions Ltd. provides access to materials including schemes of learning, learning logs, teaching resources to deliver all aspects of the qualification including the on-programme element, Functional Skills and softer skills.

Intuitions Ltd. is responsible for registration and certification of candidates with the awarding body and submitting learners for Gateway registration and coordination of the EPA process. Intuitions Ltd. maintains all quality systems and deals with the awarding body including planning and dealing with EQA visits.

Intuitions Ltd. has an overall responsibility for the management of all on programme assessments of knowledge and understanding within each vocational qualification for all learners.

Intuitions Ltd. has an overall responsibility for the management of all maths as well as English Reading and Writing assessments for all learners.

Intuitions Ltd. has an overall responsibility for the management of all IQA procedures and processes for all learners across the vocational qualifications and Functional Skills.

Intuitions Ltd. pays for and has an overall responsibility for maintaining the Functional Skills platform, Dynamic Learning, for all learners.

Intuitions Ltd. pays for and maintains a bespoke online learner progress tracker. The subcontractor has a contractual responsibility to update this accurately on an ongoing basis for each learner.

Intuitions Ltd. designs and implements all electronic surveys – this includes on-programme learner surveys such as Learner Voice, employer surveys and exit questionnaires.

Intuitions Ltd. plans and coordinates completion of the ESFA satisfaction surveys such as learner and employer view.

Intuitions Ltd. provides all employers with electronic copies of documentation such as the commitment statement, apprenticeship agreement and apprenticeship contract.

Intuitions Ltd. reconciles and processes the apprenticeship incentive for all eligible employers.

Intuitions Ltd. provides employers with all apprenticeship contractual information as well as a comprehensive employer handbook and further guidance on employment legislation.

Intuitions Ltd. manages, invoices and collects all employer contributions in relation to apprenticeship co-investment. Intuitions provides employers with a payment schedule of dates and amounts due.

Intuitions Ltd. holds 5 annual educator events for all team members across all subcontractors. Intuitions provides each subcontractor with a secure online area for saving and exchange of teaching resources across all qualifications.

In addition to 4 individual subcontractor meetings per annum, 4 events are held per year for managers of each subcontractor with specific focus on the apprenticeship reforms and new standards.

Intuitions Ltd. oversees the CPD requirements and DBS checks for all subcontractor staff.

In the event of the subcontractor failure, Intuitions would take over the delivery of the subcontract.

There is no actual or perceived conflict of interest between Intuitions Limited and any subcontractor it engages.

Intuitions' complaints procedure can be accessed on our website at

<http://intuitionsltd.co.uk/complaints-and-grievance-procedure/>

However, in the first instance please contact your salon co-ordinator. You may also contact the Director of Intuitions, Michelle Oliver, on michelle.oliver@intuitionsltd.co.uk.

Employers and apprentices can also contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries. Their details are nationalhelpdesk@apprenticeships.gov.uk or telephone: 0800 015 0400.
<https://help.apprenticeships.education.gov.uk/hc/en-gb>

Subcontractors are responsible for:

The subcontractor shall be responsible for the following (unless other individual arrangements have been agreed)

Completion of all paperwork in relation to the subcontract, including but not limited to:

- Funding received through the subcontract – namely the learner pack documentation
- Monthly submission of timesheets / attendance records / reviews to evidence learners are engaged in active learning as well as lessons plans to support the start of each learning episode
- Completing of attendance registers ensuring records match with lesson plans
- Robust monitoring of learner progress and taking appropriate action to rectify any issues surrounding learner underperformance
- Promoting the apprenticeship brand to prospective learners and employers
- Ensuring all legislation concerning employment, health and safety, equality and diversity, safeguarding, duty to prevent is adhered to
- Delivering teaching, learning and assessment of the apprenticeship framework / standard and all other elements that are part of the subcontract
- Visiting placements for the purposes of learner reviews, health and safety checks and employer liaison
- Carrying out observations of teaching, learning and assessment
- Carrying out regular and effective IQA
- Employing and vetting of staff ensuring only individuals suitably qualified are appointed to perform under the subcontract (DBS checks are carried out by the lead provider)
- Annually self-assessing own performance and working on improvements under the guidance of the lead provider
- Completing the online learner progress tracker ensuring accuracy of records and reporting any issues identified
- Uploading resources to the electronically shared area of the lead provider
- Keeping secure all login details and passwords to systems and informing the lead provider immediately of any potential breaches to security
- Adhering to the principles of the General Data Protection Regulations at all times
- Conducting continuous self-assessment against the quality requirements of the Education Inspection Framework and complying with the Management Improvement Plan and reporting regularly on progress made

Hair Professional – Level 2

From 01.08.2019 (remains unchanged for 2021 /2022)

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| Management of contract | £168.00 |
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| <p>Data management services (including data entry) and data control advice</p> <p>Support with funding rules compliance</p> <p>Monthly data compliance checks</p> <p>Regular updates regarding funding and policy guidance</p> <p>Management of employer incentives and collection of employer co-investment</p> <p>Management of funding via the digital service account and support to employers</p> |
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| Quality Monitoring Activities | £196.00 |
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| <p>Support with quality management systems</p> <p>Observations of teaching, learning and assessment</p> <p>3 quality audits per annum including short notice</p> <p>Monitoring of attendance and punctuality</p> <p>Evaluation questionnaires for learners, employers and staff members</p> |
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| Support Activities | £91.00 |
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| <p>CPD opportunities and planned training and development</p> <p>Health and safety, Equality & Diversity, Safeguarding, Duty to Prevent compliance</p> <p>Quarterly subcontractor meetings</p> |
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| Direct Delivery | £245.00 |
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| <p>Provision of all documentation and resources for delivery of all qualifications</p> <p>Assessment of on-programme qualification underpinning knowledge</p> <p>Assessment of Functional Skills</p> <p>Additional support for maths and English</p> |
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Advanced Hair Professional Level 3

From 01.08.2020 (remains unchanged for 2021/2022)

Management of contract

£120.00

Data management services (including data entry) and data control advice
 Support with funding rules compliance
 Monthly data compliance checks
 Regular updates regarding funding and policy guidance
 Management of employer incentives and collection of employer co-investment
 Management of funding via the digital service account and support to employers

Quality Monitoring Activities

£140.00

Quality management systems
 Observations of teaching, learning and assessment
 3 quality audits per annum including short notice
 Monitoring of attendance and punctuality
 Evaluation questionnaires for learners, employers and staff members

Support Activities

£65.00

CPD opportunities and planned training and development
 Health and safety, Equality & Diversity, Safeguarding, Duty to Prevent compliance
 Quarterly subcontractor meetings

Direct Delivery

£175.00

Provision of all documentation and resources for delivery of all qualifications
 Assessment of on-programme qualification underpinning knowledge
 Assessment of Functional Skills
 Additional support for maths and English

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| Name | Michelle Oliver | Signature | <i>Michelle Oliver</i> |
| Position | Director | Review Date | 28.10.2021 |