

A Statement of Expectation When Working With Sub-Contractors

Policy Statement

Serco Limited (trading as Serco Education) is committed to delivering high quality training for apprenticeships. This statement aims to ensure transparency and equitability around subcontracting and the associated management fees.

Scope

This Policy applies to apprenticeships delivered and advertised by Serco Education. Both Serco Education and its subcontractors refer to the Education and Skills Funding Agency (ESFA) rules documents and any future updates in all matters regarding to the delivery of the contract. Roles and responsibilities for Serco Education and the apprenticeship subcontractors are clearly defined from the outset of any partnerships and all subcontractors are required to agree and sign a contract for the provision of apprenticeships with Serco Limited (trading as Serco Education).

Responsibilities

This policy is owned by Serco Education.

All subcontracting must take place via Serco Limited (trading as Serco Education) to ensure compliance with legal, funding and contractual requirements.

Subcontracting Process

Upon commencement of the sub-contracting process, Serco Education request a Business Case Proposal to ensure that the subcontracting will be in the best interests of all parties.

We will ensure that:

- The proposed delivery is in the best interests of learners
- The proposed delivery has a clear strategic fit with our mission, objectives and values
- There is appropriate expertise within Serco Education, HEI Partners and / or Awarding Bodies to quality assure the provision and delivery
- There is appropriate staff resource in support areas to administer the processes
- The sub-contractor is approved by our due diligence process
- We demonstrate value for money
- The sub-contractor agrees to work within the terms of our contracts

All subcontracted provision must fulfil one or more of the following aims:

- To support the strategic objectives of Serco Education (e.g. developing opportunities for apprenticeships)
- To serve a specific demographic need that would not otherwise be met (e.g. supporting the development of apprenticeships for School-based staff)

- Enhance the opportunities available for Apprentices
- To bring positive community benefits
- Fill gaps in niche or expert provision
- Deliver learning, qualifications or part of a qualification that otherwise could not be offered within Serco Education
- Offer an entry point for disadvantaged groups
- Give consideration of the impact on individuals with shared protected characteristics

Monitoring the Quality of Teaching and Learning for Sub-contractors

All apprenticeship subcontractors will be expected to meet both Serco Education and where appropriate, QAA for Higher Education (HE) standards. Serco Education is committed to supporting, developing and sharing good practice and professional development of staff through a variety of methods and means.

Where content or delivery is sub-contracted the quality of provision will be monitored and managed through our quality improvement processes and policy. This may include review by auditors and advisers of Serco Education Ltd (trading as Serco Education).

Serco Education will agree with potential partners the areas that will be sub-contracted.

Management Fees

Each activity agreed with the subcontractor is clearly identified and costed separately to ensure fairness and transparency. These fees are agreed by both partners prior to the commencement of delivery.

The fee may be increased should the subcontractor be required and agree to complete additional activities at an agreed price. This shall be included in a change control and signed by both parties before the additional activities commence.

The fee may be decreased should the subcontractor be required and agree to reduce the number of their activities. This shall be included in a change control and signed by both parties before the amendment to the requirement commences.

Serco Education will strive to ensure that cost arrangements for the differing subcontractors are fair based on all the information gathered.

If additional/exceptional services or support are required of Serco Education by the subcontractor, we reserve the right to charge a separate fee which will be agreed with the sub-contractor.

Payment Arrangements

These will mirror payment by the ESFA for the individual apprenticeships. Twenty percent of the agreed funding for subcontractors will be paid upon completion of EPA. The remainder will be paid on a monthly basis within 30 days of receipt of an invoice.

Contingency Plan

If for any reason, financial or otherwise, a subcontractor is unable to continue delivery either temporarily or permanently; Serco Education will work with the subcontractor to ensure the continuity of delivery for learners on apprenticeships appropriate to the circumstances.

Options may include, but are not limited to:

- Delivery at other appropriate premises, or online if viable for delivery continuity
- Delivery using Serco Education staff
- Transfer of delivery to an alternative subcontractor

Quality Assurance

Quality assurance will ensure continuous improvement in the quality of teaching, learning and assessment for both Serco Education and its subcontractors. This will be achieved through the sharing of effective practices across the supply chain.

Policy Communication

The Policy will be discussed with all sub-contractors during contract negotiation meetings and reviewed at least annually. Any changes will be notified to sub-contractors as part of a regular partnership review or via separate correspondence.

Useful Links

ESFA Apprenticeship funding rules

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/928015/2021_Provider_Rules_Version_2_v1.0_FINAL_published.pdf

ESFA Register of Apprenticeship Training Providers (Supporting provider route)

<https://www.gov.uk/guidance/register-of-apprenticeship-training-providers>