

Itec Training Solutions Limited, hereafter referred to as Itec, uses a prime-provider delivery model to successfully deliver its contracts. In this model, Itec contributes to the direct delivery of contracted services in a given location / function, working alongside a network of subcontractors from the public, private, and third sectors, working locally in the communities we serve.

Through our success we know the importance of building strong relationships with our subcontractors, adding value, improving performance, and exceeding our customer's expectations. Working throughout Wales and beyond, we work with like-minded organisations that share our aspirations, values and goals.

Itec is committed to building long-lasting and collaborative relationships with our subcontractors as we recognise the value they add to our business.

The purpose of our policy is to ensure the effective management of subcontractors and other supply chain partners in-order to reduce and mitigate against potential risks to Itec and our service Commissioners. It sets out a clear framework for improving the quality of service, delivery and performance for Itec and our subcontractors.

The policy adheres to the following principles:

- To ensure compliance with all legal and contractual requirements.
- To achieve value for money.
- To apply open, fair, transparent and non-discriminatory practises.
- To undertake risk assessments and manage accordingly.

### **Subcontractor Approval and Due Diligence**

Opportunities to partner with Itec can be expressed through our website and are also advertised through membership partners such as the National Training Federation for Wales. Potential partners are free to apply to become approved partners, which initiates a process of due diligence.

We seek to minimise risk in terms of quality and the veracity of delivery by utilising a process of approved subcontractor membership, which involves a two-step process:

**Step 1** - Successful completion of a due diligence process, usually involving answering several questions, the submission of data and references, and attending one or more meetings. This process will consider the following:

- capacity to deliver,
- ability to deliver, including evidence of ability for delivery staff,
- track record of achieving/exceeding appropriate performance targets,
- quality improvement and self-assessment reports,
- proposed delivery model size of contract allocation,
- geographical coverage.

At each stage of application, the organisation will be risk assessed by Itec staff and given a scoring mark that will consider the results of the due diligence checks and give consideration to the specific contract being offered. The risk score will also be used to inform the management and monitoring arrangements.

**Step 2** - Awarded a contract to deliver one or more services on behalf of Itec

In assessing applications through this process, Itec will seek to avoid undue impact on existing partner delivery, both in geographic and sectorial terms, and will endeavour to balance risk against demand and contractual performance.

### Managing Subcontracted Provision

Each subcontractor will be provided with a named Itec Manager for the contract management and administration of the subcontracted provision.

The subcontractor will be subject to monthly performance reviews and quarterly financial reviews throughout the term of the contract to ensure that the following standards are met:

- demonstrates value for money,
- demonstrates compliance with all contract requirements,
- delivery of a quality programme,
- delivery of minimum standards of performance.
- accuracy of data in accordance with the funding of service Commissioner's guidance.

All contracts between Itec and the subcontractor will run for a period of 12 months. An annual contract meeting will be held between Senior Management in both organisations to review the performance of the contract prior to any agreement to renew the contract.

### Itec's Key Responsibilities

Itec believes that the key to the delivery of a successful contract is through the close working of our company and subcontractors. We feel that it is our responsibility as a collective to ensure we are delivering a high-quality provision to all customers. Therefore, Itec offers a high-level of support and access to our resources and systems to subcontractors. As a minimum a subcontractor can expect:

- support to complete our subcontractor due diligence process,
- access to a named Itec Manager who will manage and monitor subcontractor performance, quality of service and contract compliance,
- our Delivery Assurance Framework provides an operational framework for contract management activity to take place, and which comprises quality assurance, performance management, contract compliance, key stakeholder management and data security,
- clear management process through our Delivery Assurance Framework, which includes performance reviews, observations of practices including teaching, learning and assessment and Information, advice, and guidance, sharing of staff training and development opportunities including subcontractor meetings to discuss/ share best practice,
- active performance management to address any areas of performance and quality improvement activities,
- capacity and capability building for ISO 9001, ISO 2700, Matrix Standard,
- support regarding health and safety, safeguarding, Prevent, equality and diversity, sustainable development, information security and data control,
- Itec to broker strategic and deliver partnerships across the network to ensure Itec's contracts adds value to existing provision, avoids duplication of services and aligns with wider Government objectives,
- compliance and auditing, providing an independent audit function to monitor and evaluate the quality of service provided to customers and stakeholders by subcontractors,
- access to a full suite of MI reporting to monitor performance and quality of delivery,
- employer and learner feedback surveys, including wellbeing and mental health,
- access to specialist provision provided by Itec such a mental health support and access to resources to support customers,
- information and guidance learning from a Matrix accredited team,
- assistance with Self-Assessment reports,
- a comprehensive marketing and communications strategy, underpinning Itec's communication with service Commissioners and key stakeholders including Welsh Government, Careers Service/ Working Wales, Jobcentre Plus, Skills Funding Agency, subcontractors, local authorities, employers, local stakeholders and customers of the service,

- invoicing and payments/self-billing process and validation of claims before submission to service Commissioner to ensure accuracy,
- access to Smart Assessor e-portfolio and Wales Essential Skills Test for Apprenticeships and Jobs Growth Wales+, Itec's partner portal and JISC services, including building digital capability
- opportunities for subcontractor business growth through Itec's investment in bidding for and winning new business.

There may be further support included in our offer which maybe specific to contract size and type.

### Subcontractor Fees

- Payment terms are as agreed between Itec and a subcontractor in the 'Agreement'.
- Payments will be made to the subcontractor once Itec has received an invoice or self-billing (where appropriate) and validated any claims.
- Payment is subject to the correct evidence and data being provided to Itec.
- The 'Agreement' will include any rights by Itec to withhold, reduce or withdraw funding from subcontractors where evidence of eligibility, participation, achievement or outcome cannot be validated.
- Where necessary, Itec will adjust and reclaim any funds from the subcontractor and where required make an appropriate repayment to the service Commissioner.
- Itec will only pay the subcontractor once we have received funding from the service Commissioner.
- Payments to the subcontractor will be made by BACS within an agreed timescale detailed in the 'Agreement'.
- Subcontractors will be responsible for any registration or associated costs related to direct claims status with their awarding bodies.

### Management Fees

The management fee applied by Itec is a minimum of 20%. The charges relate to the costs linked to procurement, systems, contract management processes and support mechanisms available to all subcontractors.

### Payment Terms

Payments are made to subcontractors on a 30-day basis from the date of invoice, or as agreed in writing, providing accurate completion and receipt of all relevant claim evidence and documentation and subject to the terms and conditions of the subcontract 'Agreement'.

### Policy Review

This Subcontracting Management Fee Statement will be reviewed annually prior to the start of the new contract year and will published on Itec's partner portal and website. [www.itecskills.ac.uk](http://www.itecskills.ac.uk)