

## Supply Chain Fees Policy

### Introduction

Formed in 1995, Twin has 24 years' experience in delivering employability and skills programmes as a partner and a prime contractor on behalf of a number of funding organisations. With its head office in Greenwich, London and with offices across the East and West Midlands, Ireland, London, East of England, East Sussex and Internationally, TET is part of the TWIN International Education and Employment Group, alongside Twin International, Twin English Schools and e-Training, a recently acquired Apprenticeship training provider and 3SC, a charity membership company who supports charities in their back office and teaching support programmes .

Twin is a Prime Contractor to the Home Office, Education and Skills Funding Agency (ESFA) AEB Adult Skills and National Skills and GLA AEB Jobs and Skills for Londoners.

Twin ensures that all funded provision delivered through our contracts provide good value for money for both the Funding Organisation and the organisation delivering the programme on behalf of Twin. We expect and maintain a high standard of delivery for all learners using our provision. Organisations who contract services from us are referred to as 'Supply Chain Partners' (SCPs) to indicate that in partnership we share a responsibility to deliver the contract to Twin standards and expectations.

The purpose of this policy is to provide transparency to all SCPs, Funding Organisations and other associated parties in relation to the procurement, support and subcontracting charging rationale associated to sub-contracted provision with Twin.

### Rationale

Twin work with a range of subcontracted Supply Chain Partners (SCPs) who share our vision to help people realise their full potential through life-enhancing experiences. All SCPs as part of our Supply Chain Procurement process will be selected based on a number of factors including: track record; capacity and capability, their location and type of provision delivered to ensure local coverage that reflects local priorities and responds to employer and learner demand. Our selection process will enable Twin to provide and maintain a wider choice of services for learners and employers.

All SCPs will undergo a comprehensive Due Diligence process prior to starting any delivery and will be managed in line with our Supply Chain Management Framework (SCMF).

## Improving the Quality of Teaching and Learning

Twin is committed to a culture of continuous quality improvement with a focus on improving quality and consistency at all levels and in all sections of the organisation. We will continuously seek to improve the current provisions and raise standards to benefit the Learner.

Twin will:

- Ensure there are arrangements for assessing the progress of individual learners and maintain robust procedures for regular monitoring of the delivery of the programmes
- Support, develop and share good practice through a regular programme of quality assurance checks on the education and training provided, including spot checks and face to face interviews with staff and learners, observations of teaching and learning
- Review and analyse learner and employer feedback
- Review and analyse complaints and appeals to identify root causes of the incidents and identify areas that need improving to prevent reoccurrence
- Utilise appropriate continuous improvement tools and techniques to identify areas for “deep dives” to improve efficient, effective, and qualitative improvements which continually provide value for money
- Ensure all stakeholders, employees, learners, and participants have a voice in the design and improvement of services
- Ensure an effective User Involvement Strategy and supporting policies are in place that span all delivery

### Subcontracting Charges and Fees

For all funded provision, we will pay the full value allocated by the funding body, including any uplifts applied less the agreed management fee. Our Management fees are determined by risk factors identified through our Due Diligence process which will identify an approval level, based on the approval level and through discussion or negotiation we will agree the contract content and value, in line with our SCMF.

The subcontract management fee for funded provision and AEB is 20%.

The value stipulated in the contract is paid following evidenced completion of the

start qualifying period, any further contract specific Milestone payments will be made following evidenced achievement of the relevant milestone and the remaining value due will be paid on evidenced programme completion. Any progression payments will be made following the evidence of relevant progression criteria.

### **What our Management Fees Cover**

Twin will provide a wide range of services to support our SCPs which may include the following:

- Course and programme set up and mobilisation support
- Due Diligence Support, including annual updates
- Assistance with policy writing where required
- Dedicated Contract Manager
- Access to our Quality Team
- Access to our Compliance Team
- Contract compliance advice and guidance on funding audit compliance
- Two tier compliance checks on all claims
- System training where appropriate
- Performance monthly review data in relation to retention and achievement
- Partnership meetings and best practise workshops
- Instant updates on Funding
- Formal observation of teaching and learning with written and verbal feedback and support
- Employer and learner feedback surveys
- Information and Guidance Learning from a Matrix accredited team
- Assistance with Self-assessment reports
- Health and Safety Consultancy support where appropriate
- Equality & Diversity Training support where appropriate
- Health and Safety Training where appropriate
- Safeguarding and Prevent Training where appropriate

### **Payment Terms**

All SCPs will be required to agree to our supplier terms and conditions.

Twin operates a self-billing process, which involves Twin raising the subcontractors invoice on their behalf. Twin will not accept any invoice from the subcontractor.

Twin will provide the subcontractor with a self-bill analysis no later than 10 working days after the end of the prior month. Once Twin receives payment from their funder, a self-bill invoice will be issued and payment made.

Twin estimate any payments will be made by approximately the 30th of each month for the previous month's activity. However Twin reserves the right to pay within 30 days of invoice as per our standard terms and conditions.



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Adjustments may be made to specific payments where evidence of eligibility, participation or achievement cannot be validated by Twin. Any amendments will be based on current guidance provided by the funding body rules.

### **Policy Review and Publications**

This policy will be reviewed annually in September each year and will be supplied to any new SCPs as part of our Due Diligence process; any changes or updates will be communicated and issued to all existing SCPs as part of their contract review. The policy will be published on the Twin website.



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## Annex 1

### **GLA AEB Jobs and Skills for Londoners Subcontractors**

#### **All Dimension Ltd.**

UKPRN: 10032555

Contract Start: 01/07/2023

Contract End date: 30/06/2024

Funding GLA have paid to Twin for AEB delivery by the delivery subcontractor in 23-24 funding year: £0.00

GLA funding Twin have paid to the delivery subcontractor for AEB delivery in 23-24 funding year: £0.00

GLA funding Twin have retained in relation to the delivery subcontractor's AEB delivery for 23-24 funding year: £0.00

#### **East Essex Vocational Training Ltd.**

UKPRN: 10028038

Contract Start: 01/07/23

Contract End date: 30/06/24

Funding GLA have paid to Twin for AEB delivery by the delivery subcontractor in 23-24 funding year: £0.00

GLA funding Twin have paid to the delivery subcontractor for AEB delivery in 23-24 funding year: £0.00

GLA funding Twin have retained in relation to the delivery subcontractor's AEB delivery for 23-24 funding year: £0.00