



**Nationwide Energy Training Services Limited**

**Delivery Partner Management Policy**

**Training Excellence through Experience and  
Knowledge**



## **Delivery Partner Management Policy**

Welcome to Nationwide Energy Training Service's Delivery Partner Management Framework. This document is intended as an overview for all Delivery Partners covering your journey with us and what you and we should expect from this working relationship.

It is our intention to work closely alongside our Delivery Partners to assist with capacity building, offer appropriate support when required and manage the contracts in an effective manner. We aim to ensure every aspect of our learners' requirements are not just complied with, but that the highest levels of performance and quality are also achieved, we acknowledge we can only do this together working in partnership.

### **Our Partnership Values**

We pride ourselves on our network of partners, our values drive the way we operate:

**Quality** – a high-quality approach to Delivery Partner selection, design and the quality of our Delivery Partner delivery

**Performance** - high performance expectations of our Delivery Partners with the support provided to achieve this

**Fairness** - clear transparent and consistent management and processes

**Open and honest communication** - two way open and honest communication and transparency in our approach

**Collaboration** - sharing best practice within our Delivery Partners to achieve the best in class results

**Commitment** - following through on our promises

**Professionalism** - all undertakings done with a professional approach treating our Delivery Partners with due respect



## **Delivery Partner Vision**

Nationwide Energy Training Services seeks to work with Delivery Partners who allow us to meet our strategic aims, vision and core values. Developing strong relationships with these Delivery Partners, we will continue to provide the highest quality teaching, learning and assessment which allows learners to progress into further learning or employment to meet their full potential.

Wherever possible, we will endeavour to have Delivery Partner arrangements in place at the start of each academic year. However, we acknowledge that employer's work all year round therefore we must operate to meet this demand.

## **Overview**

Nationwide Energy Training Services operates as a Prime Provider. We work with Delivery Partners when:

- the scope of the provision sits outside Nationwide Energy Training Services' own delivery remit
- provision has been identified as a key strategic priority for Nationwide Energy Training Services
- the Delivery Partner has well established and respected links with employer's
- the Delivery Partner can bring a USP to Nationwide Energy Training Services

All Delivery Partners undergo a robust and comprehensive due diligence checks prior to any delivery. It is important to us that the culture and values of the Delivery Partner fits with those of Nationwide Energy Training Services. We promote quality improvement at every level through sharing of best practice., high quality and appropriate staff development and having in place a rigorous audit schedule that includes quality reviews, observations of teaching, learning and assessment and learner and employer feedback.

Through our diligent Delivery Partner management, we will:

- promote the principles of best practice
- undertake procurement of Delivery Partners which meet the needs of our learners, employers and any other stakeholders
- share good practice and embed a culture of continuous improvement to enhance learner and employer experiences



## **Delivery Partner Support and Capacity Building**

Nationwide Energy Training Services has a responsibility to support all Delivery Partners to develop and deliver high quality provision that meets the needs of the learner and exceeds the expectations of employers and other stakeholders. The 20% management fee deducted from allocated ESFA funds allows Nationwide Energy Training Services to provide a comprehensive programme of support and compliance to ensure that public funds are protected and used effectively. In addition, Delivery Partners are supported to develop their provision.

The exact mix of support provided to Delivery Partners will vary depending on the needs of the individual Delivery Partner and learners, however, all Delivery Partners, as a minimum can expect to benefit from the following:

- a dedicated single point of contact via the Operations Manager
- administrative support, contract and performance monitoring
- review, monitoring and support relating to the quality of teaching, learning and assessment
- monthly review data and 6-8 weekly performance reviews
- support for self-assessment and quality improvement planning
- staff development opportunities
- health and safety advice and policy support
- safeguarding, PREVENT and British values support and advice
- equality, diversity and inclusion support
- support in preparing for external verification and development with awarding bodies
- IAG training and support
- Teaching, learning and assessment observations and feedback
- Support with compliance to funding rules
- Regular national updates regarding funding and policy changes

## **Communication, Policy Review and Publications**

This policy will be communicated to all Delivery Partners during the initial contract commencement meeting and referred throughout the year. This policy applies to all provision that is delivered by a Delivery Partner. This policy will be reviewed annually in August of each year and will be supplied to any new Delivery Partners as part of due diligence. Any subsequent changes will be notified to existing Delivery Partners as part of either a regular contract review or via separate correspondence. The policy will be published on our website.