



Ministry of
JUSTICE

OFFICIAL SENSITIVE

Contract for the Provision of Learning and Skills at HMP Berwyn

SCHEDULE 1 – SPECIFICATION



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2. DEFINITIONS

For the avoidance of doubt, all references to applicable laws and regulations, policies, guidelines, codes of practices and notes in this Specification shall, in each case include any amendments made from time to time.

Unless the context otherwise requires, the following terms shall have the meanings given to them below:

“Academy”	The Academy structure at HMP Berwyn has been introduced to align to the labour market areas of job opportunity, especially in the North West of England and North Wales. Following an initial assessment, prisoners will be allocated to a suitable route-way within an identified Academy. This Academy will be identified as being able to meet the needs of that prisoner and enable them to progression into further education, training, apprenticeships, or employment on release
“ACCT (Assessment, Care in Custody and Teamwork)”	The procedures to be used when any prisoner is identified as posing a risk of harm to themselves or being at risk of harm from others. These procedures are outlined in chapter 5 of PSI 64/2011 (Management of prisoners at risk of harm to self, to others and from others) (as amended from time to time).
“Activity Allocation Board (or similar)”	<p>The Activity Allocation Board, or the equivalent process, is the process used by the Prisons to allocate Prisoners to learning and other activities such as work and takes place weekly. The activity board routinely allocates Prisoners:</p> <ul style="list-style-type: none">when they arrive into custody;if the prisoner requests to move to another activity; orif there is a change of circumstance and it is no longer appropriate for the prisoner to remain in that activity. <p>The process consists of a series of reports from key people that are presented to the Activity Allocation Board. The Activity Allocation Board looks at the needs of the individual</p>



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and the vacancies in a particular activity area and makes an appropriate allocation.

This Activity Allocation Board may have slightly different names in different establishments.

**“Activities
Team/Hub”**

The team of Custodial Operator staff who manage the Activity Allocation Board and allocation processes.

“Allocation”

The assigning of Prisoners to education and other Regime activities available in the Prison.

**“Arrival in
Custody”**

As soon as the Prisoner arrives at the Prison and is handed over from the Prisoner Custody Escort Service (PECS).

**“Authorised Non-
Attendance”**

Unavoidable reasons for a Learner’s absence from Learning & Skills Sessions. See Annex B of this Specification.

**“Authority MIS
System”**

The ‘Management Information System’ provided by the Authority for the Services.

“Awarding Body”

A body issuing qualifications (certificates, diplomas, or titles) which formally recognise learning outcomes (knowledge, skills and/or competences) of an individual; and following an assessment and validation procedure.

**“Baseline
Assessment”**

Standardised test(s) or observational procedure(s) designed to establish the attainment level of Prisoners.

**“Careers
Education”**

The careers education, information, advice, and guidance provided to Learners by the Contractor to support them in planning their futures in both further learning and work.

“Community”

The area where the Prisoner is released to following their period in custody and the support networks and services available to them.

**“Continuous
Professional
Development
(CPD)”**

The maintenance, improvement and broadening of Staff knowledge and skills required professionally.

**“Contract
Manager/Contract**

Authority representative(s) responsible for the contract management of the Services.



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Management & Assurance Team”

“Core Day”

The Core Day is the timetable used by the Prison to show personnel and Prisoners what time things happen, including what time activities start and finish daily.

“Core Day Activities / Core Day Activity Hours”

The range of activities, which include Learning & Skills, industries etc. which take place during Core Day Activity Hours. An example of the Core Day Activity Hours is shown on the Core Day timetable in Annex C of this Specification.

“Curriculum”

The range of educational courses and learning opportunities designed and delivered by the Contractor to meet the requirements and needs of the Prisoners at the Prison.

“Disruptions”

An inability, through non-effective use of the Staff time and/or a lack of teaching and/or education support resources, to deliver the planned Curriculum.

“Education/ Learning Interventions”

An evidence-based approach or activity that is specifically designed and delivered to address a Learner’s educational needs or barriers to learning.

“Embedded Learning”

Learning and skills courses delivered by the Contractor in work areas across the prison e.g., prison industries, kitchen etc. These courses are those outside of the learning delivered in the Education building and Vocational workshops. This can refer to any course delivered in work areas of the prison where prisoners are allocated to the activity and not to education. We note that ESW courses may form part of the embedded learning offer; however, this needs to be in line with the broader prison allocation policies and acceptance of learning within work time; and will take significantly more time to achieve than if allocated to education to complete. These decisions must be based upon need and available resource by the Learning & Skills provider; but the implications, as described above, understood, and facilitated by the prison.

“Employability”

Skills, behaviours, and personal attributes that would make an individual more likely to gain and sustain employment.



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“Enrichment or Enrichment Activities”	Enjoyable, socially, and developmentally enriching leisure and recreational activities, in which prisoners can participate with outside of receiving services or interventions;
“Equality Act 2010”	The Equality Act 2010 is an Act of Parliament of the UK. The Act codifies previous anti-discrimination laws, primarily the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995 and three major statutory instruments protecting discrimination in employment on the grounds of religion or belief, sexual orientation, and age.
“Essential Skills/ESW”	Essential Skills qualifications enabling prisoners to develop their knowledge in the application of numbers, communication, and digital literacy skills. They also help prisoners demonstrate that they can apply these skills to a range of situations whilst at work and throughout life in general. ESW – Essential Skills Wales - is a suite of skills qualifications available in Wales. Each Essential Skill Wales qualification is the equivalent to an E grade GCE AS-Level.
“Estyn”	The office of Her Majesty's Inspectorate for Education and Training in Wales. They inspect the quality and standards of education and training providers in Wales. Its stated objectives are to deliver high quality inspections of individual education and training providers, and related services, in Wales; providing independent and sound advice, based on inspection evidence, to inform the Welsh Government in the formulation and evaluation of education and training policy.
“Festive Period”	This is the period over Christmas when the Prison Regime is altered, and the Learning & Skills Department is closed. This specifically refers to Bank Holidays - any other period of closure will need to be negotiated with the Prison and Authority, and in advance.
“Formal Learning Area”	This refers to classrooms in the education building, VT workshops and industry workshops.
“Full Time Activity Place”	A full-time activity place is where a prisoner is allocated to attend one activity for all Purposeful Activity Sessions. Core Day Activity Hours will be subject to negotiation between the prison and Contractor.



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“Governor”	A Crown servant appointed by the Authority under section 88 of the Criminal Justice Act 1991 (as amended by section 101 of the Criminal Justice and Public Order Act 1994).
“Head of Education (or similar)”	The senior, allocated, member of Contractor staff responsible for the strategic management of the Services.
“Healthcare Providers”	The health organisations commissioned by the Local Health Board from time to time to deliver health and wellbeing services within the Prison that do not form part of the Services or the services provided by the prison).
“ICT”	Information and communications technology.
“ICT Services”	The Services set out in Section 0 of this Specification.
“Incentives and Earned Privileges Scheme (IEP)”	The IEP scheme rewards good behaviour and performance and removes privileges if expected standards are not maintained by prisoners. The IEP scheme operates on at least three tiers: basic, standard, and enhanced. Prisoners move between the levels according to their behaviour.
“Incident”	As per the meaning defined in PSI 11/2012 (Incident Reporting System).
“Indeterminate Sentence Prisoners (ISP)”	Unlike a prisoner with a determinate sentence who must be released at the end of their sentence, those sentenced to life imprisonment or Imprisonment for Public Protection (IPP), collectively called indeterminate sentenced Prisoner(s) (ISP), have no automatic right to be released. Instead, such prisoners must serve a minimum period of imprisonment to meet the needs of retribution and deterrence. This punitive period is announced by the trial judge in open court and is known commonly as the “tariff” period.
“Individual Learning and Work Plan - ILWP”	A needs and evidence-based plan developed with an individual to support the development of skills, achievement of qualifications and building of experience to support progression into further education, training, apprenticeships, or employment on release



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"Induction"	The induction of an individual into the secure environment, which begins after the reception procedure is complete (and includes the first night where reception occurs in the evening).
"Induction Period"	A period of time during which the Induction programme is completed.
"Learning & Skills Department"	Area where the Contractor is based and delivers learning. This will predominantly be the education building and Vocational Workshops but could extend to satellite offices/classrooms/space across the Prison.
"Learning Needs Assessment"	A structured method of identifying the gaps in terms of existing knowledge, skills and competencies versus the knowledge, skills, and competencies they can reasonably attain, and the steps needed to complete and achieve this.
"Live Access"	Unrestricted internet access.
"Local Health Board"	A single local health organisation that is responsible for delivering all healthcare services within a geographical area (with exception of ambulance services and 'NHS 111' services).
"Managing and Minimising Physical Restraint (MMPR)"	Managing and Minimising physical restraint. This includes training in understanding challenging behaviour, de-escalation strategies and physical restraint techniques.
"Needs Analysis"	<p>The purpose of the needs analysis is to collate data and information to ensure that learning, skills, and Employability provision in prisons in Wales best meets identified need within the given resource allocation.</p> <p>Undertaking a needs analysis is a systematic process involving the analysis of a range of quantitative management information combined with the qualitative views of Staff and stakeholders, including prisoners. Consideration is also given to labour market information (LMI) to work towards matching learning provision available in the prisons with local job markets.</p> <p>The four principal components of the analysis are:</p>



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To assess the nature of the learning, skills and Employability needs of the target population, including risk factors affecting an individual's ability to access the provision,
To understand current LMI for the Prisons' key Resettlement areas,
To map the existing provision within the Prison,
To assess how well the current provision is meeting demand through a gap analysis.

"New Futures Network"

The specialist part of Her Majesty's Prison and Probation Service (HMPPS) that broker partnerships between prisons and employers in England and Wales. These partnerships help businesses fill skills gaps and prison leavers to find employment.

"Offender Management Unit (OMU)"

The Offender Management Unit is the department in the prison responsible for offender management and sentence planning.

"Other Service Provider (OSP)"

Providers of other services at the Prison including, but not limited to, the Healthcare Providers, the Probation Service, and providers of careers, employability, and resettlement services.

"Non-Vocational"

Provision of qualifications or skills that are not directly career focused.

These will include academic awards which often provide transferrable skills that could be used in a range of occupational settings. Also, less formally regulated, or non-regulated provision that is designed to be motivating and build confidence. The provision should have the potential to attract prisoners into learning and should be a part of a learning plan that leads onto Vocational learning.

"PE"

Physical education.

"Peer Mentors or Peer Mentoring"

HMPPS defines peer mentors as "any organised system in which prisoners provide help and support to other prisoners". It is more likely to work well where peer mentors and prisoners have a positive and credible relationship, and where



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there is strong support from the Governor and Staff in the management of the scheme.

Learning & Skills peer mentors should be collaboratively selected by the Contractor and prison and will have the right attitude and level of qualifications (usually Level 2 and above) to offer support to a range of Learners and especially those with lower-level abilities.

“P-NOMIS”

Prison National Offender Management Information System or P-NOMIS is the primary, centralised, cross authority prison management system used in public prisons, and from early 2012 all private prisons. This includes all successor(s) to such system as are applicable to the delivery of the Services.

“PSI/Prison Service Instructions”

Prison Service Instructions convey the mandatory instructions to prison establishments, HMPPS, IRCs and providers of contracted services.

“PSO/Prison Service Order”

Prison Service Orders are long term mandatory instructions, issued up to 2019, which have no expiry date and remain in force until cancelled or replaced.

“Prioritisation of Learners Accessing Provision”

Welsh Government guidance on prison Learning & Skills should be prioritised to target provision at those most likely to benefit from it.

“Prison Rules”

The Prison Rules 1999, Statutory Instrument 1999, no. 728.

“Prison Staff / Officers / Custody Officers”

Staff that are directly employed by HMPPS and work at the Prison.

“Protected Characteristics”

The personal characteristics that are protected by law in the Equality Act 2010. They are (in alphabetical order):

age;
disability;
gender reassignment;
marriage and civil partnership;
pregnancy and maternity;
race;
religion and belief;
sex; and



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sexual orientation.

**“Purposeful
Activity”**

A Prisoner being engaged in an activity that is likely to benefit them and support their rehabilitation in line with the expectations of HMIP (including the expectations set out at <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/purposeful-activity/>)

“Qualifications”

Formally recognised and accredited. The majority are on Credit and Qualifications Framework for Wales (CQFW) and the Qualifications in Wales (QiW) database, or Ofqual.

**“Qualifications
Wales”**

The independent organisation responsible for regulating general and vocational qualifications in Wales.

**“Qualified
Teacher Status
(QTS)”**

The official status required to work as a qualified teacher in many education settings. The typical route involves the completion of an undergraduate degree followed by a postgraduate certificate in education (PGCE), but other routes are also accredited to gain QTS.

**“Reducing
Reoffending
Strategy Meeting”**

Reducing Reoffending Strategy Meeting (or similar), is a management meeting to review, develop and maintain quality assurance measures for all interventions processes; maintaining awareness of any reducing re-offending agendas to achieve effective delivery of pathway services such as accommodation, education, training, apprenticeships, and employment, etc.

“Regime”

All the services and the activities available to prisoners at the Prison (of which the Services form part).

**“Regional Skills
Partnerships”**

The Economic Ambition Board, South East Wales Learning, Skills & Innovation Partnership and South West & Central Wales and North Wales Regional Learning Partnership are addressing the challenges set out within the Welsh Government’s Skills Implementation Plan which was launched in July 2014.

Welsh Government has produced a set of three ‘Regional Labour Market Intelligence Reports’ to provide Regional Skills Partnerships (RSPs) with a consistent set of core labour



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market intelligence (LMI) available on which to base their 'Regional Employment and Skills Plans'.

"Resettlement"	The process of preparing a prisoner for release.
"Restorative Justice"	An approach which can meet the needs of both victims and offenders. The primary aim is victim-focused and to repair harm wherever this has occurred.
"ROTL"	Release on Temporary Licence, which has the meaning given to it in the "Release on Temporary Licence Policy Framework" (as amended from time to time).
"Safer Custody"	The management of prisoners at risk of harm to self, to others and from others.
"Security Team"	Prison staff who undertake security functions within the Prison.
"Sessions"	Time bound periods of learning delivered by the Contractor.
"SIR"	A Security Information Report which is submitted to the Security Team containing risk information and/or intelligence regarding prisoners that may impact upon the safety and/or security of the Prison. The Staff are expected to contribute to SIRs and will be informed of relevant information contained within them.
"SMT"	Senior Management Team, which includes the Head of Education.
"Staff Induction"	Non-operational induction delivered by the prison to the Staff or Sub-Contractors.
"Virtual Campus2 (VC2)"	The Virtual Campus2 is a secure, web-based learning environment.
"Vocational"	Learning undertaken to develop work related skills e.g., engineering, construction, health, and social care etc. This may include NVQs, diplomas or Industry specific courses.
"Vocational Training Areas"	Areas outside of the Vocational Workshops where the Contractor will deliver Embedded Learning. Examples might include waste management, unit work etc.



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**“Vocational
Workshops”**

Workshops allocated by the prison to the Contractor to deliver Vocational training.

**“Waste
Management”**

The place inside the Prison where general waste is taken to be sorted into appropriate recycling groups.



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3. MOBILISATION AND TRANSITION

At the Services Commencement Date there will be prisoners enrolled onto courses in the Prison that have not yet completed their intended qualification outcomes. Therefore, during the Mobilisation Phase the Contractor will need to prepare for and implement an initial period of transition. The nature and timescale of the transition will be agreed between the Contractor and the Authority based on the needs of the prisoners already engaged in work to achieve qualifications. The main purpose of this transition period is to ensure current learners are not disadvantaged by any Curriculum changes.

4. EXPLANATION OF SPECIFICATION

Each theme for the Specification follows the structure set out below. The Specification is outcome/output focussed.

Purpose	A summary of service to be commissioned.
Outcome	The outcomes to be achieved in this specific area by the Contractor.
Service Elements in Scope	Elements of the Service requirement that the Contractor has full responsibility for. i.e. providing initial Learning Needs Assessments; setting relevant learning objectives for prisoners based upon their assessed needs and creating an Individual Learning and Work Plan to record this; all aspects of Teaching, Learning, recording, reporting etc.
Service Elements Out of Scope	Elements of the Service requirement that the Contractor has limited responsibility of. i.e. delivering other non-education Induction Sessions (including, by way of example, health, Advocacy, Independent Monitoring Board), and any PE Induction Sessions.



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Operational Requirements	The minimum requirements of the Contractor achieving each outcome. The Contractor has the flexibility and is encouraged to deliver innovative solutions that will achieve, but may go over and above, the minimum requirements specified in this section.
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5. OPERATIONAL SPECIFICATION

The Contractor shall provide the Services set out in this Specification.

The Services shall be delivered in accordance with the mandatory guidance set out within Annex 1, as applicable.

The Contractor shall always ensure that the Services comply with, and meet all the requirements and other obligations arising under or in connection with, the Contract, the Specification, Prison Service Instructions and Law, with effect from the Services Commencement Date.

This Specification sets out the services required to deliver the Services in the Prison. In broad terms the service includes assessing all prisoners for literacy, numeracy, digital literacy, Additional Learning Needs (ALN), More Able & Talented (M.A.T), personal and social development needs, employment needs and the delivery of Learning & Skills to those prisoners who are allocated to receive Learning & Skills training. The delivery of Learning & Skills to the prisoners is part of a wider programme of Purposeful Activity which contributes to the rehabilitation process of Prisoners and the expectations set out in the Prisons Strategic White Paper.

The Specification will be subject to ongoing review and development by both the Authority and Contractor, taking note of emerging best practice and changes in approach. There is a clear expectation that the Contractor will strive to continuously improve service delivery and provide a flexible service which can readily respond to the changing Learning & Skills needs of prisoners.

6. SPECIFICATION

The Specification is subdivided into themes. The first four key themes cover:

6.1 – Assessment



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6.2 – Engagement

6.3 – Qualifications

6.4 – Outcomes

The final theme, Section 6.5 – Delivery Support Requirements, contains the overarching service requirements that are relevant to the four key themes.



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6.1 ASSESSMENT

Purpose	The Contractor will make sure that all prisoners arriving at the Prison are assessed for literacy, numeracy, digital literacy, learning difficulties / disabilities and other educational requirements. The results of the assessments will be systematically recorded. Appropriately qualified Staff will carry out the assessments and will take account of any previous learning and development undertaken.
Service Elements in Scope	<p>The Induction and Learning Needs Assessment Services provided by the Contractor shall include:</p> <p>the design and delivery of an education Induction programme for all prisoners, which includes an introduction to the education, training, and work facilities available throughout the Prison;</p> <p>educational support services (such as Careers Education). Section 0 (Interface with the Prison) gives a fuller understanding of how the Contractor contributes to planning and Regime activities;</p> <p>providing initial Learning Needs Assessments;</p> <p>setting relevant learning objectives for prisoners based upon their assessed needs and creating an Individual Learning and Work Plan to record this;</p> <p>full engagement with the Activity Allocation Board and managing the Allocation of prisoners, alongside nominated individuals from the Offender Management Unit, residential teams, and Security Teams;</p> <p>sharing information, as required, relevant to other prisoner processes, such as managing self-harm (ACCT), safety risks (SIR and Incident management) and the wider behaviour management (MMPR, IEP and adjudications), and case management (such as attending sentence planning and review meetings) of prisoners in the Prison;</p> <p>referring/signposting each prisoner engaged in learning to relevant services based on the outcome of the assessments. The aim is to address potential barriers to learning. Examples might include</p>



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	personal & social development support such as behaviour programmes, relationship learning, substance misuse, finance, domestic management etc. Strong working partnerships should be fostered between services in the Prison to overcome barriers to engagement with learning.
Service Elements out of Scope	<p>The following services are excluded from the scope of the Induction and Learning Needs Assessments services:</p> <p>(a) managing and providing the whole of a Prisoner's Induction programme</p>
Outcome	<p>The Authority is seeking to ensure that all prisoners at the Prison have a full Learning Needs Assessment that will inform the planning of activities each prisoner will be encouraged to undertake in the Prison.</p>
Operational Requirements	<p>The Contractor shall:</p> <p>complete a pre-assessment to ascertain evidence of the working levels and previous educational progress of each prisoner. The pre-assessment should congregate prisoner data from:</p> <p>any previous ESW assessment, learning, completed units/qualifications</p> <p>Authority MIS System</p> <p>Learning Record Service (LRS) (detailed in Section 0) or other evidence of previous qualifications</p> <p>make sure that all assessments are completed within 5 Working Days after a prisoner's first night and before allocation to work or learning is made;</p> <p>ensure the prisoners are provided with an accurate and up to date prospectus within the Induction Period. The prospectus should detail the courses delivered by the Contractor. This should either form a part of, or compliment, a broader prospectus for development in partnership with the Prison, providing up to date</p>



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	<p>information on the following (consideration should be given to providing this in a broad range of formats to aid accessibility):</p> <p>All available Purposeful Activity options, including any entry requirements and accredited or non-accredited qualifications that may be achieved, and information on future progression or pathways for how this supports potential future employment.</p> <p>All available additional supplementary educational or self-development services or resources, including any entry requirements and accredited or non-accredited qualifications that may be achieved and information on future progression or pathways and how this supports potential future employment.</p> <p>ensure that all prisoners have a Learning Needs Assessment and Essential Skills assessment in accordance with Welsh Government requirements. Welsh Government (WG) have procured a bespoke assessment tool – the Wales Essential Skills Toolkit (WEST) for use by all post-16 providers to screen, initially assess and diagnose the Essential Skills needs (literacy, numeracy, and digital literacy across Wales). The WG's intention is that all providers in Wales will use WEST. WEST is being made available on VC2.</p> <p>It may be unnecessary to complete the full WEST assessment under some circumstances, such as:</p> <p>if the prisoner has completed a validated assessment within the last 12 months. In this case the previous scores can be used, however the prisoner should be given the option to retake the test if they want the opportunity to improve on the results;</p> <p>if there is evidence of a relevant completed/ accredited Qualification (e.g. GCSE English/Maths or Literacy/Numeracy Qualifications). Evidence would be</p>
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	<p>documented in the pre-assessment or by the prisoner producing a certificate.</p> <p>Even if the above criteria are met there may be grounds for retesting (or performing a screener test):</p> <ul style="list-style-type: none">if there is evidence of acquired brain injury since they were last tested (or completed Qualifications);if there is any evidence that the prisoner might be working below their assessed level; <p>provide all prisoners with a Learning Needs Assessment and activities assessment during their Induction Period that shall, as a minimum, consist of the following:</p> <ul style="list-style-type: none">an Essential Skills assessment to determine literacy, numeracy, and digital literacy levels and needs;assessment of Additional Learning Needs and the additional support provided for those with identified needs;identification of those that are More Able and Talented and the 'stretch targets' they will need to progress positively and in line with their capabilities;assessment of employment needs and potential, including Employability soft skills needs;identification of barriers to learning and employment to unlock their potential and increase participation in Prison activities and improve chances of employment on release;information, advice and guidance on career and employment opportunities on release and work (Working Wales/Careers Wales) opportunities available in the Prison;share information, as required, relevant to other custody processes, such as managing self-harm (ACCT), safety risks (SIR and Incident management) and the wider
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	<p>behaviour management (IEP and adjudications), and case management (such as attending sentence planning and review meetings) of prisoners in a custodial environment;</p> <p>deliver an Individual Learning and Work Plan (ILWP) for all prisoners that describes agreed learning aims and is regularly updated. The ILWP must identify what work prisoners are able to undertake within the Prison. The prisoners shall be engaged in the completion of their ILWP. Prisoner's expectations should be managed in line with:</p> <ul style="list-style-type: none">current waiting lists;ESW prerequisites;security level prerequisites; <p>ensure that the ILWP is related to a career pathway/academy that can be followed both in custody and on release;</p> <p>make sure an ILWP, as a minimum:</p> <ul style="list-style-type: none">clearly identifies the prisoner by name and unique identifier;includes the prisoner's prior learning and assessed needs;specifies the expected duration of learning, related to their time in custody, which allows the prisoner a reasonable prospect of successfully completing their learning before release or transfer;sets out the start date and the frequency of reviews to be followed;sets out the planned attendance;sets out any agreed support arrangements;contains a brief record of any applicable work experience in/outside of prison;
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	<p>contains a brief statement of the prisoner's employment or career objectives;</p> <p>specifies by name, level and reference number, approved qualifications the prisoner aims to achieve in line with increasing Employability in stated career objectives;</p> <p>specifies ESW development targets and prerequisites;</p> <p>sets out the suggested allocation to work activities/academies in the Prison e.g. industries, kitchen, gym, etc</p> <p>sets out Embedded Learning objectives;</p> <p>specifies the prisoner's preferred language of learning and requirement for Welsh-medium or bilingual delivery of learning during the programme;</p> <p>specifies within the ILWP, opportunities to maintain and/or develop the prisoner's Welsh language skills during the learning period;</p> <p>is agreed by the prisoner;</p> <p>those prisoners identified to have Additional Learning Needs will be provided with a learning plan which will include any appropriate additional learning provision required;</p> <p>agree the ILWP with the prisoner no later than 14 calendar days after the assessment date. Should a prisoner not agree to follow the recommended training, the Contractor shall continually engage with that prisoner to address their needs;</p> <p>share the results of the activity assessment and Individual Learning and Work Plan (ILWP) with the providers of work and activities across the Prison, including industries and offender</p>
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	<p>management. Further learning and support needs identified by the providers of work and activities and offender management shall be included in the ILWP;</p> <p>make sure regular progress reviews outlining further learning or support needs are reflected in updates to the ILWP and shared with work and activity providers. The Contractor will set the frequency of these reviews in agreement with the Prison. The exact nature of these reviews (i.e., who conducts them depending on prisoner circumstances/progress/allocation) will be agreed between the Contractor, the Prison, and the Authority. The agreed process will allow for the regular documentation of progress through their pathway along with new targets, reflection, and feedback etc. This process should be designed to encourage prisoners to progress throughout their learning journey to reach their full potential. The updates should record all learning undertaken in the Prison – including third sector provision, distance learning, Peer Mentoring, work-based learning etc.</p> <p>record the assessments and achievements of each prisoner to demonstrate distance travelled and progression during their time in custody;</p> <p>make sure all learning is planned to meet the prisoner's individual needs as identified during the assessment process;</p> <p>use the Prioritisation of Learners Accessing Provision in the design and development of provision;</p> <p>make sure an appropriate screening and assessment process is in place to identify prisoners with Additional Learning Needs or physical difficulties or disabilities. A record of this should be available to all Staff who are involved in delivering their education, including (but not limited to) teachers and assessors; and</p> <p>work closely with the Prison's health and social care colleagues to provide appropriate support to address the Learning & Skills needs of prisoners with learning or physical difficulties or disabilities.</p>
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6.2 ENGAGEMENT

Purpose	In delivering the Services, the Contractor shall give priority, as part of the delivery of the sentence plans, to engaging with the prisoners to help them gain appropriate skills and qualifications to enable them to access employment on release. Appropriately qualified Staff will carry out this work.
Outcomes	The Learning & Skills provision at the Prison shall be sufficient, engaging, and motivational, to encourage prisoners to engage with the range of learning activities on offer. The Contractor will ensure that the prisoners are supported to successfully resettlement into their communities and to desist from offending.
Service Elements in Scope	<p>The Services provided by the Contractor shall include:</p> <p>the design, planning and delivery of a Curriculum and its continual review to ensure its appropriateness in meeting the prisoners needs;</p> <p>delivery of the Curriculum (except out-of-scope services) through appropriate teaching models to engage the widest number of prisoners and to meet prisoners' needs and learning aims as recorded in the relevant Individual Learning and Work Plans;</p> <p>delivery of appropriate Educational Interventions designed to address identified educational issues;</p> <p>delivery of appropriate provision to meet prisoners' specific learning needs assessed by appropriately qualified Staff;</p> <p>the review of Individual Learning and Work Plans to ensure that the learning needs of everyone are being addressed and that their learning objectives remain appropriate;</p> <p>the design and delivery of educational support services;</p> <p>sharing information with other Prison Staff relevant to remand and sentence planning processes in line with Prison policies, procedures, and staff responsibilities for managing self-harm (ACCT), safety risks (SIR), and the wider behaviour management</p>



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	<p>(MMPR, IEP and adjudications) and case management of prisoners in a custodial environment; and</p> <p>forming and maintaining strong working partnerships with all other services engaged in the wider delivery of education. For example, ensuring the quality of practical work etc. where a Qualification is underway.</p>
Service Elements out of Scope	<p>The following services are excluded from the scope of the Services:</p> <p>the provision of PE Sessions (however, the Contractor will work closely with the PE team to provide support to develop the quality of the learning Sessions although these will be delivered by the Prison's PE team);</p> <p>the provision of practical work Sessions in cleaning (however, all cleaners need to be qualified before commencing work and the relevant course delivery will be supported by the Contractor);</p> <p>the provision of interventions designed and delivered specifically to address offending behaviours (provided by HMPPS) or health concerns (provide by the Healthcare Providers);</p> <p>the provision of library services at the Prison;</p> <p>the provision of education content relating to courses external to the Prison which are accessed by the prisoners; and</p> <p>the provision of non-educational support services (including Advocacy and social workers).</p>
Operational Requirements	<p>The Contractor shall make sure:</p> <p>the Services are delivered for 52 weeks of the year excluding public holidays;</p> <p>the design planning and delivery of Learning & Skills provision for the Prison is continually reviewed to ensure its appropriateness in meeting the prisoners' needs;</p>



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	<p>they are represented on the Activity Allocation Board, which will be managed by the Prison, and actively participate in the allocation of activities process ensuring they comply with the Equality Act 2010;</p> <p>Learning & Skills provision is delivered through appropriate teaching models that engage a range of prisoners;</p> <p>the prisoners are supported to improve their knowledge, skills, experience and Employability;</p> <p>the prisoners are supported to gain nationally recognised qualifications delivered by the Contractor for prisoners undertaking Vocational training;</p> <p>the prisoners are supported to engage with education, and that both their needs and aspirations are met;</p> <p>the prisoners are supported to overcome identified barriers to learning;</p> <p>the prisoners are supported to achieve their academic potential and progress along a pathway to future learning and/or employment;</p> <p>the prisoners are supported to and given the information needed for them to complete a CV;</p> <p>prisoners are given maximum opportunity to undertake courses that enable them to gain entrepreneurial skills;</p> <p>that Learning & Skills provision and activities are embedded across the Prison and are not limited to Formal Learning Areas and workshops with opportunities for prisoners to learn on the wings and in their cells;</p> <p>the Prison learning provision should be aligned to the employment opportunities in the Prison and the Community;</p> <p>Learning & Skills is embedded across the workshops and is in line with the Regime, to develop a work ethic in all prisoners, including those on remand;</p>
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	<p>that the number of embedded learning places to be delivered and the frequency is agreed between the Authority, Contractor, and the provider of the work activity;</p> <p>they deliver a minimum of 488 and a maximum of 609 Learning & Skills Activity Places each day in the education building and Vocational Workshops and delivered during the Core Day Activity times. Embedded learning spaces will not count as full-time activity spaces and must be differentiated within supplier data, however; qualifications achieved via Embedded Learning will count towards all other measures (starts/success measures);</p> <p>that they have built in flexible learning provision to respond to the number of places required. The assumption is that around a third of the prison population will be allocated to Learning & Skills each day. Further information regarding this will be provided to the Contractor by the Authority;</p> <p>a range of Learning & Skills provision consisting of an assessment of the prisoners' needs and the delivery of Essential Skills, Vocational, Non-Vocational and Employability accredited courses appropriate to the prisoners;</p> <p>a programme of soft skills to support the achievement of Learning & Skills courses and to build work related skills. Soft skills can include communication, self-motivation, team working, problem solving, decision making and time management;</p> <p>appropriate additional support for prisoners with disabilities;</p> <p>appropriate 'stretch targets/activities/learning' made available for those prisoners who are identified as More Able and Talented;</p> <p>the use of other prisoners as Peer Mentors in various departments such as the assessment unit, gym, and Resettlement, to support the development and motivation of the prisoners at the Prison;</p> <p>they are represented at the Reducing Reoffending Strategy Meeting (or similar);</p>
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	<p>they deliver and train all Peer Mentors in 'Level 2 Information, Advice and Guidance'. This shall be discussed with the Governor and included in the Annual Service Delivery Plan;</p> <p>they engage with the Probation Service and OMU to make sure there is join up between Learning & Skills and Resettlement planning;</p> <p>the design and delivery of a Curriculum for all prisoners, regardless of their location within the Prison;</p> <p>provision and support in studying higher education and distance learning for those who are identified as likely to benefit from such study in line with their Learning Needs Assessments, Resettlement requirements, aspirations, and student funding rules;</p> <p>the use of Needs Analysis information to inform discussion with the Governor and the Authority around service delivery improvements and any re-alignment of the prisoner learning offer to better meet the needs of the prisoners; and</p> <p>the prioritisation of Vocational learning with an 80/20 percentage split in delivery between Vocational and Non-Vocational learning.</p> <p>The Curriculum provided by the Contractor shall include:</p> <p>80% of courses that meet the criteria for priority 1 and 2 areas:</p> <p style="padding-left: 40px;">Priority 1 – Essential Skills courses up to and including Level 2</p> <p style="padding-left: 40px;">Priority 2 - Employability skills</p> <p>Vocational skills Level 2 and above Vocational skills</p> <p>20% of courses that meet the criteria for Priority 3</p> <p style="padding-left: 40px;">Priority 3 – Non-Vocational, higher level and personal learning</p>
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	<p>meaningful outreach Learning & Skills provision for those prisoners who may not be able to access Learning Areas and workshops due to being located on specialist units such as detox, healthcare, and older Prisoner units. Provision will be agreed between the Prison, the Healthcare Providers, the substance misuse provider and the Contractor;</p> <p>maintaining an accurate roll, by name, of prisoners arriving at the Learning Areas. The number of prisoners who attend should then be added up and this total is the roll. Should a prisoner leave the Learning Area, the register and roll should be updated accordingly.</p> <p>regular updates onto P-NOMIS around the achievements and behaviour of the prisoners accessing Learning Areas in order that all staff at the Prison are kept informed fully;</p> <p>that the attendance and non-attendance (including Authorised Non-Attendance) of every one of their registered prisoners is recorded on P-NOMIS;</p> <p>training, support, and assessment provision for any prisoner choosing to undertake Qualifications through the medium of Welsh by appropriately qualified Welsh speaking staff;</p> <p>all up to date, sufficient and necessary materials, equipment, tools, and items, with sufficient allocation of resources and ensuring all Services, and anything used in providing the Services are of good quality and are free from defects throughout the duration of the Contract;</p> <p>a Needs Analysis is undertaken 12 months after the Services Commencement Date involving the analysis of a range of quantitative management information combined with the qualitative view of prisoners, staff, and stakeholders. The Needs Analysis should be updated annually, and a full review shall be undertaken every third year. A Needs Analysis template developed by HMPPS in Wales will be provided by the Authority to the Contractor;</p> <p>it provides all prisoners with an Induction into the Vocational Learning Areas before the prisoners can commence learning.</p>
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	<p>The purpose of this Induction is to ensure that the prisoners are given essential and consistent information which will keep them safe and helps them to understand the work taking place within their Vocational Training Area and what their role in this will be;</p> <p>support is provided for prisoners who may be receiving additional support through the ACCT procedures, including understanding their care pathway, recording interaction in their support document, and attending reviews of their progress if required;</p> <p>that all prisoners are given the opportunity to feedback their perception of the quality of their course and how it is meeting their needs. It should be demonstrated that this feedback informs future delivery. All prisoners should be informed of the appropriate mechanisms for making a complaint if they believe that their needs have not been met.</p> <p>The information on the expected number of new receptions received into the Prison each week will be provided by the Authority to the Contractor.</p>
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6.3 QUALIFICATIONS

Purpose	The Contractor shall be responsible for ensuring there is Embedded Learning across the Prison with opportunities for prisoners to gain Qualifications from both Vocational and Non-Vocational accredited courses that relate to work being undertaken in all Regime activities.
Outcome	Prisoners in the Prison should have the opportunity to obtain a range of accredited Vocational and Non-Vocational Qualifications that will support their rehabilitation by increasing their chances of employment on release.
Service Elements in Scope	<p>The Contractor will provide the following:</p> <p>a range of education accredited Qualifications throughout all Learning Areas; including, Vocational, Non-Vocational, Essential Skills and Employability skills;</p> <p>Embedded Learning throughout the Prison supporting all Vocational delivery, Prison wide, including workshops, PE</p>



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	<p>department, healthcare, wing based, etc.; it is expected that 50% of workspaces will be provided with Embedded Learning;</p> <p>internal quality processes, in accordance with the Awarding Body's requirements, throughout the Prison, supporting all training areas;</p> <p>support in the Awarding Body's external quality processes throughout the Prison, supporting all training areas;</p> <p>effective monitoring to ensure high quality learning and assessment processes are carried out across the education delivery.</p>
Service Elements out of Scope	<p>The following services are excluded from the scope of the Services:</p> <p>Vocational training provided by the Prison Staff. This includes areas such as workshops, PE department, (delivered by Prison Staff). The Contractor will, however, provide support for the quality and verification of all course delivery and work closely to establish and develop Embedded Learning throughout the Prison.</p>
Operational Requirements	<p>The Contractor shall:</p> <p>provide opportunity for all prisoners undertaking work and activities in the Prison to access learning and gain Qualifications;</p> <p>make sure learning provision is relevant and relates to work being undertaken in the Prison;</p> <p>deliver embedded and contextualised accredited learning in the following areas:</p> <ul style="list-style-type: none">• Vocational Workshops• industries workshops• kitchens• stores• physical education and gyms – in coordination with physical instructors



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	<ul style="list-style-type: none">• horticulture• ICT• libraries• outdoor vocational training areas• waste management• wellbeing centre• prisoners' cells <p>ensure accredited Vocational Learning & Skills appears on the Qualifications in Wales (QIW) database or Ofqual;</p> <p>provide activities and courses as part of learning provision that focus on skills, including the development of soft skills, and accredited qualifications that can lead to employment outcomes on release from the Prison;</p> <p>ensure prisoners serving longer sentences, sentences of four years or more, including Indeterminate Sentence Prisoners (ISPs), are provided with opportunities for higher education and distance learning as a way of assisting them in positively engaging with the Regime;</p> <p>make sure provision is given for the development of soft skills to build motivation and develop attitudes and habits that can result in prisoners finding and keeping employment on release;</p> <p>include unitised learning in the provision where appropriate. The units should predominantly be regulated awards that appear on the Credit and Qualifications Framework for Wales (CQFWs) and Qualifications in Wales (QIW) database or Ofqual. There is some scope for a small number of non-regulated awards that are designed to be motivating, build confidence and demonstrate the potential to attract prisoners into learning. The Contractor shall discuss the need for non-regulated learning with the Authority and Governor as part of the Annual Service Delivery Plan agreement process (as detailed in Schedule 12 (Governance)). If the use of non-regulated awards is agreed the Contractor will evaluate their impact;</p>
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	<p>deliver the course material, undertake the internal verification process, submit coursework to the Awarding Body and claim the Qualification through the contract;</p> <p>make sure accreditation and certification shall be to Awarding Body standards, complying with the relevant internal and external verification systems;</p> <p>make sure that systems are in place to share Qualifications awarded to the prisoners with the Prison to support continuous development and the rehabilitative culture;</p> <p>provide access to higher education and distance learning courses in line with the Prison Service Instruction Guidance;</p> <p>make sure that any prisoner choosing to undertake Qualifications through the medium of Welsh are provided such training, support, and assessment by appropriately qualified Welsh speaking staff; and</p> <p>deliver accredited courses offered by one of the Awarding Bodies on sustainable energy use to make sure that prison education programmes play a key role in creating a more sustainable future as is required by Welsh Government.</p> <p>A Welsh Government learning grant is available for prisoners normally resident in Wales who are released on temporary licence to study a further education course and will continue that course on release. Full details of the eligibility criteria and requirements will be provided by the Authority to the Contractor.</p>
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6.4 OUTCOMES

Purpose	The Contractor shall provide the Services to maximise a prisoner's chances of applying for and gaining meaningful progression into further education, training, apprenticeships, or employment on release.
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Outcome	Prisoners in the Prison will have access to Learning & Skills opportunities that will support Rehabilitation and Resettlement by improving their chances of gaining meaningful progression into further education, training, apprenticeships, or employment on release.
Service Elements in Scope	<p>The Contractor will:</p> <p>provide a relevant and up to date Curriculum that meets the needs of the prisoners with regards to Rehabilitation and Resettlement;</p> <p>develop a wide range of Employability skills within the learning offer, that links with the Vocational and industrial needs of the Community that mirror the themes identified by the WG;</p> <p>develop pathways to apprenticeships for men resettling in Wales and apprenticeships opportunities for men resettling in England;</p> <p>attend and contribute to the Prison's reducing re-offending meetings;</p> <p>develop strong links with the Prison's stakeholders in these areas such as:</p> <ul style="list-style-type: none">• Careers Wales (Working Wales)• Job Centre + (DWP)• Apprenticeship training providers• Regional Skills Partnership Boards• the Probation Service• third sector organisations• employers within the resettlement areas of those being released• New Futures Network
Service Elements out of Scope	The Prison will provide a wide-ranging employment offer in partnership with various stakeholders.
Operational Requirements	The Contractor shall:



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	<p>make links with the Offender Management Unit (OMU) around the development of the prisoners' risk assessment and sentence plan;</p> <p>ensure prisoners are given maximum opportunity to gain accredited qualifications through work during their sentence and that these are appropriate to local employment opportunities and correspond to employers' skill requirements;</p> <p>make links with the Probation Service to support assessment and Resettlement planning;</p> <p>where possible, prisoners entering the Prison on remand or to serve a short sentence, are supported to maintain any existing employment they had prior to entering custody;</p> <p>develop links with community training providers who offer apprenticeship opportunities;</p> <p>links are made with employers for the purpose of improving the prisoner's Employability and aiding prisoners in finding progression into further education, training, apprenticeships, or employment on release;</p> <p>links are made with employers in the Resettlement areas (the areas in which Prisoners will live on release) to increase the contribution employers can make to prisoner Employability, training, apprenticeships and work experience;</p> <p>prisoners have undertaken courses and achieved the skills that enable them to be 'ready for work' at the point of release from the Prison;</p> <p>and they liaise with Welsh Government, New Futures Network, Careers Wales, Job Centre Plus, Regional Skills Partnerships and employer groups to understand the appropriateness of work opportunities.</p>
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7. DELIVERY SUPPORT REQUIREMENTS

7.1 Learning Record Service

Purpose	<p>The Contractor is required to access the 'Learning Record Service (LRS)' to consult the 'Personal Learning Record (PLR)', where available, through the 'Unique Learner Number (ULN)' of the prisoner to determine their previous learning and achievement.</p> <p>The PLR brings together in one place, the information already collected by education providers and Awarding Bodies including minimal demographic details, learning participation and achievement. This creates a lifelong record that prisoners can share with education providers and employers if they choose to do so.</p>
Outcome	<p>All prisoners in the Prison will have a Unique Learner Number (ULN) and qualifications undertaken during their time in custody will include the ULN to enable Awarding Bodies to update the prisoners' record to provide an accurate record of all learning and qualifications undertaken and achieved during their time in custody.</p>
Service Elements in Scope	<p>Access the Learning Record Service (LRS) and use the Personal Learning Record (PLR) to inform the creation of the ILWP.</p>
Service Elements out of Scope	<p>N/A</p>
Operational Requirements	<p>The Contractor shall make sure:</p> <ul style="list-style-type: none">that they are a registered learning provider and appear on the UK Register of Learning Providers and follow the prescribed guide;that all prisoners at the Prison have a ULN;where a prisoner does not know their ULN, that the Contractor takes all necessary steps to enable them to search for or register the prisoner;



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	<p>that the ULN is shown on all prisoners' work submitted to Awarding Bodies so that they can record achievements; and</p> <p>that they contribute to the Learning Record Service of each prisoner and the PLR where available throughout the prisoners' time in custody.</p>
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7.2 Labour Market Information

Purpose	The Contractor shall obtain and utilise labour market information to inform the development of learning, skills, and Employability provision to increase the chances of prisoners securing employment on release.
Outcome	The Learning & Skills offer in the Prison will be relevant to the job market in the areas in which the prisoners will be released to maximise their chances of gaining appropriate employment on release.
Service Elements in Scope	The Contractor will obtain relevant labour market information and use it to inform, analyse and renew the Curriculum to deliver the best employment outcomes for prisoners.
Service Elements out of Scope	N/A
Operational Requirements	<p>The Contractor shall:</p> <p>obtain labour market information from across Wales and England by establishing links to relevant organisations, including Job Centre Plus, Sector Skills Councils, Regional Skills Partnerships and Welsh Government. Information on the Regional Skills Partnerships and action plans will be provided by the Authority to the Contractor;</p> <p>regularly obtain labour market information for key relocation areas using the EMSI analytics tool (or others specified by the Authority at a later date);</p>



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periodically analyse the Curriculum delivery to ensure that the learning provision provides the most effective outcome for the prisoners, motivating them to engage and leading them towards sustainable job outcomes on release;

ensure that the learning offer is suited to the prisoners based on a systematic Needs Analysis including labour market information;

use labour market information to make sure Learning & Skills programmes are linked to the skills needed in the labour market and where possible establish more direct pathways into employment;

and use labour market information to work towards matching learning provision in the Prison with local job markets to maximise job opportunities for prisoners on release from the Prison.

As a minimum, these activities should be completed annually as part of preparation for the annual Needs Analysis and ASDP compilation.

Facilities Management

The Prison, or their designated facilities management services provider ("**FM Provider**"), will provide the maintenance of the prison learning areas building fabric, which includes all services and fixtures that are included at the time of handover to the Contractor. The maintenance provision does not include any services or equipment that is supplied or fitted by the Contractor. These services and equipment will be detailed on an asset register that will be provided to the Authority by the Contractor.

The Prison or their designated FM Provider will be responsible for ensuring continued light, heat, water, and power to the learning areas as well as the cleaning of secure areas and will be responsible for the general cleaning of the learning areas. Cleaning or maintenance activity may be undertaken by prisoners.



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Any damage to the learning areas' building fabric caused by the Contractor and its staff will be the responsibility of the Contractor. Damage to the learning areas' building fabric caused by prisoners under the Contractor's supervision, that can be attributed to the Contractor's failure to comply with its contractual requirements (or any other relevant Authority requirements notified to the Contractor) in respect of supervising the prisoners, will also be the responsibility of the Contractor. Any works undertaken by the Prison or FM Provider to repair the damage will be recharged to the Contractor.

Repairs required to the building fabric due to normal wear and tear will be the responsibility of the Prison or their designated FM Provider.

During mobilisation, the Contractor, Prison, and their designated FM Providers are expected to formally agree their roles and responsibilities for the maintenance, cleaning, and waste removal arrangements (including arrangements for disposal of any higher risk waste) for the learning areas and equipment, including assigning responsibility for the supervision of any prisoners undertaking cleaning, maintenance, or waste removal activity.

Cleaning and Waste Removal

Prisoners may be employed to clean the vocational workshops, the learning areas, and the outdoor vocational areas. These prisoners will be above and beyond the number allocated to Learning & Skills provision and will form a core group of prisoners who are usually called orderlies.

The Prison, or their designated FM Provider will be responsible for waste removal and recycling. General waste disposal and recycling will be collected by staff or prisoners who work in waste management. In the event of a large amount of waste being made that cannot be accommodated through the waste management, for instance, if a delivery creates excessive packing materials, the Contractor must organise the removal of the waste in accordance with the Prison's requirements, liaising with the Prison and/or the FM Provider where appropriate.



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	<p>If the Learning & Skills training that is delivered in the workshops produces any waste which cannot be routinely recycled, for instance, metal shavings or hazardous chemicals, the Contractor must organise the removal of the waste in accordance with the Prison's requirements, liaising with the Prison and/or the FM Provider where appropriate.</p> <p>The successful Bidder should be aware that there are certain waste items that become riskier in the custodial environment because they could be used to form a weapon or aid an escape. These items must not be disposed of through normal waste or recycling processes.</p> <p>Tools and Equipment</p> <p>Any tools and equipment used in the learning areas must be properly catalogued, stored and accounted for at the beginning and end of each Learning & Skills session, in line with the local security instructions. Contractor personnel must check the tools and equipment and sign to confirm that they have been accounted for before any prisoner can enter the learning area at the beginning of a session or leave the learning area at the end of a session.</p> <p>HMP Berwyn's security department will work with the Contractor during mobilisation to determine tools and equipment and make the necessary arrangements for them to be catalogued, engraved, and stored appropriately. This will be at the Contractor's cost.</p> <p>Information on how to manage equipment in a prison will be given to the Contractor during their Induction into HMP Berwyn.</p>
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7.3 Digital and I.T Services

Purpose	Digital and innovative technologies are fully utilised to deliver the Services, to inspire and support learning via the Curriculum, both in dedicated Learning Areas and within the broader environment, including where possible in-cell.
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Outcome	The Authority wants to see the innovative and effective design and use of digital technologies to support all learning including embedded learning and skills delivery across the Prison.
Service Elements in Scope	<p>The ICT Services provided by the Contractor shall include:</p> <p>the design (or purchase) maintenance and refresh of an ICT solution (and all necessary infrastructure) to support the implementation and delivery of the Services;</p> <p>utilising and contributing to the on-going development of Virtual Campus 2 as an educational and learning tool;</p> <p>providing systems and protocols for the recording, storage, analysis, and communication of information relating to the management of prisoners and the Services delivered by the Contractor;</p> <p>installing the Contractor's ICT solution into the Prison, to ensure it is operational following the Mobilisation Phase; and</p> <p>utilising the IT assets provided by HMPPS of IT hardware, systems already purchased and owned by HMPPS for use in the Prison.</p>
Service Elements out of Scope	<p>The Prison may have access to security approved laptops which can be used for purposes other than education.</p> <p>The provision of IT access for Prisoners for purposes not related to learning sits outside of the scope of this provision.</p>
Operational Requirements	<p>The Contractor shall:</p> <p>contribute to the development of a secure Virtual Learning Environment (VLE) within the Prison that provides flexible digital based learning opportunities to meet prisoner needs;</p> <p>use Virtual Campus 2 (VC2) and Authority MIS System to support the prisoner, track, measure and monitor the prisoner journey and enable access to content on VC2;</p>



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	<p>develop the digital services to deliver the Services in a manner that fully complies with PSI 25/2014 IT Security Policy and PSI 24/2014 Information Assurance Policy;</p> <p>provide Learning & Skills digital services in formal and informal Learning Areas and the Contractor should develop and embed digital learning opportunities throughout the Prison during the course of the Contract;</p> <p>hold and implement the ISO 27001 certification to ensure security of information;</p> <p>use P-NOMIS (input into HMPPS digital systems recording) to record significant learning events and behaviour of the prisoners – including but not limited to positive examples of behaviour which should be encouraged and recognised, significant learning achievements as well as signs of distress and breach of Prison behaviour expectations. Any further requirements will be agreed between the Contractor and the Authority during mobilisation;</p> <p>ensure that, where needed, they have a suitable system to support the provision of Management Information (MI) and performance information as required for the effective management of the service, and where required by the Authority;</p> <p>provide all IT hardware consisting of servers, computers, monitors, and printers additional to the existing IT assets detailed in the data room;</p> <p>hold responsibility for maintenance, replacement, and upgrade/refresh of the hardware to meet the security and functionality requirements, detailed in the contract. The Authority shall be responsible for the internet connection to the Prison;</p> <p>ensure the innovative use and development of digital services to support learning and engage with education – which shall include appropriate Learning & Skills content;</p> <p>design how they will deliver the Learning & Skills digital services, however, where access to Virtual Campus 2 (VC2) or P-NOMIS is required, these shall be acquired from the Authority;</p>
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	<p>ensure all new prisoners are enrolled onto VC2 at the Induction stage, maximising the opportunity the VC2 offers to the prisoners at the Prison and providers of prisoner learning;</p> <p>provide the opportunity and encourage the continued engagement with the VC2 once the prisoner is released into the Community;</p> <p>ensure all content developed by the Contractor for VC2 complies with the requirements of the HMPPS Virtual Campus Governance Board;</p> <p>use a Virtual Learning Environment (VLE) which includes in-cell provision for prisoners to access course material when they are in their cell, enabling them to continue learning outside core activity hours; and</p> <p>ensure the VLE content is suitable for Welsh language Learners.</p> <p>HMPPS Wales have contracts for Virtual Campus 2 in Welsh prisons to provide the range of appropriate licenses and support with XMA Ltd and with Meganexus Ltd.</p> <p>ensure full use of the future Curious system, once live, to record KPI and MI information and to draw down reports.</p> <p>ensure use of an appropriate and recognised learning needs assessment tool to inform assessments.</p> <p>use of future Curious system to record data, KPI and MI reports.</p>
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7.4 Staffing

Purpose	The Contractor shall be responsible for delivering expert, qualified and resilient staff who can work with often challenging prisoners to support them in and to realise their educational potential and aspirations.
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Outcome	Provision of the Services in the Prison will be delivered by suitably qualified staff who understand, embrace, and uphold the values of the Prison.
Service Elements in Scope	<p>The Services provided by the Contractor in relation to Staff shall include:</p> <p>implementing Contractor systems for Staff selection, recruitment, training (including familiarisation with the custodial environment), qualifications, supervision, progression, and performance management; and</p> <p>sharing information with other Prison Staff and OSPs relevant to remand and sentence planning processes in line with Contractor policies, procedures, and staff responsibilities for managing self-harm (ACCT), safety risks (SIR), and the wider behaviour management (adjudications, IEP, MMRP and Restorative Justice frameworks) and case management of prisoners in a custodial environment.</p>
Service Elements out of Scope	<p>The following services are excluded from the scope of the Services:</p> <p>staff resources required to deliver PE.</p>
Operational Requirements	<p>The Contractor shall:</p> <p>make sure the staffing services provided by the Contractor shall enable the prisoners to:</p> <ul style="list-style-type: none">engage with education;progress according to their ILWP, andachieve their learning goals due to the commitment and support of qualified members of Staff. <p>make sure there are robust pre-employment checks in place, namely vetting in line with PSI 07/2014 Security Vetting;</p> <p>ensure all the Staff have been through the correct vetting process (or are prepared to provide assurances that the requirements will be met). It is a prerequisite to undertake</p>



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	<p>vetting checks for those employed on a prison site or those with a professional relationship with the prisoners. This will be at the Contractor's cost;</p> <p>ensure that the required levels of staffing are in place for the Services Commencement Date and that a contingency plan is in place, and agreed by the Authority;</p> <p>make sure that there are adequate levels of teaching support in the Learning Areas to deliver the Services, and to ensure that prisoners are accounted for and regularly observed by the Staff (in addition to the monitoring function performed by Prison Officer roving supervision);</p> <p>make sure an appropriate manager from the Contractor contributes to the overall activities function and strategy and attends relevant meetings as deemed necessary;</p> <p>ensure that Staff working in the Prison undertake mandatory learning and development requirements associated with working in a custodial environment. The mandatory requirements training will be provided by the Authority to the Contractor;</p> <p>guarantee time off for Staff to attend mandatory learning and development, largely health and safety related, delivered by the Prison. All other learning and development needs will be determined and funded by the Contractor;</p> <p>ensure sufficient workforce planning to cover Staff absences and employ robust measures to manage potential disruptions (including sickness, leave or vacancies);</p> <p>make sure Staff are working in accordance with employment legislation and best practice, i.e., working time regulations and employment rights;</p> <p>bear the cost of any cover arrangements for Staff absence. The Authority or the Prison will not bear the cost of any cover arrangements. The use of agency, contract and sessional individuals will be compliant with employment legislation. If additional staffing resources are not to be utilised, then</p>
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	<p>assurance is to be given that service delivery can remain at the required standard;</p> <p>make sure that specific Prison related issues and queries are dealt with through the appropriate channels by those professionally competent to do so;</p> <p>record the evaluations of teachers in appraisal documentation and use them to inform the overall staff development process;</p> <p>schedule regular peer observations and feedback. Teachers should be observed teaching a course by their manager or a suitable peer twice a year. This has been deemed an acceptable and robust schedule by Estyn;</p> <p>develop a timetable of internal annual evaluative observations and share the outcomes, identified actions and timetable of these observations with the Authority;</p> <p>ensure that they provide a sufficient programme of staff training and professional development;</p> <p>establish a culture of Continuous Professional Development (CPD) in the Learning & Skills Department where manager and peer observations of teaching shall be a regular feature and evaluation and feedback on performance is expected by all Staff;</p> <p>make sure that the Staff undertake CPD as part of their annual staff performance plan to ensure continued high standards of delivery;</p> <p>provide the Authority with regular information on the training and professional development undertaken by staff delivering the contract;</p> <p>if the Contractor chooses to provide its personnel with a uniform, which represents their organisation or business, it should not contain offensive words, slogans, or badges. The</p>
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	<p>uniform should not be like that of a Prison Officer, therefore no white shirts, black trousers or black ties;</p> <p>ensure that Staff understand and model the values of the Prison and support the rehabilitative vision for the Prison; and</p> <p>shall comply with the Equality Act and Disability Discrimination Act.</p>
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7.5 Interface with the Prison

Service Description	The Contractor shall understand the needs and challenges of the custodial environment and deliver the Services in compliance with the Regime and operational arrangements.
Authority Objectives	The Authority expects the Contractor to work closely with the SMT at the Prison so that the Regime works holistically to meet the prisoners' individual needs and address their risk factors and barriers to rehabilitation.
Service Elements in Scope	<p>The Contractor's interface with the Prison shall include:</p> <p>sharing information with other Prison Staff in line with Prison policies, procedures and staff responsibilities for case management, sentence planning (including training planning meetings); managing self-harm (ACCT), safety risks (SIR), and wider behaviour management (MMPR, IEP and adjudications) of prisoners in a custodial environment;</p> <p>providing education Induction services, including attending the Activity Allocation Board;</p> <p>liaising with the Prison regarding prisoners with ALN;</p> <p>liaising with the Prison regarding prisoners availing of the 50 Education Service;</p>



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	<p>participating in education leadership and governance processes and structures, including being part of Prison SMT structures;</p> <p>liaising with the Prison to ensure the complete integration of Services into the wider Regime through the Quality Information Group meetings and/or Service Integration Group meetings; and</p> <p>liaising with the Prison to allow prisoners to design and deliver a student forum to inform the improvement of Services.</p>
Service Elements out of Scope	N/A
Operational Requirements	<p>The Contractor shall:</p> <p>support the Prison in its aim to reduce the prisoner's risk of reoffending and risk of harm;</p> <p>work closely with the Contract Management & Assurance Team, providing information as reasonably required in connection with the operation and performance of the Contractor to carry out their functions;</p> <p>work closely with and support the Governor, Senior Contract Manager and SMT in identifying and addressing areas of learning need;</p> <p>share accurate monthly management information with the Prison to support them in delivery of Prison strategies and targets;</p> <p>adhere to all National and local security instructions. The Governor will develop the local security strategy for the Prison. The Contractor shall make sure they understand the Strategy and any roles and responsibilities associated with their work at the Prison;</p> <p>agree a protocol with the Governor and the Authority that specifies the roles and responsibilities that will ensure prisoners are available to start and complete courses through the</p>



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	<p>integration and appropriate prioritisation of Learning & Skills activities into the Regime and sentence planning;</p> <p>agree a business continuity protocol with the Authority prior to service commencement;</p> <p>co-operate with the Prison, PE department and in-house prison industries to:</p> <ul style="list-style-type: none">permit the prisoners to participate in an Embedded Learning programme, andto enable PE department and in-house or third-party prison industries to feed into the development of the Annual Service Delivery Plan that will be produced by the Contractor (in accordance with Schedule 12 (Governance)); <p>work with staff at the Prison to promote the holistic learning environment and make sure that challenges around the movement and availability of prisoners are resolved in partnership;</p> <p>and work particularly closely with the following Prison departments and other Providers within the Prison to ensure that there is a single joined up approach for the prisoners and their progression through their sentence, for risk reduction and for employment opportunities that will be available on release:</p> <ul style="list-style-type: none">any internal or third-party prison industriesthe Healthcare Providersthe Probation Servicethe Offender Management Unitthe reducing reoffending teamthe Security Team at the Prison
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	<p>Prison Residential staff</p> <p>the Activities Hub</p> <p>bring any issues to the attention of the Contract Management & Assurance Team;</p> <p>build open and honest relationships, which are productive and support the vision of the Prison;</p> <p>attend the Quality Information Group (QIG) and/or Service Integration Group (SIG) where any interface issues between the Contractor and the Prison can be raised and discussed. Any interface issues between the Contractor and the industries staff will be dealt with in the first instance with the locality manager for these services;</p> <p>understand the contingency plans in place in case of an emergency within the Prison for the Coleg and for the Workshops and their role and responsibility in executing them;</p> <p>report any security concerns – physical, procedural, or dynamic, using the appropriate reporting system, and record these in the education and workshop observation book;</p> <p>investigate all incidents and accidents, identify trends, and invest in rectifying common incidents within the Learning Areas;</p> <p>make sure all Staff respond appropriately to any incident or fire. It will be the responsibility of the Staff working as part of the Services to familiarise themselves with the appropriate contingency plans and understand what their role might be in the event of an incident or exercise;</p> <p>ensure full compliance with health and safety at work legislation;</p> <p>make sure that all equipment is properly maintained and functioning;</p>
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	<p>make sure that they have appropriate liability insurance in place to cover accidents, loss or injury;</p> <p>in the event of an accident or incident within the Learning Areas, fully inform the Prison health and safety advisor of the details of their investigation. If the incident is serious or has resulted in hospitalisation, the Prison health and safety advisor will also complete an investigation of the incident which will review the circumstances of the incident and make recommendations to the Contractor;</p> <p>make sure there is attendance at an appropriate level of seniority and experience at management meetings, including but not limited to, SMT meetings, the reducing reoffending pathway, Security Team meetings, health and safety meetings, Safer Custody meetings and equalities meetings. These meetings will be held no more than monthly;</p> <p>make sure there is attendance at an appropriate level of seniority at the Contract review meetings as set out in Schedule 12 (Governance) which include, but are not limited to, Operational Management Group, Service Integration Group and the Contract Review Group;</p> <p>work with the Prison and Authority around any changes to the Curriculum. The Prison may require changes to the Curriculum to improve the alignment of the learning offer with the Regime. The Contractor, Senior Contract Manager and Governor will discuss and agree the changes with the Authority, and the Contractor will have 3 months' notice to implement the changes;</p> <p>develop an Annual Service Delivery Plan in consultation with the Senior Contract Manager and the Prison to make sure that there is mutual agreement on the types of courses to be delivered;</p> <p>make sure that any deliveries they require are routinely planned within the Monday – Friday hours 09:00 -16:00, and any deliveries required outside of these hours shall be approved by the "Head of Activities", or designated person.</p>
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7.6 Collaborative working with other agencies and departments

Purpose	Collaborative working is fundamental to achieving positive learning and employment outcomes for prisoners. The Contractor shall build strong working relationships with stakeholders and delivery partners.
Outcome	The Authority is looking for the formation of true collaborative partnerships with and between all agencies, departments and organisations delivering services in the Prison.
Service Elements in Scope	The Contractor will; attend all relevant Reducing Reoffending Strategy Meetings; link with a wide range of partners; actively develop links with all agencies, departments and organisations delivering services in the Prison.
Service Elements out of Scope	N/A
Operational Requirements	The Contractor shall: work closely with the Probation Service and OMU within the Prison to support risk assessments and Resettlement planning, making sure that the appropriate outcomes for the prisoners are identified and that engagement is enabled in the custodial environment; work closely with the Probation Service and OMU to set up the processes to share assessments and ILWP information to inform the overall sentence planning process, including Resettlement planning, to reduce duplication and gain the best outcomes for the prisoners at the Prison; build close working relationships with other departments, agencies and organisations involved in delivering services within



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	<p>the Prison, including but not limited to the local Regional Skills Partnership, Welsh Government, Careers Wales (Working Wales), Job Centre Plus and Department of Work and Pensions, to ensure an integrated and collaborative working approach;</p> <p>ensure they have a close link with the prison industry workshops to ensure an appropriate Embedded Learning Curriculum;</p> <p>work closely with other prisons across England and Wales to continue to develop the Learning & Skills of transferring prisoners;</p> <p>work with the Healthcare Providers to make sure appropriate Learning & Skills provision is in place for those prisoners located on specialist units such as detox, healthcare, and older prisoner units;</p> <p>the principles behind the Wellbeing of Future Generations (Wales) Act 2015 including the 5 ways of working for public bodies in Wales, are embedded within the delivery of Learning & Skills;</p> <p>engage with library services to:</p> <ul style="list-style-type: none">ensure resources are available to support and enhance the Learning & Skills Curriculum across the Prison, and <p>support prisoner library assistants to have the opportunity to enhance their skills; and, where possible, to acquire recognised qualifications that will enhance their opportunities for progression into further education, training, apprenticeships, or employment on release;</p> <p>comply with data sharing protocols within the Prison. These arrangements shall include internal working arrangements within the Prison and those supporting referrals to services and agencies the prisoners will access on release;</p> <p>and make sure that relevant information from assessments and Individual Learning and Work Plans are shared with other departments and partners in the Prison e.g., information, advice,</p>
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	and guidance providers (e.g., Careers Wales), the Healthcare Providers, library provider and the Contractor shall be involved in developing these processes with the Prison.
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7.7 Security

Service Description	<p>The Contractor shall ensure they are aware of the restrictions and priorities of working within the custodial environment.</p> <p>The Contractor shall demonstrate its ability to control the risks which shall be present whilst operating in Learning Areas within a custodial environment.</p>
Authority Objectives	The Authority wishes to ensure that the Prison operates as a safe and secure environment.
Service Elements in Scope	The Contractor will comply and adhere to all Prison security policies and procedures.
Service Elements out of Scope	N/A
Operational Requirements	<p>The Contractor shall ensure that:</p> <p>they are responsible for the supervision of prisoners in each Learning Area and must always know the number of prisoners they have under their supervision;</p> <p>the Staff are aware, at all times, of where the prisoners they are responsible for are and what tasks they are completing within the Learning Areas;</p> <p>they carry out risk assessments for all Learning Areas, nature of work, machinery in use and any other risk areas within the Learning Areas in line with prevailing health and safety legislation;</p>



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	<p>they ensure compliance with health and safety in the Learning Areas;</p> <p>the Contractor's health and safety representative works closely with the health and safety advisor for the Prison to ensure that the Contractor's policies, risk assessments and Safe Systems of Work (SSoW) for the services are in place, of an acceptable quality and reviewed to take account of any changes affecting the learning areas. The Authority shall appoint a health and safety advisor who acts on behalf of the Governor and is responsible for health and safety policy and compliance within the Prison. The health and safety advisor shall produce an overarching health and safety policy document that shall capture the arrangements for Prison Staff, Contractors Staff, prisoners, and visitors. The Prison health and safety advisor shall make routine visits to the learning areas to ensure that the Contractor is delivering a safe working or learning environment. The Prison health and safety adviser shall have the authority to challenge the Contractor if acceptable levels are not being met;</p> <p>if the Contractor becomes aware of anything which endangers the health, safety, or security of any person at the Prison, they must:</p> <ul style="list-style-type: none">immediately take steps to warn others of and alleviate the danger; andpromptly notify the Prison of that danger and the steps taken. <p>in the event of an accident or incident within the Learning Areas, the Prison health and safety advisor shall be fully informed by the Contractor of the details of their investigation. If the incident is serious or has resulted in hospitalisation, the Prison health and safety advisor shall also complete an investigation of the Incident which shall review the circumstances of the Incident and make recommendations to the Contractor as to the actions to take to ensure the likelihood of similar incidents is minimised in the future;</p>
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	<p>there is full compliance with health and safety at work legislation and ensure that Safe Systems of Work are in place for all identified risks;</p> <p>they raise the alarm in an emergency. Learning Areas will be fitted with general alarm bells, which are used to summon staff in the event of an emergency. These general alarm bells should be pressed in the event of a fight or threatening situation, or under any circumstances where Prison Officer support is needed urgently. The general alarm can be activated by the Staff. The general alarm bells will be situated throughout the learning areas and are identifiable as a green button;</p> <p>they understand their role and responsibility in executing contingency plans for fire and emergencies. These contingency plans for fire and emergencies shall be provided for each learning area by the Prison;</p> <p>they investigate all incidents and accidents within the learning areas, identify trends and invest in rectifying common incidents and share these with the Authority within 28 days of the incident or accident occurring;</p> <p>they report any security concerns whether physical, procedural, or dynamic using the appropriate Intelligence Reporting (IR) system. The security concerns shall also be recorded in the appropriate Observation Book for that area;</p> <p>there is appropriate equipment available to transport goods and materials around the Learning Areas;</p> <p>if they choose to provide its staff with a uniform which represents their organisation or business it shall not contain offensive words, slogans, or badges;</p> <p>they comply with section 22 of the Offender Management Act 2007 and the Prison Service Instruction 10/2012 Conveyance and Possession of Prohibitive Items and Other Related Offences and any others that come into force;</p>
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	all staff are made available to attend all adjudications as required.
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7.8 Additional Learning Needs

Service Description	It is important that people with Additional Learning Needs (ALN) within the criminal justice system are identified as early as possible to ensure they receive the appropriate support. Prisoners with ALN may have issues with communication, interaction, cognition, and prisoners can face additional challenges in adapting to prison life and in engaging with Prison education. However, they must be able to access suitable learning opportunities and receive the necessary support and guidance to enable them to engage with education.
Outcomes	The Additional Learning Needs (Wales) Act 2018 and Additional Learning Need Code for Wales (2021) covers prisoners of all ages, and the Contractor should aim to embed the objectives and aims of these Act's across their services.
Service Elements in Scope	<p>The Contractor:</p> <p>should carry out an initial assessment during the Induction Period, using an appropriate ALN assessment system.</p> <p>should provide fully qualified staff to support the learning needs of the individuals; and</p> <p>liaise closely with the Prison Healthcare Providers teams and Prison to provide a holistic approach.</p> <p>make necessary reasonable adjustments to meet any learning difficulty and disability such as assistive technology, adaptations and providing additionality to enable and enhance learner engagement,</p>



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Service Elements out of Scope	<p>The Prison shall:</p> <p>ensure appropriate facilities are made available to carry out assessments and support all prisoners with learning difficulties or disabilities.</p>
Operational Requirements	<p>The Contractor shall:</p> <p>make sure an appropriate screening and assessment process is in place to identify prisoners with Additional Learning Needs;</p> <p>ensure those prisoners identified to have Additional Learning Needs will be provided with a learning plan which will include any appropriate additional learning provision required;</p> <p>employ an ALN coordinator to act as a specialist to coordinate planning and interventions around ALN within the Prison, including providing support, advice, and guidance to Prison Staff;</p> <p>Make necessary adjustments in delivery to meet the needs of those prisoners who are identified as having an LDD e.g., adjusted delivery and targeted support for those with Dyslexia, and for those with neurodivergent needs, ensuring staff have an awareness of their needs, that delivery is adapted where required and that links are made with partners, especially Healthcare to access relevant support for individuals to enable progression, promote engagement and achieve milestones;</p> <p>ensure that all relevant information and assessment results regarding the needs of the prisoner is shared with relevant bodies/ individuals and with relevant departments and partners in the Prison e.g., information, advice, and guidance providers (e.g., Careers Wales) and the Healthcare Providers; and</p> <p>facilitate links between all partners and departments to ensure that the prisoner receives appropriate interventions to meet their needs through custody and during transition to the Community.</p>



7.9 Welsh Language Provision

Purpose	The Contractor shall apply the principle of equality for both Welsh and English language for the delivery of the Services. The Contractor shall ensure that the Services includes comprehensive Welsh language services to create an education system that increases the opportunity for prisoners to learn Welsh and be exposed to the Welsh language and culture.
Outcomes	The Authority wishes to ensure that any prisoner at the Prison can access Learning & Skills provision and undertake any qualification, through the medium of Welsh; and that the Welsh language culture is promoted. The Contractor should develop an education provision which increases rates of progression, and supports everyone, whatever their command of the language, to develop Welsh language skills for use socially and in the workplace.
Service Elements in Scope	<p>The Contractor shall:</p> <p>ensure all teaching materials are made available to the prisoners who request them through the medium of Welsh;</p> <p>ensure the initial assessment can be carried out through the medium of Welsh;</p> <p>assess and record learners Welsh reading, speaking and listening skills and develop a model where all learners have the opportunity to develop Welsh reading, speaking and listening. Further:</p> <p>ensure Welsh language and Welsh Culture is embedded into curriculums in adherence to Estyn's CIF;</p> <p>champion Welsh Citizenship and embedded into education delivery, to include being ambitious, ethical, enterprising and ready to be a citizen of Wales and;</p> <p>provide relevant Welsh reading material in partnership with the library services.</p>



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Service Elements out of Scope	The Prison Library Provider shall ensure the relevant percentage of Welsh reading materials is made available through the library services
Operational Requirements	<p>The Contractor shall provide the following Welsh language provision as a minimum:</p> <p>provide training, support and assessment to prisoners wishing to undertake qualifications through the medium of Welsh by appropriately qualified Welsh speaking staff;</p> <p>Essential Skills are provided in Welsh for those prisoners returning to a Welsh speaking community whose first language Welsh skills are below level 2;</p> <p>all signage in both Welsh and English;</p> <p>Welsh examples are used in teaching materials e.g., references to bus or train timetables from Wales;</p> <p>embed positive language use practices supported by formal and informal opportunities to use Welsh across the Prison;</p> <p>Welsh language materials should be as accessible as English language materials;</p> <p>appoint a Welsh language coordinator for the Prison to act as a specialist to coordinate planning and interventions to promote and encourage the use of Welsh within the Prison including providing support and advice to Prison Staff;</p> <p>The contract will also seek to develop a partnership with Coleg Cymraeg Cenedlaethol and the National Centre for Learning Welsh to develop programmes to promote activities which support the development of Welsh-medium Vocational provision, market the advantages of bilingualism and expand the Welsh provision.</p>

7.10 Diversity & Inclusion



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Purpose	<p>The Contractor and its Staff should hold diversity in high regard. It should champion all aspects of equality, affording prisoners from all demographics the opportunity to access the Services and make excellent progress.</p>
Outcomes	<p>The Services provided by the Contractor should provide opportunities for prisoners from all demographics to make good progress.</p> <p>No prisoner with Protected Characteristics should be disadvantaged.</p> <p>All Contractor staff should always treat each prisoner with decency and respect.</p> <p>The Contractor will provide data that highlights the academic achievement and progression of specific groups of prisoners from a range of different backgrounds to show that no groups are disadvantaged. The exact nature of this data will be agreed with the Authority.</p>
Service Elements in Scope	<p>The Contractor should:</p> <p>maintain a Curriculum that can be accessed by people of all demographics;</p> <p>equip their Staff to ensure that all prisoners can make excellent progress; and</p> <p>record and track data to demonstrate prisoners from a range of backgrounds make appropriate progress and are not disadvantaged.</p>
Service Elements out of Scope	<p>It is recognised that some prisoners might be restricted from accessing some features of the Services due to e.g., security blocks. In this circumstance, the Contractor should agree alternate arrangements with the prisoner (e.g., a different course or in-cell learning) and this should be updated in their ILWP.</p>



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Operational Requirements	<p>The Contractor should:</p> <ul style="list-style-type: none">uphold the Equality Act 2010 at all times;provide opportunities for prisoners from all demographics to make good progress;not disadvantage any prisoner due to their background;ensure that their staff are adequately trained to celebrate diversity and provide equal opportunities in all aspects of providing the Services;challenge all forms of discrimination, where this originates from a prisoner the appropriate IEP process should be followed;record, track and analyse the progress of a range of prisoner backgrounds to demonstrate equality and make corrective actions where necessary. The Protected Characteristics of the Equality Act 2010 could be used as a framework; andwhere prisoners are blocked from attending classes (e.g., due to security or OMU concerns) the Contractor should work with the prisoner to make reasonable adjustments. For example, the prisoner could be enrolled onto a different course, or the prisoner could be provided with in-cell study. In this case the prisoner should be fully consulted to ensure that they understand that they are not being disadvantaged due to their background (i.e., their Protected Characteristics). These discussions and outcomes should be documented in their ILWP.
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7.11 Quality and Effectiveness

Purpose	The Contractor shall make sure that they have a system in place for the monitoring of quality and effectiveness.
Outcomes	The Authority wishes to ensure that Learning & Skills provision in the Prison is of the highest quality and meets the standards set by the Authority, Welsh Government, Estyn, and Her Majesty's Inspectorate of Prisons (HMIP).



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Service Elements in Scope	<p>The Contractor shall;</p> <p>provide and implement relevant quality systems regarding delivery, qualification procedures, verification processes and CPD for the staff.</p>
Service Elements out of Scope	<p>N/A</p>
Operational Requirements	<p>The Contractor shall:</p> <p>make sure their system for quality and effectiveness is in line with the requirements set out in the Welsh Government's Quality and Effectiveness Framework (QEF) (as referenced in Annex A);</p> <p>engage with the governance process and provide Management Information reports (as set out in Schedule 11 (Contract Management and Monitoring));</p> <p>undertake an annual self-assessment of the quality of Learning & Skills provision in the Prison and produce a self-assessment report and quality development plan and comply with the requirements set out by Estyn in the guidance handbook for the inspection of learning in the justice sector, September 2018;</p> <p>submit the self-assessment report and quality development plan, as outlined in the QEF, to the Welsh Government and the Authority on a date to be agreed between the Contractor and the Welsh Government, reflecting the individual Contractor's annual quality cycle. Submissions must be made using systems specified by the Welsh Government;</p> <p>report on progress against actions identified in the quality development plan three times a year and the outcomes of the review must be documented by the Contractor. This documentation, together with supporting evidence of actions taken, must be made available to the Welsh Government, the Authority and Estyn on request; and</p> <p>document any shortcomings identified through either inspection by Estyn, or the Authority's performance monitoring against</p>



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	<p>targets, in a detailed action plan with specific objectives and targets to address them. The action plan shall be approved and monitored by the Authority and the Authority will provide regular feedback to the Welsh Government on progress against the action plan.</p> <p>Also, the Contractor shall have in place its own systems to manage the quality of learning and to achieve and maintain high standards to demonstrate that the Contractor is:</p> <p>supporting prisoner needs at the Prison through high-quality teaching;</p> <p>treating the prisoners fairly and consistently;</p> <p>making sure that all appropriate prisoners are fully participating in education;</p> <p>continuously monitoring and improving the services provided;</p> <p>complying with and monitoring performance against the KPIs which will be set by the Authority; and</p> <p>monitoring the delivery of Learning & Skills across the Prison and report on progress to the Authority. This is independent of the Authority's own monitoring.</p>
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7.12 Settlement & Resettlement

Purpose	The Contractor shall empower prisoners to design and implement a clear pathway to a settled or resettled life beyond prison, starting with the end in sight. The provision of the Services should support prisoners to overcome barriers and plan their progress successfully.
Outcomes	Prisoners leaving custody have all elements of the reducing reoffending pathways in place and are leading a settled life, and as a result, not reoffending.



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Service Elements in Scope	<p>The Contractor should:</p> <ul style="list-style-type: none">maintain a thorough employment, training, and education service to provide Employability and direct employment support during the last 12 weeks of each prisoner's sentence;ensure prisoners receive the support they need to overcome barriers to learning or progress;track the impact of support they give prisoners, to identify effectiveness;ensure prisoners receive good quality, accessible information advice and guidance, which they use effectively to plan their progression steps;ensure guidance and advice is provided to prisoners to help them make informed decisions in planning their learning and activities while in the Prison so that they can improve their progression and Resettlement planning;ensure learning plans are linked with and take good account of prisoners' sentence plans;ensure staff encourage and support prisoners who are due for release to progress into further education, training, apprenticeships, or employment on release; andemployment related skills are recognised and recorded effectively, and that prisoners leave custody with the means to evidence the skills and Qualifications gained.
Service Elements out of Scope	<p>The following are out of scope:</p> <ul style="list-style-type: none">the work of Careers Wales. However, the Contractor should maintain a strong working relationship and should maintain records of completed work in line with the working arrangement;wider Resettlement issues. However, the Contractor should maintain close working relationships with all Other Service Providers to refer (and take referrals) when a prisoner requires Resettlement support at the end of their sentence, and to ensure



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	<p>that services provided are complimentary and work towards shared goals.</p>
Operational Requirements	<p>The Contractor should ensure that:</p> <p>each prisoner follows an Academy pathway through the provision in the Prison (provided by the Contractor and OSPs) that is related to employment opportunities both in custody and on release;</p> <p>settlement and Resettlement services should ensure that:</p> <ul style="list-style-type: none">individual needs and desires are appropriately identified and reflected in Resettlement planning;all prisoners are given the opportunity to develop a CV and supporting evidence of achievement;all prisoners can develop pathway/Academy appropriate Employability skills including money management, understanding timekeeping, interview skills etc. andprisoners can access job availability information and submit applications prior to release. <p>at the point of 12 weeks before the end of their sentence they shall be interviewed, and the interview should:</p> <ul style="list-style-type: none">document the prisoner's needs in terms of employment and wider Resettlement;consider the Employability progress made in the Prison in terms of gained skills, qualifications, and work experience;offer each prisoner the opportunity to write (or update) their CV;make referrals to a wide range of service providers based on needs outside of the scope of the Contractor;



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	<p>trigger an interview with Working Wales (Careers Wales);</p> <p>Employability classes are offered and delivered to prepare prisoners for e.g., interview skills and application writing;</p> <p>a wide portfolio of employers is continually developed that are prepared to interview and offer employment before release;</p> <p>where appropriate interviews should be arranged with these employers;</p> <p>prisoners should be given the opportunity to perform job searches and applications through VC2;</p> <p>exit interviews are completed to establish the exact employment status of each prisoner on release; and</p> <p>the Contractor Staff use LMI data to maintain an up-to-date knowledge of current and emerging employment markets in key Resettlement areas.</p>
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ADDITIONAL INFORMATION

Annex A – Mandatory Guidance Documents

Annex B – Authorised Absences from Education

Annex C – Timetabling/ Core Day Example



ANNEX A – MANDATORY GUIDANCE DOCUMENTS

[Additional Learning Needs \(Wales\) Act 2018 \(supplementary FAQ](https://gov.wales/sites/default/files/publications/2019-02/aln-frequently-asked-questions-2_0.pdf)

(https://gov.wales/sites/default/files/publications/2019-02/aln-frequently-asked-questions-2_0.pdf))

[Care and support needs of those in the secure estate: additional guidance](#)

Credit and Qualifications Framework for Wales

[Cymraeg 2050: A million Welsh speakers](#)

Data Protection Act 2018

Drug Strategy 2010

Equality Act 2010

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Guidance for Calculating KPI's

[HMPPS Equality Scheme 2018 - 2020](#)

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[Positive Practice Positive Outcomes: A Handbook for Professionals in the Criminal Justice System working with Offenders with Learning Disabilities](#)

PSI 02/2015 Prison Library Service

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PSI 03/2012 Activity Allocation

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PSI 06/2012 Prisoner Employment, Training and Skills

PSI 06/2015 Policy Organisation and Summary Arrangements for the Management of Health and Safety

PSI 07/2014 Security Vetting

PSI 09/2014 Incident Management

PSI 10/2012 Conveyance and Possession of Prohibitive Items and Other Related Offences

PSI 11/2011 Incentives and Earned Privileges

PSI 11/2012 Incident Reporting System

PSI 11/2015 Fire Safety in Prison Establishments

PSI 12/2014 Government Security Classification Policy

PSO 1215 – Professional Standards – Preventing and Handling Staff Wrongdoing

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PSI 55/2011 Security Management Function – Management and Security of Keys and Locks
PSI 64-2011 – Safer Custody: Management of Prisoners at Risk of Harm to Self, to Others and from Others
PSI 73/2011 Prison P-NOMIS
PSI 74/2011 Early Days in Custody
Qualifications in Wales (QiW) database
Social Services and Wellbeing (Wales) Act 2014
[Wellbeing Of Future Generations \(Wales\) Act 2015](#)
WG Cross Cutting themes for education provision – ICT, Sustainable development, and equality of opportunity
[WG Guidance for Substance Misuse Education](#)
WG Learning Grant Further Education
WG Prioritisation of Learners Accessing Provision in Wales Prisons
WG Quality and Effectiveness Framework



ANNEX B – AUTHORISED NON-ATTENDANCE

The table below sets out the activities the Authority accepts as being inherent to the custodial estate and unavoidable reasons for absences from education.

Authorised Non-Attendance reason	Description of reason for non-attendance at Learning & Skills activities
Courts	Any prisoner absent due to a scheduled Court appearance either at Court or via video link. If appearing via video link, the prisoner should only be absent for the duration of the appointment.
Legal and Official visits	Any prisoner absent due to a scheduled legal (solicitor etc) or official (offender manager etc) visit taking place. The prisoner should only be absent for the duration of the appointment.
Medical Appointment and Treatment	Any prisoner absent due to a scheduled medical appointment taking place. The prisoner should only be absent for the duration of the appointment.
Illness	Any prisoner absent due to them being unwell. Their absence must be reported via the appropriate reporting mechanisms put in place by the Prison and Healthcare Provider.
Searches	Any prisoner absent due to a search being undertaken in line with the published searching policy. The prisoner should only be absent for the duration of the search unless further action is required.
Incident Response	Any prisoner absent due to: attending adjudication, removal from the learning area by prison staff, presenting a threat to self or others, fighting or being involved in an assault,



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	or full lockdown of the Prison.
Discharge/Transfer	Any prisoner who is to be discharged or transferred that day only.
Case Management	Any prisoner absent due to a scheduled case management appointment taking place. The prisoner should only be absent for the duration of the appointment.
Chapel Service	Any prisoner absent due to attendance at a religious service. The prisoner should only be absent for the duration of the service.
Release On Temporary Licence ("ROTL")	Any prisoner absent due to attendance at a ROTL placement.
Mandatory Drug Testing (or "MDT")	Any prisoner absent due to MDT being undertaken in line with the published MDT policy. The prisoner should only be absent for the duration of the test.
Assessment Care in Custody and Teamwork ("ACCT") review	Any prisoner absent due to a scheduled ACCT review taking place. The prisoner should only be absent for the duration of the appointment.
Family Days	Acceptable when organised, notified, and delivered by the visits staff.



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ANNEX C – TIMETABLING OF ACTIVITIES

The core day is set by the Prison in agreement with service providers such as the Contractor, with an aim to agreeing the timings and structure of a standard day, including mealtimes, movements, activity Sessions and periods of patrol state.

Example of Core Day

(This is included here as an example of a core day but may be subject to change. Any such change will be agreed by the Prison, Authority, and the Contractor.)

Morning Activity

08.00 - 08.30	Breakfast/Domestics
08.30 - 08.45	Move to activity
08.45 - 11.45	Learning & Skills
11.45 - 12:15	Lunch
12.15 - 13:30	Break in room

Afternoon Activity

13.30 - 13.45	Move to activity
13.45 - 16.45	Learning & Skills
16.45 - 17.30	Dinner
17.30 - 18.00	Break in room
18.00 - 19.45	Enrichment/Domestic/Association time