

2. Technical Envelope. Qualification / Technical Form

2.1 GENERIC

Note	Note Details
2.1.1 General Note	<p>This 'Capacity and Capability' questions are for organisations that want to compete for funding/contracts when opportunities become available. You must submit the 'Due Diligence' questions before you submit the 'Capacity and Capability' questions.</p> <p>We will only review your 'Capacity and Capability' questions if we determine that you have passed the first part of our market entry pre-qualification process (due diligence questions).</p>
Question	Description
2.1.2 CC15-GEN-01	<p>Describe how you would performance manage your contract to ensure that you successfully deliver a contract with the Skills Funding Agency. If you do not have a performance management framework describe the steps you would take to implement one, and how it would work. Please note this question relates to the performance management of a contract with the SFA and not staff or learner performance therefore your response should reflect this.</p> <p>Your response must address/include the points below as a minimum:</p> <ul style="list-style-type: none"> • Describe the key indicators that you use to manage performance, how these would be applied and at what intervals • How you address underperformance • How you identify and mitigate against any risks that may affect the delivery of a contract • If applicable, how you manage the performance of subcontractors <p>(Max 2000 Characters)</p>
2.1.3 CC15-GEN-02	<p>Please select from the options list below, the statement(s) that best describe how your quality assurance systems and processes are used to inform and underpin improvement in the delivery and management of your services, OR the services you offer.</p> <p>A - The quality assurance systems and processes used by the organisation inform any decision made regarding our performance of programme management and delivery</p> <p>B - The quality assurance systems and processes used by the organisation to measure the programme management and delivery performance are those recognised by the awarding of an appropriate British Standard (or equivalent)</p> <p>C - The quality assurance systems and processes for the management and delivery of a funded programme are embedded into the organisations own quality systems</p> <p>D - Although the organisation seeks to measure its programme management and delivery performance with the intention of improving as required, it does so outside of the rigour of formal quality assurance systems and processes</p> <p>E - The organisation is in the process of adopting formal quality assurance and</p>

processes in order to measure where and how, and indeed if, its programme management and delivery performance require improvement

F - The organisation does not currently have nor intends to have formal quality assurance systems and processes in place in the foreseeable future

Please select from the options list below, the statement(s) that best describe how your quality assurance systems and processes are used to inform and underpin improvement in the delivery and management of your services, OR the services you offer – from a learner or service user perspective.

A - Our quality assurance systems and processes require us to meet regularly with learner forums as well as individuals in order to seek out when where and how our performance from a programme management and delivery perspective can be improved

B - Under the remit of the British Standard (or equivalent) Quality assurance systems we have adopted we are required to regularly carry out internal audits on all aspects of programme management and delivery and take appropriate corrective action which arises as a result

C - Using our embedded continuous improvement process we are always seeking to challenge the methodology used and outcomes derived from our programme management and delivery performance particularly from a learner's perspective with a view to taking required steps to improve

D - We regularly assess learner's performance and outcomes and any that fall below our accepted benchmarks are investigated to see if it is due to our programme management and delivery performance and any corrective action necessary is taken at the earliest convenient opportunity

E - Although we do not currently have a formal quality assurance process in place nevertheless we have quarterly meetings to assess delivery performance and programme management with a view to introducing any required changes ready for the next academic year

F - Should we be successful in our bid for funding we will then introduce the requisite quality assurance system to ensure that from a learner's perspective we can measure where, when and how improvements are required

G - We do not feel it is necessary to have formal quality assurance systems in place, as we put the learner's needs first

2.1.4 CC15-GEN-03

2.1.5 CC15-GEN-04

I/We understand that it is a condition of any contract that we ensure equality of opportunity is built into all aspects of our services, business planning processes and self-assessment processes.

2.1.6 CC15-GEN-05

I/We understand that it is a condition of any contract that we monitor equality and diversity data and review this information to inform future planning within our organisation.

2.1.7 CC15-GEN-06

In order to receive funding from us it is a funding requirement your organisation has all appropriate insurances. Please indicate you fully understand this.

2.1.8 CC15-GEN-07

Does your organisation currently have matrix Standard accreditation?

A: Yes

B: No - But we will take the necessary steps to obtain matrix Standard accreditation within the first six months of receiving a contract if one of the main objectives is to deliver information and advice. If the information and advice is embedded as part of the delivery of provision, we will take the necessary steps to obtain matrix Standard accreditation within the first twelve months of receiving a contract.

C: No - we do not have intentions of achieving matrix Standard accreditation

Please refer to the following link for further information:

<https://www.gov.uk/government/publications/sfa-the-matrix-standard>

Do you have a Business Continuity Plan? (We may ask for this document at a later stage of the procurement process)

2.1.9 CC15-GEN-08

A – We have a Business Continuity Plan and regularly review and test this

B – We are in the process of developing a Business Continuity Plan which will be reviewed and tested

C – We do not have a Business Continuity Plan and will not be developing one

With reference to the link below please select all areas in which you have the capacity and capability to deliver a contract

You will need to copy and paste the link below into your web browser for further information regarding LEP areas:

<http://www.lepnetwork.net/about-leps/the-network-of-leps/>

01: Black Country

02: Buckinghamshire Thames Valley

03: Cheshire & Warrington

04: Coast to Capital

05: Cornwall & the Isles of Scilly

06: Coventry & Warwickshire

07: Cumbria

08: Derby, Derbyshire, Nottingham & Nottinghamshire

09: Dorset

10: Enterprise M3

11: Gloucestershire

12: Greater Birmingham & Solihull

13: Greater Cambridge & Peterborough

14: Greater Lincolnshire

15: Greater Manchester

16: Heart of the South West

17: Hertfordshire

18: Humber

19: Lancashire

20: Leeds City Region

21: Leicester & Leicestershire

22: Liverpool City Region

23: London

24: New Anglia

25: North East

26: Northamptonshire

2.1.10CC15-GEN-10

- 27: Oxfordshire
- 28: Sheffield City Region
- 29: Solent
- 30: South East
- 31: South East Midlands
- 32: Stoke-on-Trent & Staffordshire
- 33: Swindon & Wiltshire
- 34: Tees Valley
- 35: Thames Valley Berkshire
- 36: The Marches
- 37: West of England
- 38: Worcestershire
- 39: York & North Yorkshire
- 40: None of the above

2.2 QUALITY

	Note	Note Details
2.2.1	Quality - Note 1	<p>The questions in this section are for organisations that:</p> <ul style="list-style-type: none"> • Deliver or want to deliver education and training • And/or organisations that deliver or want to deliver careers information advice and guidance which may include delivery for the National Careers Service <p>Organisations that are not interested in any of the above (only want to develop services) may type 'NA' for the text based questions in this section.</p>
	Question	Description
2.2.2	CC15-QUAL-01	<p>Has your organisation had a full inspection or re-inspection by Ofsted?</p> <p>(Note: The inspection must have been under the Ofsted remit of Further Education and Skills, not under one of the other Ofsted remits such as Schools. The inspection must specifically relate to your organisation, it does not include delivering as a subcontractor to an organisation that has had an Ofsted inspection and using their grade)</p>
		<p>A: Yes, and I am currently a direct contract holder to the Skills Funding Agency (SFA), Education Funding Agency (EFA), or both</p> <p>B: Yes, but I am not currently a direct contract holder to either the SFA or EFA</p> <p>C: No</p>
2.2.3	CC15-QUAL-01a	<p>If you have answered 'A' to Question [CC15-QUAL-01] you must provide a link to your Ofsted inspection report which will be listed on the Ofsted website</p> <p>http://reports.ofsted.gov.uk/</p> <p>Please type 'NA' if this question is not applicable</p>

If you have answered 'A' to Question [CC15-QUAL-01] Please indicate the grade that was awarded for 'Quality of teaching, learning and assessment' at your last full inspection or re-inspection.' If you do not have a grade under this category but were assessed prior to September 2012 and have a grade for 'Quality of Provision', please use this.

2.2.4 CC15-QUAL-02

- A) Grade 1 – Outstanding
- B) Grade 2 – Good
- C) Grade 3 – Requires Improvement (previously Satisfactory)
- D) Grade 4 – Inadequate
- E) Have not been inspected by Ofsted or not applicable

If you have answered 'A' to Question [CC15-QUAL-01] please indicate the grade that was awarded for 'Overall Effectiveness' at your last full inspection or re-inspection.

2.2.5 CC15-QUAL-03

- A) Grade 1 – Outstanding
- B) Grade 2 – Good
- C) Grade 3 – Requires Improvement (previously Satisfactory)
- D) Grade 4 – Inadequate
- E) Have not been inspected by Ofsted or not applicable

If you have answered 'A' to Question [CC15-QUAL-01] please indicate the grade that was awarded for 'Leadership & Management' at your last full inspection or re-inspection.

2.2.6 CC15-QUAL-04

- A) Grade 1 – Outstanding
- B) Grade 2 – Good
- C) Grade 3 – Requires Improvement (previously Satisfactory)
- D) Grade 4 – Inadequate
- E) Have not been inspected by Ofsted or not applicable

Note

Note Details

The following questions are for organisations that selected 'B' or 'C' to Question [CC15-QUAL-01]. When completing your response please ensure that you refer to the Ofsted Common Inspection Framework and related Further Education and Skills Handbook both of which can be found use the following link

2.2.7 Quality Note 2 <https://www.gov.uk/government/publications/further-education-and-skills-inspection-handbook-from-september-2015>

For organisations that selected 'A' to Question [CC15-QUAL-01], this question is not applicable to your organisation please type 'NA'

For organisations that ONLY want to deliver information advice and guidance please refer to the guidance document titled 'Additional guidance on inspecting the National Careers Service'. This document has now been archived but translates the Ofsted

2.2.8 Quality Note 3 Common Inspection Framework to National Careers Service inspections which and will contextualise the three questions below to assist you with your response.

<https://www.gov.uk/government/publications/additional-guidance-on-inspecting-the->

Question

Description

By considering the Ofsted Common Inspection Framework and the judgement area “Outcomes for learners”, please summarise the extent to which you ensure: (2000 characters max)

- 2.2.9 CC15-QUAL-05 [1] all learners achieve and make progress relative to their starting points and learning goals
[2] achievement gaps are narrowing between different groups of learners
[3] learners develop personal, social and employability skills
[4] learners progress to courses leading to higher-level qualifications and into jobs that meet local and national needs

By considering the Ofsted Common Inspection Framework and the judgement area “Quality of teaching, learning and assessment”, please summarise the extent to which you ensure: (2000 characters max)

- [1] learners benefit from high expectations, engagement, care, support and motivation from staff
[2] staff use their skills and expertise to plan and deliver teaching, learning and support to meet each learner’s needs
2.2.10 CC15-QUAL-06 [3] staff initially assess learners’ starting points and monitor their progress, set challenging tasks, and build on and extend learning for all learners
[4] learners understand how to improve as a result of frequent, detailed and accurate feedback from staff following assessment of their learning
[5] teaching and learning develop English, mathematics and functional skills, and support the achievement of learning goals and career aims
[6] appropriate and timely information, advice and guidance support learning effectively

By considering the Ofsted Common Inspection Framework and the judgement area “Effectiveness of Leadership and Management”, please describe the extent to which leaders and managers at all levels ensure: (2000 characters max)

- [1] demonstrate an ambitious vision, have high expectations for what all learners can achieve, and attain high standards of quality and performance
[2] improve teaching and learning through rigorous performance management and appropriate professional development
2.2.11 CC15-QUAL-07 [3] evaluate the quality of the provision through robust self-assessment, taking account of users’ views, and use the findings to promote and develop capacity for sustainable improvement
[4] successfully plan, establish and manage the curriculum and learning programmes to meet the needs and interests of learners, employers and the local and national community
[5] actively promote equality and diversity, tackle bullying and discrimination, and narrow the achievement gap
[6] safeguarding all learners

2.3 INFORMATION TECHNOLOGY

Note		Note Details
2.3.1	Information Technology Note 1	<p>The question below is for organisations interested in the delivery of education and training as well as the delivery of information, advice and guidance for the National Careers Service</p> <p>An ILR Learner Entry tool is available for download which supports returns for up to 500 learners. This software is supplied free of charge to providers who will submit ILR data to the Skills Funding Agency in the funding year 2015 to 2016 but who do not have access to a data management system.</p>
2.3.2	Information Technology Note 2	<p>You can download the ILR Learner Entry tool from the useful links area on the front page of the Hub. A user guide is available on https://www.gov.uk/government/collections/individualised-learner-record-ilr . Please note this software can only be used with Windows operating systems.</p>

Question		Description
		<p>Please select the option that best describes your organisation's readiness to meet the Skills Funding Agency's data and information requirements. Please note whichever answer you give to this question WILL be contractual should you be awarded a contract in the future.</p> <p>If it is determined that you are unable to meet our data collection and compiling Management Information requirements at a contract award stage, you will be excluded from future procurement opportunities for making an incorrect declaration. Please take time to review the information below before selecting an option.</p>
2.3.3	CC15-IT-01a	<p>A - Fully meet – ILR compliant MI system</p> <p>B - Fully meet – ILR Learner Entry Tool (please note this is only supported for up to 500 learners)</p> <p>C - New to Agency – will purchase an ILR compliant MI System</p> <p>D - New to Agency – will use ILR Learner Entry Tool (please note this is only supported for up to 500 learners)</p> <p>E- We are a Higher Education Institution and make returns to the Higher Education Statistics Agency (HESA)</p> <p>F - Not applicable</p> <p>If you have answered A or C to [CC15-IT-01a] please select the name of your MI System from the list below:</p> <p>[A] Aldcliffe Computer Systems - Maytas SILR Output</p> <p>[B] AQUA SOFTWARE – AQUA</p> <p>[C] CAPITA Education Services FHE - UNIT-e</p> <p>[D] Civica – REMS</p>
2.3.4	CC15-IT-02a	<p>[E] CogniSoft Ltd – YETI</p> <p>[F] Compass Computer Consultants Ltd – ProSolution</p> <p>[G] DatabridgeMiS Ltd - Databridge_ILR_1516</p> <p>[H] G D Solutions (North East) Ltd – GDS</p> <p>[I] HTProjects Ltd – ProgreXML</p> <p>[J] iCQ - iLearner PFM</p> <p>[K] Mindset – ProfilerV</p> <p>[L] Monterpoint - LearnerTrack_1516</p>

[M] Pellcomp Software Ltd – PICS
 [N] Perspective UK Limited – Sunesis
 [O] Plus Business Systems – PlusAEC
 [P] Pulse Software – Spectra
 [Q] SchoolPod – SchoolPod
 [R] Software Solutions (Warwick) Ltd. - Connect
 [S] Tribal - ebs4
 [T] TRIBAL - SITS:Vision
 [U] UNIT4 Business Software Limited - Agresso Students
 [V] West March Systems - TERMS C9
 [W] Zero One Data Ltd – Tracker
 [X] Other (please state the name of your MI system in question CC15-IT-02b below)
 [Y] Not applicable

2.3.5 CC15-IT-02b If you have answered [X] 'Other' to questions CC15-IT-02a above, please provide the name of your MI system. Otherwise type N/A.

2.4 DELIVERY OF EDUCATION AND TRAINING

	Note	Note Details
2.4.1	Delivery of Education and Training Note 1	This section only relates to the delivery of education and training.
	Question	Description
		Please select from the list provided, all of those programmes in which you are interested in being considered for delivery:
		(a) - 16-18 Apprenticeships
		(b) - 19-23 Apprenticeships
		(c) - 24 Plus Apprenticeships
		(d) - Traineeships
		(e) - Skills for Life
2.4.2	CC15-DELET-01	(f) - Pre-employment training
		(g) - Offender Learning & Skills Service.
		(h) - Community Learning
		(i) - Employer Ownership Pilot
		(j) - ESOL
		(k) - Education and vocational skills training for employers
		(l) - 24 + Advanced Learning Loans
		(m) – Skills support for the employed
		(n) - Skills support for the unemployed
		(o) - I am not interested in any of the above
2.4.3	CC15-DELET-02	Are you interested in delivering education and vocational training to 15 - 24 year old individuals identified as NEET?
2.4.4	CC15-DELET-03	In order to receive funding from us for the delivery of education and training services it is a funding requirement that an organisation has the required awarding organisation (AO) status to deliver the qualifications they

are contracted to deliver. If this changes and your organisation is subject to any AO sanctions in the future you must inform us.

- 2.4.5 CC15-DELET-04 We will only contract with those organisations that have suitable qualified staff to deliver the education and training services we have procured, this includes the compliance to the relevant awarding organisation requirements. Can you confirm you understand and accept this?

2.5 DELIVERY OF INFORMATION, ADVICE AND GUIDANCE

- | | Note | Note Details |
|-------|--|---|
| 2.5.1 | Delivery of IAG
Note 1
Question | This section is for organisations interested in the delivery of careers information, advice and guidance which may include the National Careers Service
Description |
| 2.5.2 | CC15-DELIAG-01 | Are you interested in delivering information advice and guidance which may include the National Careers Service |
| 2.5.3 | CC15-DELIAG-03 | <p>DECLARATION</p> <p>We will only contract with organisations that have suitably qualified staff to deliver careers information and advice. This means that staff delivering front line careers information advice and guidance will be required to hold an appropriate careers information advice and guidance qualification to a minimum of level 3 , with a view to achieving level 4 or 6 over the lifetime of the contract. Please confirm that you understand this.</p> |

2.6 DEVELOPMENT OF SERVICES

- | | Note | Note Details |
|-------|---|--|
| 2.6.1 | Development of Services Note 1
Question | This section is for organisations interested in the development of services
Description |
| | | Please select the area(s) that you are interested in developing services to enhance or support. |
| 2.6.2 | CC15-DOS-01 | <p>A - Developing services to enhance or support the National Careers Service</p> <p>B – Developing services to enhance or support Apprenticeships</p> <p>C - Developing services to enhance or support Traineeships</p> <p>D – Not applicable</p> |

2.7 DECLARATIONS

- | | Question | Description |
|-------|-----------------|---|
| 2.7.1 | CC15-DEC-01 | I/We certify that the information within this questionnaire is accurate to the best of my knowledge and accept the conditions and undertakings requested in this questionnaire. |

- 2.7.2 CC15-DEC-02 I/We understand that the Skills Funding Agency may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. It is understood that false information may result in exclusion from future exercises, may result in the withdrawal of any existing funding & funding agreement/s, and result in civil or criminal proceedings.
- 2.7.3 CC15-DEC-03 I/We understand that information cannot be amended or submitted in support of my submission after the closing date. We also accept that the Skills Funding Agency may at its sole discretion use information it already holds, obtains from other Government bodies or which is already in the public domain to validate part or all of any answer we have given in this submission.
- 2.7.4 CC15-DEC-04 I/We understand that any organisation that directly or indirectly attempts to influence any member of staff or official of The Skills Funding Agency may be disqualified from the procurement process and result in civil or criminal proceedings. This also includes the influence of financial or legal advisors concerning the award of a contract to which this PQQ relates to, or engages in a corrupt practice involving a member of staff or official of The Skills Funding Agency or their advisors.
- 2.7.5 CC15-DEC-05 I/We also understand that it is a criminal offence, punishable by imprisonment to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body, and that any such action will empower The Skills Funding Agency to cancel any contract currently in force and will result in my/our exclusion from this tendering exercise

2.8 AUTHORISATION OF SUBMISSION

Question	Description
2.8.1 CC15-AUTH-01	Please include the name and job title of the person named as authoriser. This must be the Chief Executive, your Principal or the person who is authorised by your organisation to sign the declarations on your behalf
2.8.2 CC15-AUTH-02	Capacity and Capability questions completed by: Name Role in organisation Date