



# Supply Chain Policy for Skills Bootcamp Delivery

## 1. Introduction

This document outlines the policies and procedures governing the supply chain management for Skills Bootcamp delivery including the engagement of partners. It aims to ensure transparency, efficiency, and quality enhancement in the delivery of learning experiences through effective collaboration with supply chain partners.. It also outlines the contingency plan & exit strategy.

## 2. Rationale for Supply Chain Provision

- The supply chain provision is established to enrich the learners' experience and offer access to diverse expertise, resources, and support services, emphasising quality enhancement over short-term financial gains.
- It ensures timely and cost-effective procurement of goods and services required for Skills Bootcamp delivery, including the engagement of partners.
- Foster partnerships with reputable suppliers and service providers to enhance program quality.
- Mitigate risks associated with the supply chain, including fraud, corruption, and operational disruptions.
- Ensure compliance with relevant regulations and ethical standards in all procurement activities.

## 3. Roles and Responsibilities

- **Senior Management:** Governing Body, responsible for satisfying that partners meet the strategic aims and enhance the quality of delivery.
- **Skills Bootcamp Delivery Providers - Niyo Bootcamps:** Responsible for identifying supply chain partner needs, initiating requisitions, and managing supplier relationships in accordance with this policy, including the engagement of partners.
- **Procurement Team:** Responsible for executing procurement activities related to the engagement of partners, including Supply Chain Partner selection, contract negotiation, and monitoring supplier performance.

## 4. Support Identification

- **Needs Assessment and Identification:** Niyo Bootcamps will assess the support required by different supply chain delivery partners based on program requirements, learner needs, and service delivery standards.
- **Supply Chain Partner Selection:** We will evaluate potential partners based on criteria such as qualifications, expertise, teaching experience, and alignment with program objectives.
- **Associated Cost:** The associated costs for each support service will be identified through a transparent and equitable process, considering factors such as service scope, complexity, and market rates.
- **Contract Negotiation:** Negotiations will be conducted with selected partners to establish terms and conditions of engagement, including compensation, scope of work, deliverables, and performance expectations.
- **Contract Management:** Contracts with partners will be managed throughout their lifecycle to ensure compliance with agreed-upon terms and to address any issues that may arise.
- **Partner Performance Monitoring:** Niyo Bootcamps will monitor the performance of supply chain partners to ensure adherence to contractual obligations, teaching standards, and program requirements.

## 5. Fee Structure

We will set out the full range of fees retained and charges that apply to supply chain delivery partners, including:

- **Quality Assurance and Oversight:** To cover the costs associated with quality assurance processes, including program evaluation, performance monitoring, and compliance audits.
- **Administrative Functions:** To cover administrative functions such as data returns, reporting requirements, and contract management.
- **Quality Monitoring Activities:** For quality monitoring activities, including classroom observations, learner assessments, and feedback mechanisms.
- **Mandatory Training:** To cover the costs of mandatory training delivered to supply chain delivery partners, ensuring compliance with program standards and regulatory requirements.
- **Other Support Activities:** For other support activities offered by us to the supply chain delivery partner, such as professional development workshops, mentoring programs, or technical assistance, will be clearly outlined and agreed upon.
- **Clawback Provisions:** Clawback provisions will be established to recover funds in cases of under-delivery or other contractual breaches by supply chain delivery partners, ensuring accountability and value for money. Including not meeting the duration of your teaching where applicable.

## **6. Reasonableness and Proportionality of Costs**

- Each cost claimed by a supply chain delivery partner must be reasonable and proportionate to the delivery of teaching or learning.
- To determine the reasonableness and proportionality of costs, we will consider factors such as:
  - Market rates for similar services or activities.
  - Complexity and scope of the service or activity.
  - Alignment with program objectives and quality standards.
  - Contribution to delivering high-quality learning outcomes.
  - Compliance with regulatory requirements and contractual obligations.
  - Costs will be reviewed and validated through transparent processes, including competitive bidding, benchmarking, and peer comparisons, to ensure fairness and accountability.

## **7. Ethical Standards, Compliance and Oversight**

- Mechanisms for monitoring and oversight will be established to ensure compliance with the fee structure, clawback provisions, and quality assurance standards.
- Regular audits and reviews will be conducted to verify the reasonableness and proportionality of costs claimed by supply chain delivery partners and to address any discrepancies or concerns identified.
- All procurement activities related to the engagement of partners must adhere to the highest ethical standards, including fairness, transparency, and integrity.
- Conflicts of interest involving partners must be disclosed and managed appropriately to avoid any perceived or actual bias in Supply Chain Partner selection or contract award decisions.
- Compliance with relevant laws, regulations, and policies governing procurement, employment, and education, including equal opportunity and non-discrimination laws, is mandatory.

## **8. Risk Management**

- Risks associated with engaging partners, such as quality of instruction, schedule conflicts, and contractual disputes, will be identified, assessed, and mitigated through proactive risk management strategies.
- Contingency plans will be developed to address potential disruptions to teaching services and ensure continuity of Skills Bootcamp delivery.

## 9. Performance Evaluation and Continuous Improvement

- We will continuously review and refine our supply chain policies and procedures to enhance transparency, efficiency, and effectiveness in delivering high-quality learning experiences.
- Feedback from stakeholders, including supply chain delivery partners, learners, and regulatory bodies, will be solicited to identify areas for improvement and implement corrective actions as needed.

## 10. Documentation and Reporting

- Comprehensive reporting mechanisms will be established to provide transparency on the allocation of funds, costs incurred, and outcomes achieved through the supply chain delivery model.
- Regular reports will be submitted to relevant stakeholders, including the Department for Education, WMCA, Skills Bootcamp Delivery Providers, and supply chain delivery partners, to facilitate accountability and informed decision-making (where and when necessary or required).

## 11. Review and Revision

This Supply Chain Policy will be periodically reviewed (before the start of a new delivery) and revised as necessary to ensure alignment with evolving business needs, regulatory requirements, and best practices in supply chain management, including the engagement of partners.

## 12. Contingency and Exit Strategy: Purpose

This contingency plan outlines procedures and strategies to be followed in the event of unforeseen circumstances requiring the temporary or permanent departure of a Partner. The goal is to ensure minimal disruption to our Bootcamp delivery and provide support for affected Partners.

## 13. Notification and Assessment:

- **Notification:** If a Supply Chain Partner needs to depart due to unforeseen circumstances (illness, family emergency, etc.), they must notify the Programme Manager immediately.

- **Assessment:** The Programme Manager will assess the situation, notify the Senior Programme Manager and other relevant stakeholders to determine the expected duration of absence and the impact on ongoing classes or programme as a whole.

## 14. Temporary Replacement/Session Rescheduling:

- **Rescheduling:** Following the assessment, the session may be rescheduled and relevant communications sent out to all parties - Learners and partners where applicable.
- **Internal Substitute:** If applicable and possible, an internal substitute partner will be appointed from within the Niyo Bootcamp's partners. This substitute will cover the classes until the original partner can return or a permanent replacement is found.
- **Training:** The substitute partner will receive necessary training and resources to ensure continuity in delivering the curriculum.

## 15. Permanent Replacement:

- **Recruitment Process:** If the departure is permanent, the Programme Manager will work with the Senior Programme Manager and other relevant teams will initiate a recruitment process to find a suitable replacement.
- **Criteria:** The replacement partner will be selected based on qualifications, experience, and alignment with the programme design and guidance.
- **Onboarding:** The new partner will undergo thorough onboarding to familiarise themselves with the Bootcamp delivery including curriculum, teaching methodologies, and administrative procedures (where applicable).

## 16. Support for Departing Partners:

- **Transition Assistance:** Niyo Bootcamps will provide support and resources to departing partners to facilitate a smooth transition. This may include assistance with finding new employment opportunities or accessing therapist counselling services.
- **Communication:** Departing partners will be encouraged to communicate openly with learners and colleagues about their exit, ensuring transparency and minimising uncertainty.

## 17. Learners Support

- **Communication:** If the departing partner is a partner, learners will be promptly informed about any changes to their teaching staff and provided with reassurance regarding the continuity of their learning experience.
- **Additional Assistance:** Additional support, such as tutoring or well-being therapist counselling, will be offered to learners who may require extra assistance during the transition period.

## 18. Continual Evaluation and Improvement:

- **Feedback Mechanism:** Niyo Bootcamps will where applicable seek feedback from both learners and partners regarding the effectiveness of the contingency plan and areas for improvement.
- **Adjustments:** Based on feedback and lessons learned from each situation, adjustments will be made to the contingency plan to enhance its efficacy in future scenarios.

## 19. Exit Strategy:

In the event of the partner is resigning or their contract not being renewed, the following steps will be taken:

- **Handover Process:** The departing partner will conduct a comprehensive handover of their responsibilities, including where applicable class materials, lesson plans, and learners' progress reports, to ensure a smooth transition for their replacement.
- **Closure of Accounts:** Any access privileges, such as email accounts, learning management system or teaching platforms, will be revoked in a timely manner to maintain security and confidentiality.
- **Feedback and Farewell:** Niyo Bootcamps will organise a farewell event or gathering to express gratitude for the departing partner's contributions and provide an opportunity for colleagues and learners to offer their farewells and feedback.

## 20. Conclusion

The Supply Chain Policy underscores our commitment to delivering high-quality learning experiences through effective supply chain management practices. It provides a comprehensive framework for collaboration with supply chain partners while ensuring transparency, accountability, and value for money in the delivery of Skills Bootcamp programs.

Additionally, the contingency plan and exit strategy are designed to mitigate the impact of unexpected partner departures on our bootcamp programmes delivery and ensure continuity in delivering high-quality instruction to learners. By following these procedures and continuously evaluating and improving our processes, we aim to uphold our commitment to excellence in digital skills upskilling and reskilling.