

EAST MIDLANDS TRAIN TO GAIN PROVIDER BULLETIN ISSUE 46

W/E 9TH OCTOBER 2009



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Learning and
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EAST MIDLANDS TRAIN TO GAIN PROVIDER BULLETIN ISSUE 4 W/E 9TH OCTOBER 2009

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Provider Data Support for East Midlands Region – for information

The Data Service was launched in April 2008 to collect and disseminate information as the first single source of data. Its launch forms an important part of Government reforms to improve efficiency by streamlining the way information is collected, handled and shared throughout the education system. As part of the efficiency improvements the Data Service has put in place a Service Desk to be the single point of contact for Providers to manage data incidents and requests.

From **Monday 26th October** Provider Data Support in the East Midlands Region will be managed by the Data Service Team.

The Data Service is responsible for data collection, management information, data dissemination and service desk services. Summary details are:

- Data collection services. These include:
 - The collection of ILR data through the provider on line application for small data returns and provider batch application for larger batches of data
 - The support of the Learner Information Suite (LIS) to help validate returns and calculate funding
 - The management of Learning Aim Data (LAD)
 - The management of Provider Information Management Suite (PIMS)
- Management information and data analysis services. These include
 - Production of the Statistical First Release (SFR)
 - ILR analysis
 - Reports on success rates
 - Response to Freedom of Information requests
 - Response to Parliamentary questions
 - Production of funding data and other data necessary to support the allocation process
 - Performance reporting (to be defined)
 - Maintaining reporting tools

- DTA dissemination services. These include:
 - Funding stream data
 - Data extracts
 - Data dissemination

- Service desk and support services
 - Help desk
 - System password resets and setting up user access for On line Collections
 - Training and education support
 - Proactive support

Providers can contact the service desk via:

Telephone 0870 267 0001
 Email servicedesk@thedataservice.org.uk

- Telephone – when providers telephone the service desk, they will be greeted by one of the support staff who will ask for details of the incident and record it in the call log.
- Email – when providers email the service desk, the incident will be recorded in the call log.
- The service desk will then attempt to provide a resolution at first point of contact.
- If the service desk is unable to resolve the incident they will supply a call reference number and escalate to an appropriate group.
- Providers will be updated on progress and advised once the incident is resolved.
- Providers can contact the help desk at any time if they require an update.
- Providers must supply their UPIN and contact details at the point of raising an incident.

Opening Hours

Mon – Thurs 8.30am to 17.00pm
 Friday 8.30am to 16.30pm

Last Day of submission 8.30am to 7.00pm

Contribution to wage costs – change to claims process


From 1st October 2009, the process for claiming Contribution to Wage Costs has changed. This will have no impact on the eligibility criteria or payment rates, but streamlines the current administrative process.

The most significant change is that employer payments will now be processed on a monthly basis (previously this was quarterly, which created delays between employers making their claims and receiving a payment). There will also be changes to the timing of some aspects of the process, to ensure that necessary paperwork is only completed after eligible learners have completed their Train to Gain qualification.

This means that potentially eligible employers should be advised about Contribution to Wage Costs eligibility during their initial visit, but bank information should be collected and submitted to the LSC National Office (for allocation of a 'P' number) after a claim form has been completed. The LSC will issue a 'P' number within a few days, and this should be added to the payment template as normal and submitted on a monthly basis. Payments will be processed as before, but the move to monthly payment templates should mean that employers receive their Contribution to Wage Costs payment within 6 weeks of making their claim. The timing of payments will continue to be dependant on the LSC's Accounting Service Centre receiving complete and correct payment templates, and these will be processed on the 11th working day of each calendar month.

It is hoped that these changes to the claims process will remove the collection of unnecessary or outdated information, and will streamline the administration process for Business Link, and reduce the number of employer queries associated with the existing approach.

The revised process is detailed in the attached guidance document, which will also be uploaded to the Engage website.

Contribution to Wage Costs Guidance Document	 Train to Gain Contribution to Wage
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Evaluation of bureaucracy within Train to Gain

Following the completion of Phase 1 of the Evaluation, which looked to set a benchmark for the perceptions of bureaucracy within the programme and to identify "hotspots" for further work, we are now preparing for Phase 2 work

This second phase of evaluation will look to build on the work of Phase 1 plus focus on the impact of bureaucracy reduction measures that have been introduced in the past year have changed perceptions against the initial benchmark set through Phase 1. The evaluation will be delivered in three parts:

1. In-depth interviews with a small number of providers identified from Phase 1 who had particularly high or low bureaucracy scores to better understand the processes they currently follow and how these contribute to the high/low levels and perceptions of bureaucracy;
2. Telephone survey of 450 providers based on the Phase 1 survey to capture general perceptions of bureaucracy; and
3. Follow up interviews with a small number of providers to draw out more information on themes and trends that emerged from the telephone survey.

CFE will again lead this work for us, commencing in mid October - the identified providers having nominated themselves during Phase 1. The wide scale survey will take place during November and the follow up interviews in early January. The final report will be published in early February 2010. For reference Phase 3 will take place in the autumn of 2010.

Can you please make your colleagues and training providers aware of this upcoming activity. Provider input and feedback in Phase 1 was very strong and we would like the same level of involvement from our training providers. Any further updates, such as a detailed timetable, will be posted on the Train to Gain Bureaucracy Reduction webpage

<http://www.lsc.gov.uk/providers/ttg/bureaucracyreduction/> and through future bulletins.

You can view the summary of the Phase 1 report mentioned above, here:

http://readingroom.lsc.gov.uk/lsc/National/TtG_Bureaucracy_Evaluation_-_Summary_of_Wave_1.pdf.

Contracting in 2009/10 - Performance management

In advance of the imminent Machinery of Government changes the LSC has set in place a number of specific national principles to manage employer responsive contracts in a nationally consistent way. Partnership managers and TtG skills development managers will be meeting with providers over the coming days and weeks to talk through the new arrangements but in the meantime we thought it helpful to highlight the arrangements in this bulletin. The principles and new arrangements are outlined below:

- Providers will be managed at the level and terms agreed in their contract. The approach will be fair, transparent and based on the agreed contractual terms and conditions contained in the contract
- Performance assessments will be based on data submitted, rather than provider estimates. The use of agreed tolerance (provided below) will allow for limited data lag
- Any redeployment of funding for new starts will only be awarded to providers who achieved at least the MLP success in 2007/08, with priority being given to those providers who have achieved TQS
- Any funding removed from providers for underperformance on Train to Gain will be returned to a central (national) pot for redistribution
- Provider performance will be reviewed monthly - assessed against the cash profile agreed, underpinned by assessment of starts, in learning and achievements against agreed delivery profiles
- The tolerances for the August – March period are yet to be finalised but are expected to be as follows – your partnership manager/regional TtG skills development manager will confirm the tolerances and in the meantime all providers should work with the levels shown below:

	Aug	Sep	Oct/ QTR1	Nov	Dec	Jan/ QTR2	Feb	Mar
Tolerance (cash)	20%	20%	10%	10%	10%	0%	0%	0%
Threshold	£20k	£20k	£10k	£10k	£10k	£0	£0	£0

- If the value of the underperformance is less than the threshold, no action will be taken.
- Monthly reviews will take place in the month subsequent so August performance will be reviewed in September, September in October etc.
- Where delivery is outside of the tolerances funding will be removed from a provider's MCV and the MCV recalculated taking into account the cause of that underperformance
- Where providers are over performing providers will need to adjust their data in line with IA guidance to ensure that their contract comes back within MCV. In this case no further action is required
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- In addition to managing performance against profile there will continue to be a range of other performance factors that will be monitored. These include;
 - Over stayers
 - Early achievers
 - Delivery of short programmes especially for SfL
 - Achievement/success rates
 - Ratio of repeats
 - TTG unfunded learners
 - Compliance with funding rules

Train to Gain Case Study Appeal

In preparation for the spotlight returning to Train to Gain I am looking for your support in identifying case studies and success stories that highlight:

- For sponsored employees their personal development which has contributed to promotion in the work place or progression in National Vocational Qualifications; and
- From the employers' perspective, examples of where Train to Gain has made a REAL impact on their business, whether it's cost efficiency savings, business diversification or bottom line profitability.

The stories will celebrate success, raise your profile, that of the employer and individual participating in learning at a local, regional and national level – pr opportunities being available.

Please supply:

- A name and full contact details of your organisations representative; and
- The name and full contact details of your nominated organisations.

If you have existing stories please supply these with any photographs.

The finished story and pictures will be made available to you for your own communications.

Please email margaret.warren@lsc.gov.uk with the details, or richard.butler@lsc.gov.uk

Direct lines: 0116 228 1791 or 0116 228 1795

Mapping talent on the web

A new interactive web tool called talentmap has been launched to help employers improve performance through developing talent and skills.

The UK Commission for Employment and Skills (UKCES) is leading the development and delivery of talentmap on behalf of a broad coalition of partners including employers, governments and broker networks.

Talentmap will help to streamline access to training support and funding through search functions whilst providing opportunities to link with training and education providers.

It enables employers of all sizes to do more to develop the talent and skills that they need to sustain and improve current and future competitiveness. More information can be found [here](#).

Index of previous bulletins

Previous issues of the Train to Gain provider bulletin from the last 12 months are now available to download from the Engage Train to Gain website - http://engage.traintogain.gov.uk/in_your_region/east_midlands/newsandevents/regional_bulletin/

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