

LWDP Training Provider Service Agreement

Purpose of the LancashirePlan Training Provider Licence

- To establish access to a diverse range of training providers that will meet the needs of an increasingly selective and specialised care sector
- To stimulate the growth of a robust training provider market for the care sector within Lancashire that will provide competitively priced training, driven by consumer need
- To establish a list of approved training providers who have made a formal commitment to the LWDP to provide part funded training in accordance with conditions laid down by the LWDP

LWDP Training Provider Registration Requirements

To register as a LancashirePlan Approved Training Provider*, the LWDP require:

- The names and contact details for two referees who have purchased training from you in the last 2 years. The references given should relate to the courses you wish to offer on LancashirePlan. The references must also refer to the organisation registering for a LancashirePlan Licence – not an individual trainer.
- QCF evidence:
 - An up to date copy of the awarding body Approved Centre Certificate
 - Awarding body registration confirmation for all QCF awards, certificates and diplomas that link to LWDP funding streams to be advertised on LancashirePlan
 - Awarding body evidence of current delivery status (from External Verification Report)
- Completion of an LWDP Training Provider Service Agreement (*see appendix*).
- Completion of a Direct Debit Mandate for licence fees** and administration levy***

**A LancashirePlan Approved Training Provider holds a licence to advertise any training on LancashirePlan, subject to providing supporting evidence for training linked to LWDP funding streams*

***LancashirePlan licence fee is £500 pro-rata for both Approved & Commercial Licence holders per financial year. In-house Training Providers will be offered a reduction in licence costs - pro-rata (details on request)*

**** An administration fee of 2% for completed training attracting a contribution of LWDP funding will be levied on the Approved Training Provider*

To register as a LancashirePlan Commercial Training Provider**, we require:**

- The names and contact details for two referees who have purchased training in the last 2 years relating to the courses you wish to offer in LancashirePlan. The references must also refer to the organisation registering for a LancashirePlan licence – not an individual trainer
- Completion of an LWDP Training Provider Service Agreement. (*see appendix*)
- Completion of a Direct Debit Mandate for Licence fees

***** A LancashirePlan Commercial Training Provider holds a licence to offer any training on LancashirePlan with the exception of any training linked to LWDP funding streams*

LWDP Training Provider Service Agreement

LancashirePlan Licence Service Agreement Conditions for Training Providers:

- Issue of a LancashirePlan Training Provider Licence is conditional on Training Providers meeting all registration requirements and a signed Service Agreement which is legal and binding.
- From 01.09.11 Training Providers can apply at any time to register as a LancashirePlan Approved* or Commercial**** Training Provider with the LWDP
- LancashirePlan Training Provider Licence costs must be paid in full before the licence is activated and maintained - *paid in full at the annual renewal date*
- The LancashirePlan Training Provider Licence is non-transferable. *If the company registered for the LancashirePlan Licence is no longer the company providing the services advertised on LancashirePlan, the licence does not transfer to a new company. The new company must apply to register as a LancashirePlan Training Provider with the LWDP.*
- Approved Training Providers must inform the LWDP if they have accessed or may be able to access alternative funding for an employer from sources other than LWDP for any training which is booked on LancashirePlan and linked to an LWDP funding stream
- LancashirePlan/LWDP administration required by the Training Provider includes:
 - Keeping own company information up to date - including contact information
 - Timely updating of all course information
 - Advertising courses – this must include: delivery dates, duration and the actual cost
 - Timely updating completion of training for Employers to support funding claims
 - Submission to LWDP or to the Employer of evidence required to process funding claims
- All Training Providers will ensure their administration of LancashirePlan does not disadvantage employers accessing their services via LancashirePlan e.g. prompt certification
- Non payment of LancashirePlan Training Provider Licence fees or the administration levy may result in the suspension or even the removal of the LancashirePlan Training Provider Licence
- No Training Provider is permitted to create a course which appears to be similar to a course title linked to a current LWDP funding stream. The LWDP reserve the right to remove any courses deemed to be inappropriate

While registered with the LWDP a training provider can expect:

- prompt updating of course list linked to funding streams upon receipt of required accreditation evidence
- telephone support within normal office hours to develop administration skills of LancashirePlan in order to meet Service Agreement conditions of use
- opportunities to attend subsidised LancashirePlan workshops
- regular e news identifying LWDP news, funding updates, tender opportunities and relevant sector information
- invitation to the Education and Training Provider meetings (joint meeting by SfC/LWDP)
- the recording and investigation of all complaints in accordance with LWDP policy

Please complete the Service Agreement in the appendix on page 3 and return to the LWDP

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Appendix

LWDP Training Provider Service Agreement

I _____(Print name) I am the appropriate person and have the authority to sign a Service Agreement with the LWDP on behalf of _____(Print registered name) and agree to trade in a legal and ethical manner and do nothing that would bring the name of the LWDP into disrepute.

- I confirm that my company is a bona fide Training Provider i.e. my company provides training services directly, not through a third party, to care providers working in Lancashire
- I undertake to timely inform the LWDP of any difficulties that may affect the supply of the services being offered on LancashirePlan, this would include specific reference to financial and operational difficulties
- I undertake to deliver the best possible service in an appropriate, effective and efficient manner
- I am committed to maintaining confidentiality
- I agree to allow and to co-operate with an LWDP representative to investigate any apparent problem, complaint or irregularity reported or identified
- I agree upon request, to supply any pertinent and requisite documentation required by the LWDP or any other officially authorised body
- I agree to and will abide by the LancashirePlan Licence Service Agreement Conditions for Training Providers statement as produced by the LWDP.

Additionally I/we have in place the appropriate:

a) Antidiscrimination Policy

b) Equal Opportunities policy

c) Insurance Policies – third party, public liability and if appropriate employer liability insurance

_____ (Sign)

_____ (Job Title)

_____ (Date)