



## Food Skills Cymru

### Training Providers Terms and Conditions of the Programme

#### 1. Level of Support Available

The level of funding available per business depends on the number of employees

- Micro Businesses (1 – 10 employees) **up to 80%**
- Small and medium employers (11- 249 employees) **up to 70%**
- Large organisations (> 250 employees) **up to 50%**

#### 2. Procurement of Training Courses

- Approved funding applications for training courses will be procured out to the Framework
- Providers will be selected by course category and delivery location
- Training Providers will have to complete mini tendering exercises to compete for the delivery of a course
- All tenders are scored internally by the programme
- Lantra will select the provider to deliver a course, not the business
- Being part of the Framework does not automatically guarantee any work
- Bespoke training requests that cannot be delivered by a provider from the Framework will be procured through the Sell2Wales tendering portal to source a suitable provider
- It is possible to run a call off contract from the Framework for a particular training course, over a set period of time for a set value

#### 3. Training Providers

- Quality Customer Service is important to the programme
- Training must be delivered professionally at a high standard
- Accredited training will need to be delivered in line with the awarding body rules and regulations
- Training must be completed and claimed by project end date.
- Businesses shall have the right to decline the services of a Training provider before the course commences without incurring any liability.
- If a training provider is unable to deliver what is expected from them within reasonable timescales it is possible for a business to request a change of training provider, the business will need to receive approval in writing from Lantra before changing providers
- Any complaints received from businesses regarding the quality of training delivered or service received will be looked into
- Unsatisfactory providers may be removed from the Framework
- If beneficiaries do not turn up for training courses or a business cancels within an unrealistic timescale it is up to the training provider to resolve any outstanding costs with the business

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#### 4. Claims and Payment

- The business pays the agreed contribution to the training provider before the commencement of the course
- Once a funding application has been approved Lantra cannot amend the level of funding – important to include the correct course costs within the procurement application form
- The amount of funding claimed cannot be more than the amount stated within the funding approval letter
- The amount of funding claimed can be less than the amount stated within the funding approval letter, dependent on the number of trainees who complete the training and the number of beneficiary forms submitted with the claim
- All forms must be completed correctly and provided as evidence with each claim submitted to Lantra
- If the paperwork is missing Lantra cannot process the claim
- Upon course completion an invoice is to be sent to Lantra with all supporting evidence
- Lantra will assess all the evidence submitted with each claim
- If the paperwork is correct the invoice should be paid on approximately the 10<sup>th</sup> working day the following calendar month
- Missing or incorrect paperwork will delay payment time and failure to supply correct paperwork could result in a claim not being paid
- If beneficiaries do not turn up for training courses or a business cancels within an unrealistic timescale it is up to the business to resolve any outstanding costs with the training provider
- Where this is the case, Food Skills Cymru will determine the outcome on a case by case basis

#### 5. DPA (2018) and UK GDPR

- All providers on the Framework need to adhere to the new DPA (2018) and UK GDPR introduced in May 2018
- Lantra have programme privacy notices on all relevant documentation
- Full privacy notice will be available on the website
- Lantra will only forward business details onto training providers who are successful on winning a tendering exercise
- Once the training is complete, the training provider should not contact the business again regarding any other training courses unless the training provider has received permission from that business

#### 6. Evaluation

- Lantra will be procuring a separate contract to appoint an external organisation to evaluate the Food Skills Cymru programme
- Training Providers will have to consent to taking part in the evaluation process

This document is version controlled and Lantra reserve the right to update and amend this document if and when required.

**The document was last updated on Friday the 12<sup>th</sup> of February 2021**

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