

## **SCHEDULE THREE – QUALITY AND CONTRACT PERFORMANCE**

### **1. INTRODUCTION**

- 1.1 NHS England Workforce, Training and Education (WT&E) is responsible for ensuring that there are high quality learning environments for all healthcare learners.
- 1.2 This Schedule sets out the expectations for Providers in respect of the application and monitoring of education quality through the NHS England Quality Strategy and Framework and associated quality and performance requirements.
- 1.3 The NHS England Quality Framework is a risk-based process and will be enacted where quality concerns are identified.
- 1.4 This Schedule applies to all clinical and practice learning environments in which Learners are placed regardless of Funding arrangements and applies to Providers.
- 1.5 Agreement review and monitoring is a routine process with a response that is proportionate and consistent based on perceived level of assurance gained through quality monitoring and delivery of Services against the contractual obligations contained in this NHS Education Funding Agreement.

### **2 EDUCATION QUALITY**

- 2.1 The NHS England [Education Quality Strategy](#) sets out NHS England's strategic national and local priorities and overarching processes for continuous quality improvement and innovation in healthcare education and training. This is underpinned by the NHS England Education Quality Framework, which enables NHS England, in collaboration with partners and stakeholders, to drive sustainable quality improvement across all learning environments for its Learners and educators. It ensures that NHS England has a clear focus on the quality of the learning environments by setting out the quality standards it expects of all Providers where Learners are placed and to safeguard this through the NHS Education Funding Agreement.
- 2.2 The Education Quality Framework applies to all learning environments within which Learners are placed including primary, community and private sectors and covers all the professional groups the Provider hosts.
- 2.3 The Education Quality Framework articulates the expectations NHS England requires of the quality of the learning environment as a whole system, working alongside regulatory and professional frameworks and requirements, where relevant.
- 2.4 This schedule requires all providers to ensure that the learning environment within which all learners are placed comply with the standards set out in the NHS England Education Quality Framework and provides assurance of a high-quality learning environment within the following principles:-
  - 2.4.1 Learner and educator safety and wellbeing must be maintained at all times.
  - 2.4.2 Inductions are in place and are key to quality and service user safety.

- 2.4.3 Supervision for learners is paramount throughout and aligned to specific professional body requirements.
  - 2.4.4 Quality improvement is promoted throughout education and training.
  - 2.4.5 The learning environment is multi-professional.
  - 2.4.6 The learning environment promotes equality and diversity and inclusion.
  - 2.4.7 The learning environment promotes consistency and a common language.
  - 2.4.8 The learning environment encourages innovation.
  - 2.4.9 The organisation facilitates a cross-system and collaborative approach to quality.
  - 2.4.10 The organisation ensures a system and process to raise concerns at all levels.
  - 2.4.11 The organisation ensures there are systems and processes for patient safety and ensuring appropriate training for all staff within patient safety
- 2.5 The quality assurance processes are defined in the NHS England Quality Strategy and facilitates a risk- based approach with exception reporting in relation to the monitoring and assessment of the learning environment. It outlines the responsibilities, expectations of all parties and the quality standards expected to be met as outlined above and in the Education Quality Strategy and Education Quality Framework.

### **3 CONTRACT PERFORMANCE MONITORING**

- 3.1 The Provider is required to assure NHS England that the provision of healthcare education and training meets the expectations and standard of the NHS Education Quality Framework and Strategy.
- 3.2 The Provider should assure NHS England as a minimum that:-
- 3.2.1 where there are specific quality issues or concerns identified, the Provider is actively engaging and cooperating with NHS England in remedial and quality improvement activities;
  - 3.2.2 the provider is seeking ways to improve the quality of experience for all students and learners so that they are supported to complete their courses and to enter the workplace confidently and effectively;
  - 3.2.3 all other regulatory conditions are being met (or the Provider is actively engaging and cooperating with a regulator to address any issues);
  - 3.2.4 it ensures that regular communication is taking place between the Provider and NHS England and any other stakeholders (for example between education and placement providers) as are necessary to deliver agreed services;

- 3.2.5 In line with the NHS England [education concerns process, they provide assurance that](#) issues/concerns in relation to the learning environment, learners and educators are reported to NHS England.
- 3.3 An Agreement Review Meeting is held in accordance with clause 26 of the NHS Funding Agreement where there are concerns from either party that need further discussion to ensure the obligations under the agreement are being met.
- 3.4 The provider is required to complete an annual education and training self-assessment, demonstrating compliance, by exception, against the Education Quality Framework Standards. Providers should have educational governance arrangements which enable organisational self-assessment of performance against the education quality standards. Engage with the whole system where a learning environment is applicable.
- 3.5 Annex 1 outlines the KPIs required as part of this agreement.
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**ANNEX 1 – CONTRACT PERFORMANCE KPIS**

KPI Number	Nationwide Key Performance Indicators (KPI) All Providers
1	<p>Has the Provider engaged with NHS England, Workforce Training and Education Directorate in relation to the quality management processes outlined in the education quality strategy, including participating and cooperating actively and positively with quality interventions and improvement planning.</p> <ul style="list-style-type: none"> <li>- Have evidence of a robust monitoring and reporting process</li> <li>- Engages as required when a concern arises regarding an education and training programme and or learning environment</li> </ul>
2	<p>Have there been any breaches reported for health and safety?</p>
3	<p>Has the Provider reported healthcare education and training to its Governing Body and all activity and funding associated with this contract – is there evidence of this?</p>
4	<p>Has the Provider got effective arrangements for educational governance and leadership, with a named board representative for education and training?</p>
5	<p>Have any conditions been imposed on the Provider from the Regulator? Have these been reported to NHS England in the appropriate timescales?</p>
6	<p>Has the Provider:</p> <ul style="list-style-type: none"> <li>(a) Provided learning experiences in partnership with other providers in regard to the provision of all funded education and training and where directed by NHS England</li> <li>(b) co-operated within the health economy and with all other providers in the region;</li> </ul>
7	<p>Is there evidence of staff providing learners and/or educators with:</p> <ul style="list-style-type: none"> <li>(a) proper and sufficient induction, continuing professional and personal development, clinical supervision, training and instruction;</li> <li>(b) full and detailed appraisals (in terms of performance and on-going education and training for their education role); and professional leadership appropriate to the Services.</li> </ul>
8	<p>Has the Provider ensured that Learners receive any necessary training to enable them to use any equipment and to undertake activities safely?</p>
9	<p>Has the Provider given NHS England a minimum of 15 business days within which to express its views on any changes proposed in accordance with clause 15.7 of the contract?</p>

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10	Has the Provider ensured that learners have access to appropriate technology and video conferencing for the purpose of undertaking education and training activity in connection with a programme?
11	Has the Provider ensured financial transparency on the use of the funding, and that the funding is assigned to education and training, and not any other services?
12	Has the Placement Provider recorded all mandatory training?
13	Has the Provider ensured that it has collected data, and shared this with NHS England, in relation to all protected characteristics at each stage of the learners programme, including but not limited to application, education and training, graduation and employment and demonstrate to NHS England the comparison with the local demographic of the population in which the Provider serves.
14	Is the Provider meeting all the conditions of: <ul style="list-style-type: none"> <li>(a) the NHS Education Funding Agreement,</li> <li>(b) the TPA and/or TPA-UGME,</li> <li>(c) the NHS England Quality Framework,</li> <li>(d) and all regulatory conditions.</li> </ul>
15	Has the Provider submitted an annual self assessment as required that is satisfactory to NHS England?
16	If any subcontracting arrangements are in place, does this ensure roll-down of the NHS Education Contract
17	Has the Provider reported any breaches in relation to the requirements of the NHS Education Contract for any sub-contractor.
18	Has the Provider engaged with and acted upon feedback from learners and educators e.g, NETS, NSS, GMC? Has the provider promoted resources for learners to share feedback at induction (e.g. NETS, NTS), and engage with and act upon feedback received?
	<b>Education Provider specific KPI</b>
19	Have Programme specific widening participation plans been provided?
	<b>Placement Provider specific KPI</b>
20	Does the Provider have the numbers of educators to support practice placements, and/or the numbers of staff to provide the services
21	Is there evidence that the Provider has ensured that the hours of work of learners meet the requirements of the Working Time Regulations 1998 (as amended) and where the maximum weekly limit is exceeded, learners bringing this to the attention of the Provider shall be given the opportunity to

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	enter into an opt-out agreement. The Provider is expected to support flexible working in line with the NHS 'Improving Working Lives' standard
22	Has the Provider given confirmation that educators have the appropriate time built into job plans/roles/workload and have access to CPD
23	Has the Placement Provider sufficient, appropriately registered, qualified and experienced medical, nursing and other clinical and non-clinical staff to enable the Services to be provided in all respects and at all times in accordance with this contract.
24	Has the Provider shared details of its workforce learning needs and learner/training needs analysis along with a summary of staff training provided and appraisals undertaken.
25	Has the Provider Implemented the recommendations of the <a href="#">educator workforce strategy</a> .
26	Has the Provider demonstrate, in line with the <a href="#">NHS Patient Safety Strategy</a> , that Patient Safety and the promotion of a patient safety culture is integral to the Education Quality Framework, and that effective arrangements for patient safety, including a named board representative and evidence that all healthcare staff have appropriate patient safety training are in place.
27	Has the Provider implemented the recommendations of the safe learning environment charter.