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Policy Name	Policy on working with Partners
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Recent Review Date	March 2026	Next Review Date	April 2027
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1. Purpose

1.1. The purpose of this policy is to establish clear guidelines for NXT GEN Education in its dealings with external partners, including awarding bodies, training providers, and other third-party organisations. This policy outlines our commitment to effective, transparent, and mutually beneficial relationships that ensure the highest standards in the delivery of training and qualifications.

1.2. NXT GEN Education strives to uphold the integrity of the qualifications we offer, ensure compliance with regulatory standards, and provide learners with a quality learning experience. By working closely with our partners, we aim to enhance the educational offerings provided to our learners, ensuring they meet industry and regulatory requirements.

2. Scope

2.1. This policy applies to all partners engaged with NXT GEN Education, including but not limited to:

- Awarding Bodies (e.g., TQUK)
- Approved Training Providers
- Industry Bodies
- Other Educational Institutions
- Employers and Corporate Partners

Any external organisation involved in delivering or supporting our training and qualifications

2.2. This policy is relevant to all staff involved in managing, administering, or liaising with partners.

3. Policy Statement

3.1. Commitment to Partnership

NXT GEN Education recognises the value of working with external partners to expand the breadth and quality of the educational services we provide. Our partnerships are built on mutual respect, shared goals, and a commitment to excellence.

3.2. Collaboration and Communication

We commit to open and transparent communication with our partners, ensuring regular feedback, updates, and dialogue to maintain high standards of education, compliance, and service delivery. All collaborative decisions will be made in the best interests of our learners and the wider educational community.

3.3. Compliance and Quality Assurance

We will ensure that all partners adhere to the regulatory standards set by the appropriate bodies, including Ofqual, the Education and Skills Funding Agency (ESFA), and any awarding bodies such as TQUK. Partners will be expected to maintain and continually improve their processes to meet these standards.

3.4. Clear Expectations and Agreements

Clear, formal agreements (such as memorandums of understanding or contracts) will be established with all partners. These agreements will outline the roles, responsibilities, and expectations of all parties, including the delivery of qualifications, assessment practices, learner support, and the sharing of information.

3.5. Continuous Improvement

We are committed to continuous improvement in our partner relationships. Regular monitoring, reviews, and audits will be conducted to ensure that our partners comply with our policies, uphold quality standards, and contribute to the achievement of learner outcomes.

4. Responsibilities

4.1. NXT GEN Education Senior Management Team (SMT)

The SMT is responsible for overseeing the implementation of this policy, ensuring the proper management of partner relationships, and providing support to staff in their dealings with external partners.

4.2. Partnership Manager

The Partnership Manager is responsible for liaising with external partners, managing partnerships, and ensuring that all agreements are met. They will ensure that partners are regularly reviewed, and performance data is collected and analysed.

4.3. Staff Responsibilities

All staff working with partners must adhere to this policy, ensuring that their interactions align with NXT GEN Education's commitment to quality, compliance, and continuous improvement. They must also report any concerns regarding a partner's performance or conduct that may affect the delivery of training and qualifications.

4.4. External Partners

All external partners must adhere to the terms outlined in the partnership agreement, comply with relevant regulatory and awarding body standards, and ensure that they provide a quality learning experience to learners. Partners must also engage in regular reviews and audits to ensure continuous compliance.

5. Partnership Agreement

5.1. Formal Agreements

NXT GEN Education will formalise all partnerships with signed agreements that clearly define the following:

Roles and responsibilities of all parties

- Compliance with regulatory and awarding body requirements
- Quality assurance and continuous improvement processes
- Confidentiality and data protection measures
- Financial arrangements (if applicable)
- Review and monitoring processes

5.2. Review and Renewal

Partnerships will be reviewed on an annual basis or as needed, to ensure that they are effective and continue to meet the needs of learners. Renewal of agreements will be contingent on the performance and compliance of the partner.

6. Monitoring and Evaluation

6.1. Performance Monitoring

NXT GEN Education will regularly monitor the performance of its partners, assessing key indicators such as:

- Learner satisfaction and feedback
- Compliance with agreed processes and regulatory standards
- Timeliness and accuracy of learner assessment and certification
- Partner adherence to the terms of the partnership agreement

6.2. Auditing and Inspections

Audits and inspections will be conducted as part of our quality assurance process to ensure compliance with regulatory requirements, awarding body standards, and the expectations outlined in partnership agreements.

6.3. Feedback and Improvement

NXT GEN Education will seek feedback from both partners and learners to evaluate the effectiveness of the partnership. This feedback will be used to identify areas for improvement and enhance the quality of service provided.

7. Dispute Resolution

7.1. Initial Concerns

Any concerns or issues arising in relation to a partner's performance will be addressed through open and constructive communication between NXT GEN Education and the partner.

7.2. Escalation Process

If an issue cannot be resolved informally, the matter will be escalated according to the procedures outlined in the partnership agreement. This may include mediation, formal review meetings, or termination of the partnership.

8. Confidentiality and Data Protection

8.1. Confidentiality

Both NXT GEN Education and its partners must ensure that all information shared between them, especially sensitive learner data, is kept confidential and used only for the purposes of the partnership.

8.2. Data Protection

Partners are required to comply with data protection legislation, including the Data Protection Act 2018 and GDPR regulations, ensuring that all learner data is processed securely and in compliance with the law.

9. Equality and Diversity

9.1. Commitment to Equality

NXT GEN Education is committed to ensuring that its partnerships adhere to principles of equality and diversity. All partners must ensure that their practices do not discriminate against any individual or group based on age, disability, gender, race, sexual orientation, religion, or other protected characteristics.

10. Review of the Policy

10.1. Annual Review

This policy will be reviewed annually to ensure that it remains relevant and aligned with current best practices, legal requirements, and regulatory standards. Any changes to the policy will be communicated to all partners and staff as necessary.

Contact Information:

For further inquiries regarding this policy, please contact:

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