

Skills Bootcamps Performance Management Framework Wave 7-2026-2027



Overview

This document sets out the performance management rules that apply to all Learning Organisations funded to deliver Wave 7 Skills Bootcamps awarded by the East Midlands Combined County Authority (EMCCA); and forms part of the terms and conditions of funding and you must read it in conjunction with the EMCCA Skills Bootcamp Wave 7 Delivery Guidance [found here](#):

All information, including hyperlinks within the documents were correct when this document was published. The EMCCA reserves the right to make changes to the Skills Bootcamps: Performance Management Framework Wave 7 - 2026-27. You will be alerted to any changes via email. It is your responsibility to review this on a regular basis

Purpose

By the Learning Organisation adhering to this document the EMCCA will achieve consistency of service and delivery across Learning Organisations through:

- Contract review meetings
- Monthly analysis of reports against profiled delivery and KPI's, based on ILR submission data and additional data reports
- Completion and monitoring of Quality Assurance Frameworks
- Regular quality and compliance audits
- Visits to training courses (both online and/or virtually)

On award of a call off contract or grant agreement, the EMCCA will agree a Delivery Plan and Course Outline with Learning Organisations, these will be the key documents against which Learning Organisations are performance managed.

The Delivery plan includes:

- profile of contracted outputs
- profile of KPI targets
- profile of EDI targets

The Course Outline includes:

- Confirmation of names and contact details of key staff
- Detailed outline of the course and delivery mechanism

The EMCCA also reserves the right to request additional information as required.

Only participants who meet the eligibility criteria as defined by the EMCCA in the tender and contractual documents will be processed as part of profiled participants. Monthly audits will be undertaken by the EMCCA to ensure the eligibility criteria are met in full.

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Performance against Profile

At contract award level our Key Performance Indicators for Skills Bootcamps area as follows:

Performance Measure 1: 100% of contracted starts (Milestone 1)
Performance Measure 2: 80% of starts must complete (Milestone 2)
Performance Measure 3: 75% of completions must progress (Milestone 3)

Tolerance Levels

Performance will be managed against the agreed delivery plan and Learning organisations must be within the profiled Key Performance Indicators at the following tolerance points of the call off contract or grant period:

- Month 4
- Month 6
- Month 8

At these tolerance points, all Learning organisations will be measured against the performance measures 1, 2 and 3. Under-performance will result in Learning organisations entering a recovery plan process. Any identified under-performance could result in a reduction of the grant /contract value.

Meeting required performance levels may result in a case for growth, where funding is available.

Opportunities for Growth

Growth will be prioritised against strategic need, performance and funding availability.

Growth will be considered initially at month 4, and repeated at months 6 and 8 where funding permits.

In exceptional circumstances, growth may be considered and awarded at any point in the year as needed.

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Level 1 – Informal (Performance)

At any of the tolerance points, if Learning Organisations have not achieved the agreed threshold, the Programme Support Officer, will issue a Performance Improvement Notice (PIN) and the Relationship Manager allocated to the Learning Organisation will also be copied in.

The Relationship Manager is responsible for contacting the Learning Organisations and arranging a follow up meeting within 10 days of the PIN notification.

The Learning Organisation will be issued with a recovery plan template.

It is the responsibility of the Learning Organisations to complete the template within 7 days of the meeting, and this will be tracked monthly.

Please note that Learning Organisations will not be able to complete a reforecast profile unless a reduction in funding has been requested and approved by EMCCA. This will be actioned through the contract variation process, with approval sought at the Adult Skills Performance Group.

During this period, it is the responsibility of the Relationship Manager to hold fortnightly meetings with the Learning Organisations.

Learning Organisations will be advised that this will have an impact on their Risk Rating. It may also have an impact on any request for growth or contract extension for the funding year. Responsibility for reviewing and amending the Risk Rating will be with the Skills Bootcamp Project Lead

Programme Support Officer to advise Internal Audit of PINs issued to Learning Organisations.

Outcomes

Progress against performance will be reviewed monthly, and this may result in either of the following:

1. Learning Organisations on track with delivery - It is the responsibility of the Programme Support Officer to issue notification to the Learning Organisation to advise that they have completed their Performance Improvement period.
2. Learning Organisations still behind on profile will be advanced to Level 2

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Level 2 – Escalation (Performance)

If data and subsequent reviews, have shown that the Learning organisation will not achieve the recovery plan, the next stage is for the Programme Support Officer to be referred to the Performance Group for a decision as to whether they will be escalated to Level 3 Formal.

The Performance Group will consider the variance to profile and progress made during the Performance Improvement period and may decide to extend the Performance Improvement Period for a further month or escalate to Level 3 formal action if performance is not within 80% of profile.

- a) If this results in the Learning Organisation achieving on track with delivery, it is the responsibility of the Programme Support Officer to issue notification to the Learning Organisation to advise that they have completed their Performance Improvement period.
- b) If there is no improvement, the Learning Organisation will be escalated to level 3 automatically.

Level 3 – Formal (Performance)

If formal action is required, the EMCCA will issue a second Performance Improvement Notice (PIN) in accordance with the terms of the Grant Agreement or call off contract to address the failure to meet the performance levels set out in the grant agreement/ call off contract.

The EMCCA will stipulate what action should be taken, parameters for improvement and the timeframes for action and reporting. The terms of the notice will be advised by the Adult Skills Performance Group.

An agreed Recovery plan will be put in place and will be reviewed as per the guidelines from the Performance Group. -. Responsibility for reviewing and amending the Risk Rating will be the Inclusive Economy Manager (Upskilling, Technical and Higher-Level Skills)

If this results in the Learning Organisation achieving on track with delivery, it is the responsibility of the Project Support Officer to issue notification to the Learning Organisation to advise that they have completed their Performance Improvement period.

If performance does not improve sufficiently to meet the performance levels as required by the PIN or the Learning Organisation is otherwise in breach of the agreements set out in the PIN, the EMCCA may act to reduce or terminate the call off contract or grant agreement.

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The Relationship Manager is responsible for the Learning Organisation will be advised by the Head of Adult Skills Programmes of the outcome and a further meeting will be held with the Learning Organisation, with the Skills Bootcamp Relationship and Performance Manager.

Compliance Monitoring

Performance measure 4: The Learning Organisation must submit timely, accurate and complete data and evidence.

You must ensure you have systems and processes in place to assure the EMCCA that you are using Skills Bootcamp funding appropriately.

The EMCCA reserves the right to perform compliance monitoring on any Learning Organisation, including any provision sub-contracted by them.

In order to gain assurance on Learning Organisation compliance with the funding rules and agreements, officers nominated by the EMCCA may undertake checks of Learning Organisations that are likely to include, but not be limited to:

- Systems and processes
- ILR
- Sample checks of learner files
- Delivery of Guided Learning Hours (GLH) (which must be recorded and can include classroom delivery; distance learning and assessment and attendance records must be available)
- Next steps/learner outcomes at the time of the course completion
- Evidence of learner tracking for progression
- Sub-contracting arrangements
- Other contractual requirements

The EMCCA may select a sample of learner files to check randomly, using a method chosen by the EMCCA. The frequency, periodicity and size of the samples may change throughout the contract period and the EMCCA will agree timescales for returning the data when the request is made.

The EMCCA will use its performance and compliance approaches to measure compliance and contract capability. Where a Learning Organisation fails to meet compliance requirements and obligations, the following processes will be implemented:

- Level 1: Informal
- Level 2: Escalation
- Level 3: Formal action

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Level 1- Informal (Compliance)

Repetition of errors or supplying of incorrect data for the duration of more than two claim periods will result in enhanced 100% audit checks and require written assurance that compliance issues have been addressed.

At claim 3:

1. Learning Organisation on track with submission of compliant claim evidence – enhanced monitoring ends
2. Learning Organisation is failing to meet evidence requirements - escalate to Level 2

Level 2 - Escalation (Compliance)

Continued unresolved substantive errors and the supply of incorrect data for over three claim periods will require recovery plan to be completed to address what processes have been put in place to reduce errors.

The Learning Organisation will be issued with a recovery plan template.

It is the responsibility of the Learning Organisation to complete the template within 7 days of the meeting, and this will be tracked monthly.

Learning Organisations **will be advised that this will impact their Risk Rating. There will be no opportunity for growth or contract extension for the funding during this period.**

Outcomes

At the next claim point, Learning Organisation evidence will again be reviewed, and this may result in either of the following.

1. Learning Organisation on track with submission of compliant claim evidence It is the responsibility of the Project Support Officer to issue notification to the Learning Organisation to advise that they have completed their Recovery plan
2. Learning Organisation is failing to meet evidence requirements – escalated to Level 3

Level 3 - Formal (Compliance)

If formal action is required, the EMCCA will issue a Performance Improvement Notice (PIN) in accordance with the terms of the Grant Agreement or call off Contract, to address the failure to meet the performance levels set out in the grant agreement/ call off contract.

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The EMCCA will stipulate what action should be taken, parameters for improvement and the timeframes for action and reporting. The terms of the notice will be advised by the Adult Skills Performance Group.

An agreed recovery plan will be put in place and will be reviewed as per the guidelines from the Performance Group.

- Responsibility for reviewing and amending the Risk Rating will be with the Relationship and Performance Lead (Skills Bootcamps).

If this results in the Learning Organisation achieving on track delivery, it is the responsibility of the Project Support Officer to issue notification to the Learning Organisation to advise that they have completed their Performance Improvement period. Responsibility for reviewing and amending the Risk Rating will be with the Relationship and Performance Lead (Skills Bootcamps).

If compliance does not improve sufficiently to meet the levels as required by the PIN or the Learning Organisation is otherwise in breach of the agreements set out in the PIN, the EMCCA may act to reduce or terminate your call off contract or grant agreement.

The Relationship Manager responsible for the Learning Organisation will be advised by the Relationship and Performance Lead of the outcome ..