

The JGA Group

Partner's Fee Retention and Charges Policy 2025/2026



JGA will subcontract to carefully selected delivery partners who specialise in complementary disciplines, geographies, or clients or which have an innovative provision from which JGA can learn. To become a JGA subcontract delivery partner, providers must pass through a rigorous due diligence process and have a similar learner focus and quality ethos to that of JGA and be financially viable.

JGA's policy is that the principal or responsible person of a subcontract delivery partner shall continually improve the quality of teaching and learning through participation in the following support activities:

- Attendance at regular scheduled performance monitoring meetings to:
 - Review evidence of the quality of the learning experience and agree SMART improvement actions.
 - Ensure compliance with the documentation requirements of the Department for Education and Greater London Authority.
 - Discuss any outstanding commercial issues.
- Continuing Professional Development workshops at JGA, including the bi-annual Team Forum.
- JGA-led Quality Reviews and Quality Review Updates which investigate learner experience from files and through interviewing both employers and learners.
- Co-operate in occasional joint OTLAs for the purpose of standardisation. These obligations are in addition to good practice self-improvement initiatives such as appropriate OTLAs, CPD and standardisation which are undertaken by the subcontract delivery partner.
- Additional support for subcontract delivery partners:
 - Managing and uploading learner data - all learner documentation is submitted to thorough eligibility and accuracy checking before being uploaded to the Department for Education (DfE) on a timely basis.
 - Networking with non-competitive potential partners, for example joint bidding for contracts.
 - Commercial leads from partner marketing activities.
 - OTLA visits and feedback by experts.
 - Ad hoc additional training for faculty and staff, for example Cultural Awareness.
 - Access to teaching and learning guidance and resources.

Support Service Fees

Typical support service fees range from 10% to 20%. The range reflects the level of services provided to partners. The fee offered applied to individual subcontract delivery partners is dependent upon the amount of support required from JGA, the degree of risk we perceive, and the performance record of the delivery partner. More specifically:

- The extent of administrative support required to thoroughly check and resolve any problems with documentation prior to uploading learners' ILR data (45% of support fee).
- The outcomes of Quality Reviews, Monitoring Meetings and outcome and supply of OTLAs (50% of support fee).
- Attendance at regular JGA-led CPD meetings (5% of support fee).

Payment Terms

Monthly payment data originates from reports from the Department for Education/Greater London Authority. Payment to subcontract delivery partners is remitted by the last day of the month or within seven days of the payments being received by the JGA Group, whichever is the later date. This is subject to satisfactory receipt of learner tracking reports, learner progress and any other identified compliance requirements. JGA will make timely monthly payments once payment has been received. JGA will distribute incentive payments and collect employer contributions where applicable.

Policy Reviews

The JGA Partnering Policy is communicated to current subcontractors before they sign contracts and to potential subcontractors before the parties agree to enter into a subcontracting arrangement.



Richard Goodwin
Managing Director

Policy Issued	May 2018
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Last Review	May 2025
Next Review	May 2026
Policy Owner	Susan Prestridge, Operations Director

ANNEX A

Name	UKPRN	Contract Start	Contract end	ASF delivery	Subcontractor payment	Funding retained
Playback	10036096	01/08/2024	31/07/2025	£261,153	£208,920	£52,233
New Challenge	10021403	01/08/2024	31/07/2025	£53,007	£42,406	£10,601