



The NEST
alternative
provision

Contract Agreement

Name of learner:

The Obligations of the NEST

To commissioners

To communicate transparently with commissioners about the following for the learner:

- Progress against agreed targets
- Behaviour incidences involving the learner
- Attendance rates
- Formal termly reports
- Reply in a timely fashion to contact from commissioners – replying within 5 working days to any non-urgent concerns and within 1 working day for urgent/emerging issues (see Appendix A for examples)
- Use transparent, timely billing procedures
- Produce any information required under freedom of information requests

To caregivers

To communicate appropriately with caregivers about the following for the learner:

- Behaviour incidences involving the learner
- Half-termly informal contact days/learner feedback
- Formal termly reports
- Reply in a timely fashion to contact from caregivers – replying within 5 working days to any non-urgent concerns and within 1 working day for urgent/emerging issues (see Appendix A for examples)
- Produce any information required under freedom of information requests

Obligations of the commissioner

We expect the following from commissioners:

- Full disclosure of all available, relevant information held about a learner before admission, updated with relevant information as it emerges.
- Follow communication timeframes and contact in a timely manner (we are a small team and can only reasonably deal with communication in these timeframes except in exceptional circumstances)
- To arrange payment in a timely fashion (as stated on invoices)
- Give 4 weeks of notice for closing a placement

Delivery

At the NEST AP, we aim to holistically develop learners in 5 key areas:

- **Life skills:** budgeting, transport confidence, household maintenance, feeding self, voting, personal admin
- **Community skills:** enterprise, social responsibility, empathy, social media skills, cultural education
- **Self-care skills:** physical and mental health skills, self-management, identifying and responding to emotions appropriately, nutrition, mindfulness and self-soothing skills, sex and relationships education
- **Creativity skills:** researching, planning, designing, experimenting, seeking feedback, adjustment, execution and review
- **Academic skills:** English, maths, IT Functional Skills; study, critical thinking and research skills

This will be delivered through multi-modal projects chosen/created by the learner to achieve a specific goal in each area, each day.

Exams

We are currently unable to administer Functional Skills exams for learners. We will facilitate (as feasible) learners completing these exams off or on-site under a school or LEA. We will communicate with commissioners as this changes.

Specialist needs of this learner

This section will be populated when we have received the completed Referrals Form and paperwork. Please complete this as soon as feasibly possible.

Prices

Full day (9:30 – 3)	£120
Full day with tuition	£170
Half day (9:30 – 12:30 or 12:00 – 3)	£80
Half day with tuition	£110

Caregivers as commissioners

As part of our desire to be inclusive to as many learners as possible, we will negotiate with caregivers wishing to self-fund their young person at the NEST.

Responsibilities to the learner

We take our responsibilities to our learners very seriously and these include:

- Creating a supportive, inclusive learning environment
- Treating all feedback and questions with an open attitude and curiosity
- Responding to feedback without prejudice
- Setting, communicating and enforcing clear behavioural expectations

Monitoring

The NEST will monitor learners': attendance, success on daily targets, overall behavioural notes (generated by staff and learner), records of behavioural incidences and instances of bullying, achievement of academic and personal goals. This will be fed back in the following ways and times:

- Half-termly caregivers will have the opportunity to have an informal catch up with staff about the learner in person or via email.
- Termly formal written reports will be emailed to caregivers and commissioners.
- Where serious behaviour incidences have occurred, caregivers will be invited to have more regular catch-up sessions with staff.

Timeframes

Where possible the admissions process will be conducted within four weeks (including two weeks of induction) however the following are the maximum timeframes for the various stages of the admissions process. We are currently at the blue highlighted row below. Completed steps are greyed out.

Commissioner completes referral form		Day 0
Agreement drawn up and shared with commissioners	1 week	Day 7
Commissioner/caregiver/learner site visit	1 week	Day 14
Learner trial half-day and interview	1 week	
Decision made by the NEST communicated to commissioners	2 days	Day 16
Caregiver completes induction forms	1 week	Day 20
Commissioner/caregiver shares all relevant documentation on learner	1 week	
Commissioner and the NEST sign the agreement	1 week	Day 27
Learner begins induction weeks	2 weeks	Day 41
Induction period completed	2 weeks	Day 56
Induction review and confirmation of ongoing placement	2 days	Day 58

Potential start date:

Agreement

The undersigned have read and understood the terms stated above. They agree to be bound by the above terms until the time at which the learner completes their placement at the NEST.

Commissioner:

For the NEST AP CIC:

On behalf of:

Role at the NEST:

Appendices

Appendix A – non urgent vs urgent contact issues.

Please include “Urgent” in the subject of any emails relating to that category

Non-urgent (reply in 5 working days)	Urgent (reply in 1 working day)
Placement completion Basic wellbeing or support questions – normal working practices, exams adjustments, learner progress Exam questions (more than a week from the exam date) Behaviour and support plans Feedback	Safeguarding concerns Welfare questions Behaviour incidents Health concerns Bullying Exam questions (less than a week from the exam date) Complaints and Whistleblowing