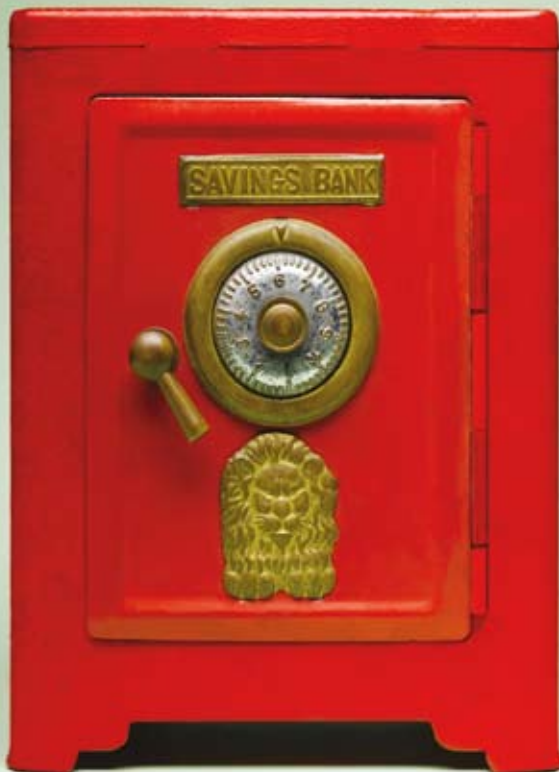


Value

College Services
Support



College Services Support

Protocol National provides a comprehensive range of consultancy services that can help you achieve the best value from your existing suppliers. In addition, we can ensure that your tender processes deliver reliability and value for money from any new operators. We offer consultancy services in premises projects, facilities management and catering.

“We used the service to identify our long term needs and reduce our catering deficit. As a result of the analysis, Protocol National’s consultant managed the tender process from our in-house team to a bespoke contractor. Not only did they find an innovative solution, they also assisted in a highly successful implementation. Using professional consultants saved the college time and a great deal of money.”

New College, Redditch & Bromsgrove





Experience

Protocol National's consultants have extensive experience of working with education clients. We have specialist knowledge of complicated tendering processes and understand the importance of finding the right suppliers to undertake contract work in the FE environment.

Professional advice

Protocol National's consultants base their recommendations on practical knowledge gleaned over years of experience. Our benchmark reports are written in plain English and respected for their accuracy and insight.

Impartiality

Our advice is totally impartial and we always recognise the strengths as well as the shortcomings of your current operation. We see through the constraints of your facilities to recommend practical and workable solutions.

Value

Protocol National's College Services Support has been developed with an understanding of the budgetary constraints facing all colleges. We can help you to maximise the effectiveness of spend in all major catering, premises and facilities management projects that you undertake.

Your partner to deliver value for money catering solutions

Catering is one service that can fulfill the needs of every person in the college. Having the best catering service possible raises the profile of the college for existing and potential students and staff.

Protocol National delivers a totally independent consultancy assessment of your catering service. We will help you achieve best value from your existing supplier or manage your tender process to find the right operator for you.

Features and benefits of Protocol National's Catering Solutions Service include:

- Specialist knowledge - our consultants have held senior directorships with national contract caterers. This level of specialist knowledge enables them to accurately determine your business needs with practical solutions for service and financial improvements
- Managing the entire process - whether you require an operational audit, a best value review, or to tender your catering operation; our consultants will manage the entire process for a fixed price. In the majority of work undertaken, savings and service improvements offset the consultancy fee
- Benchmarking - all our financial evaluations are benchmarked against a large database of current in house and contracted operations. This ensures our solutions are practical and fact based
- Comprehensive reporting - our consultants write their reports in plain English, each with a comprehensive executive summary, clear financial summaries and meaningful recommendations.

We offer independent advice for the following:

↳ Contract Catering

Benchmarking current contractors

Financial, operational & quality audits

Tendering of services in full or as a critical friend

Health, safety & hygiene audits

Strategic & business planning

Contract monitoring

Purchasing & discount analysis

Marketing & merchandising training

↳ In House Catering

Benchmarking against contracted services

Budgeting

Full qualitative and financial survey and report

Key performance indicators

Operational audit

Personnel selection & training

Purchasing & invoice administration

Vending

Your partner to deliver efficient premises projects



Protocol National's facilities and project management experts can help you to manage the change required to ensure that your premises and learning environments help you to deliver the right curriculum programmes for today's learners – whether they are adults, 14-19 year olds, or your own employees. We have the know-how to support your objectives so you can spend more time on your other priorities.

Features and benefits of Protocol National's Premises Project Service include:

- Space utilisation reviews – looking at current uses and future aims to ensure that you achieve maximum benefit from existing available space
- Property searches – sourcing, lease negotiation and refurbishing for new off site facilities
- Construction project management – on-site or off campus we can help every step of the way from formulating the brief, drawing up the specification, dealing with the relevant statutory authorities, selection of suitable contractors, tendering and management of all works
- Curriculum delivery led planning – we bring a thorough understanding of how space can be remodelled to suit the needs of the modern FE curriculum, including, hair and beauty, IT, motor vehicle, construction and engineering
- Equipment installation – whatever your space is being used for, Protocol National can assist with floor layout plans, specialist equipment tender management, delivery schedules and installation programmes to ensure that your new facility is ready for occupation when you need it
- Relocating existing facilities into new areas – minimising the disruption to day-to-day work
- Cost efficient fast track projects are our speciality – with a focus on key milestones we will deliver your new facility or curriculum area on time and we will keep you informed every step of the way
- Complementing the college estates team – we work closely with your premises colleagues to provide additional assistance when required.

Your partner to deliver an effective facilities management solution



The physical condition of your premises says a lot about the state of your operation, and when you are working hard to deliver learning it can be easy to miss small repair jobs and routine maintenance to prevent larger problems in the future. We can provide a service that takes the responsibility for facilities management off your shoulders. We can manage all types of, planned, unplanned and emergency maintenance across your whole college estate so that you can focus on delivery of quality learning.

Features and benefits of Protocol National's Facilities Management Service include:

- A one stop help desk facility – one call to Protocol National means that your staff can resume their normal duties knowing that our responsive service will have that broken window mended or the leaking roof fixed by an approved contractor without them having to take further action
- Contract management – from cleaning to vending machines; intruder alarms to photocopiers, we can handle it on your behalf and in accordance with any existing college arrangements
- Changes in legislation and statutory inspections – we have detailed experience of carrying out Health and Safety and fire risk assessments on college sites. Protocol National keeps a careful eye on changes in legislation to ensure that all the sites it manages for its customers are operated within the current legal minimum standards
- Routine building maintenance inspections will be scheduled to fit in with your learning delivery and other college events
- Liaison with local authorities and landlords as appropriate to resolve issues with adjacent building users
- An on-site facilities management maintenance and repair manual will be provided for each site
- College-based estates teams can be managed by Protocol National
- Staff awareness training – to ensure that your staff team is fully aware of the service we provide and how to make the most of it
- Buying – as a customer of Protocol National, your organisation can take advantage of our professional buying services
- A cost-effective service taking the hassle out of property maintenance.

References

Our consultants have assisted numerous clients in reviewing their services and projects. We work with clients to improve existing supplier relationships or to assist in the running of completely new projects. Listed below is a selection of organisations that have benefited from our services.

↳ Colleges & Schools

Farnham College

Harefield Academy

London Business School

New College, Redditch & Bromsgrove

North Essex Consortium

Pembrokeshire College

Peter Symonds College

Sandwell College

Southfield School For Girls, Kettering

Stockley Academy

University Of Salford

University Of Westminster

↳ Business & Industry

Army & Navy Club

Cambridgeshire Police Authority

Chelsea Building Society

Holmes Place Leisure Clubs

Mentor Graphics Ltd

The Peabody Trust

The Random House Group





For more information on any of the programmes detailed in this brochure, please contact **Becky Nichols** on: **0115 911 1284**

Our other services

Visiting Lecturers

Assessors

Permanent Recruitment

College Leadership Services

teachFE.com

College Recovery Service

Observe

Improve

Human Resources Task Force



Protocol National's new corporate headquarters, formerly the LSC's East Midlands office

ProtocolNational

Protocol National, Castle Marina Road, Nottingham NG7 1TN

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Wood fibre from sustainable forests



Fully recyclable & biodegradable