MAYOR OF LONDON

Multiply 2024-25

GLA OPS Guidance for Providers

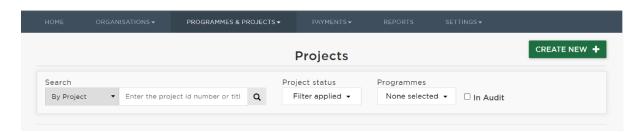
Contents

This document explains how to create a project for your Multiply Grant 2024-25 delivery on GLA OPS. Please note, we recommend the use of Google Chrome browser when you are using GLA OPS. If you have any problems when following the guidance, please contact multiply@london.gov.uk, adding subject line "Multiply project creation".

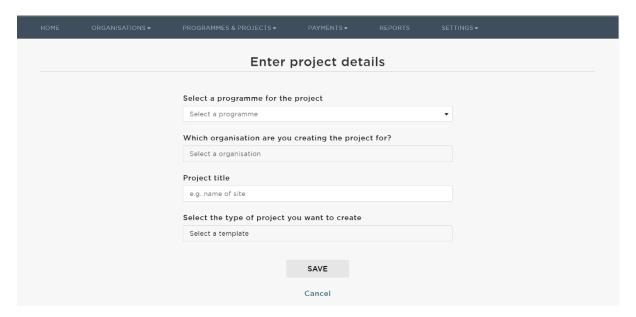
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Create a project

- Log in to your account here.
- Go to Programmes & Projects > Projects.
- Click 'Create New'.



• This will bring up a short form.

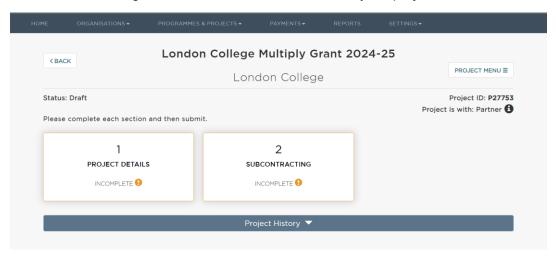


- Fill in all fields:
 - o For 'programme', select 'Multiply Programme'.
 - o The organisation name will populate automatically.
 - For 'project title', please use the following format: [your full or abbreviated organisation name] Multiply Grant 2024-25
 - o For 'project type', select 'Multiply Grant 2024-25'.
- · Click save.

Project overview

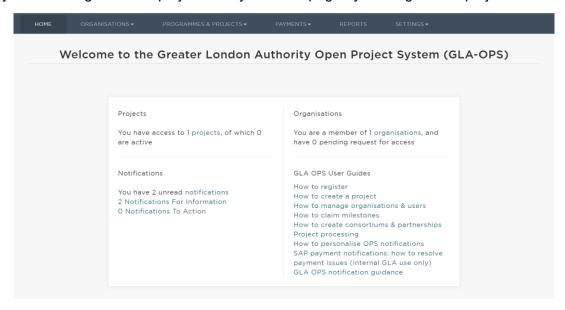
Once you have created the project, you'll be taken to the Project Overview screen. Here, you will have access to two 'blocks' which each store key information about your Multiply Programme delivery: Project Details and Subcontracting.

Please note the Learning Grant block will be enabled once your project is 'active'.



Saving and editing

Once you have created a project, it will be saved on the system. If you log out and log back in, you can navigate to the project from your homepage by clicking on the 'projects' link.



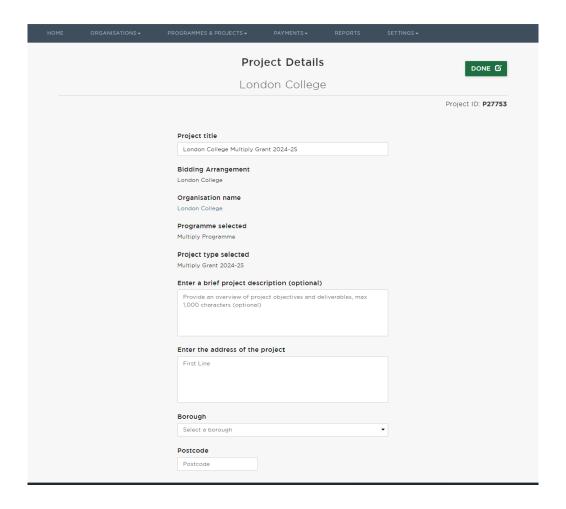
You do not need to complete all the information in one sitting. When you are editing information in any of the project blocks, this will be saved once you click 'DONE'.

Project details

This block contains some basic information about your project.

To complete the block:

- Click into the Project Details block.
- The block comprises a short form several of the fields will have populated automatically.
- To complete the remaining fields, click the 'EDIT' button in the top right of the screen.
- For address of project, please enter the address of your main premises for your GLA funded Multiply delivery.
 - Please note, if you are located outside London but are delivering to learners from London, please select 'multiple boroughs' from the 'Borough' drop down.
- Once you have completed the information, click 'DONE'.
- To come out of the block, click 'PROJECT OVERVIEW' in the top left.
- The block will then show as complete.



Subcontracting

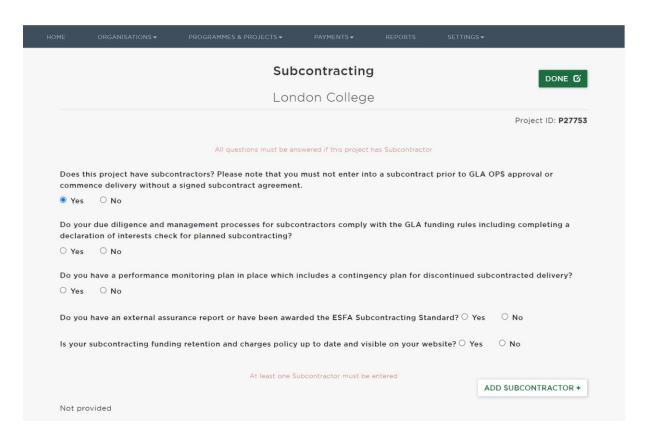
This block contains information about subcontracting on your project.

To complete:

- Click into the Subcontracting block.
- Click 'EDIT'.
- Follow the steps outlined below.

Step 1: Compliance questions

- You will see the question 'Does this project have subcontractors?'.
 - If you do not plan to use any subcontractors, you can answer 'No' and click 'DONE' and the block will be complete.
 - o If you plan to use subcontractors but your final subcontracting plan is not confirmed yet, you can answer 'No' and click 'DONE' to complete the project and come back to edit the subcontracting block when your subcontracting plan is confirmed. Please see 'Note on making in-year changes' section below.
 - If you answer 'Yes', a further set of compliance questions will appear. You need to answer all questions.

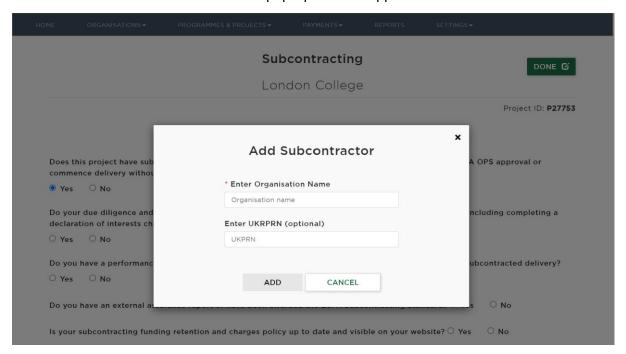


- Note on GLA compliance requirements:
 - All providers must comply with GLA funding rules regarding due diligence and management of subcontractors.
 - o If your total subcontracting value is over £100k you will be required to submit an external auditor certificate for the last completed delivery year. For 2023/24 the submission deadline is 30 November 2024.Guidance and certificate template on External Assurance on Subcontracting will be published on the <u>Information for GLA AEB Providers</u> page by July 2024. Guidance and template for 2022/23 are available.
 - All providers must have their subcontracting funding retention and charges policy up to date and visible on their website.
- Please note, if you do not meet any of our compliance requirements, you will need to provide an explanation for this in the 'Comments' field before you submit to us.
- Once you have answered all questions, you will need to enter further details on your subcontracts.

Step 2: Add subcontractors

You will need to provide information on all subcontractors you plan to use for delivery.

• Click 'Add subcontractor' and a pop-up box will appear.



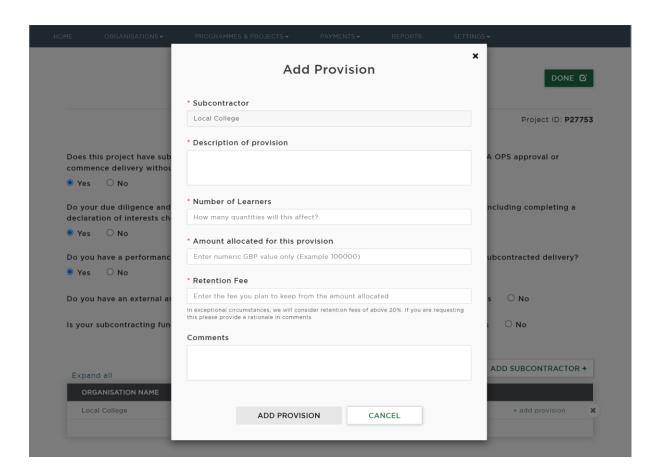
- Enter the UKPRN (if applicable) and organisation name and click 'add'.
- You will then see the subcontractor appear in the table at the bottom of the screen.
- Follow the same process for each subcontractor you are using for the delivery of your project.

• If you need to edit the information for a subcontractor, you can click on the name and the pop-up will reappear.

Step 3: Add provision

You will need to include information on all the provision delivered by your subcontractors.

- Click on the 'add provision' link to complete details about delivery.
- A pop-up box will then appear.



• You will need to complete all fields (see guidance below).

Field	Definition
Description of	A short description for the provision that will be undertaken.
Provision	
Number of learners	Total amount of learners you expect the subcontractor to deliver on
	the project, under the provision type entered.
Amount allocated	The amount you have allocated to this element of delivery. Please
for this provision	note, this includes the amount you propose to retain; it is not the
	amount that will be paid to the subcontractor.
Retention fee	The amount you will retain from the amount allocated. If your
	retention fee is more than 20% of the amount allocated, you will
	need to provide a brief comment to justify this. Please note, we will

	only consider retention fees above 20% in exceptional circumstances.
Comments	Unless your retention fee is above 20%, you do not need to provide
	any comments.

- Once the information is complete, click 'ADD PROVISION' button.
- If one of your subcontractors is delivering several types of provision, these will need to be listed separately.
- Please note, do not click outside the box while entering your information as you will lose your changes.
- Once you have completed all information for all your subcontractors, please check
 that the total subcontracted delivery showing at the bottom of the subcontractors'
 table doesn't exceed the total Multiply Grant allocation as showing on your learning
 grant block. If this is not the case, please double check your subcontracting amounts
 for all subcontractors, make any corrections and then click 'DONE' to save.
- To come out of the block, click 'PROJECT OVERVIEW' in the top left.

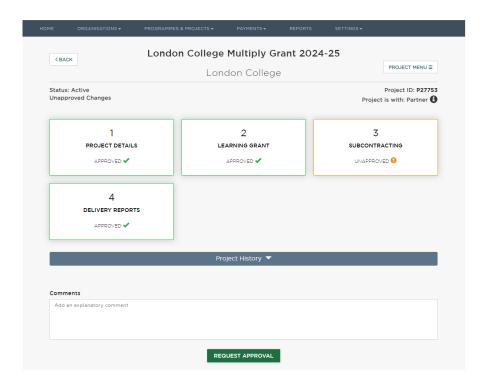
The main elements we will be checking on the Subcontracting block are as follows:

- You meet our compliance requirements.
- You have provided information on your subcontracting arrangements.
- The level of funding retained for an individual subcontract does not exceed 20% unless a robust justification has been provided.
- The total subcontracted delivery showing at the bottom of the subcontractors' table doesn't exceed the total Multiply Grant allocation as showing on your learning grant block.

Note on making in-year changes

Throughout delivery, you may need to make changes to your Subcontracting Plan. To do this:

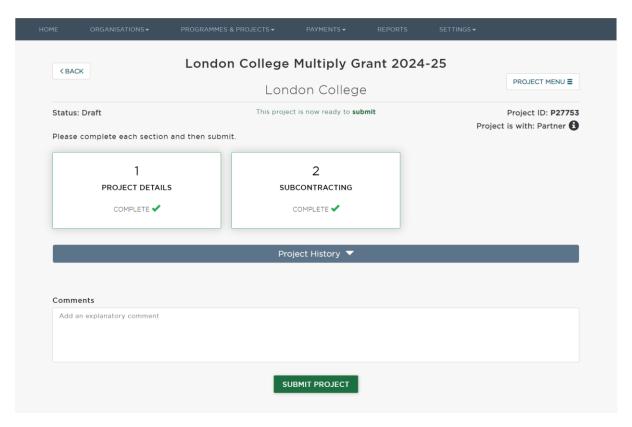
- Go to your project.
- Click into the subcontracting block and click 'EDIT'.
- Make any necessary changes.
- Click 'DONE' and navigate back to the project overview page.



- You will see that the Subcontracting Block has unapproved changes.
- You then need to 'Request approval' so that your Provider Manager can review and approve changes made.

Submit a project

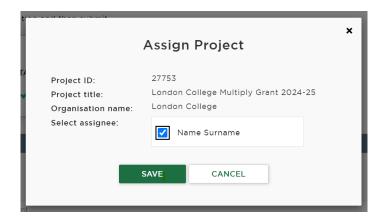
Once all the blocks are complete, you will see from the project overview page that your project is ready to be submitted.



Once you have checked through the information in all the blocks, you can submit your project application to the GLA for review and approval using the 'SUBMIT PROJECT' button.

You can use the comments section if you need to provide us with any additional information relating to your project application.

After clicking the 'SUBMIT PROJECT' button a pop-up window will show asking you to assign yourself and/or other colleagues within your organisation to the project. Choose relevant colleague(s) and click 'SAVE'. **Please note, you will need to assign at least one person to proceed.**

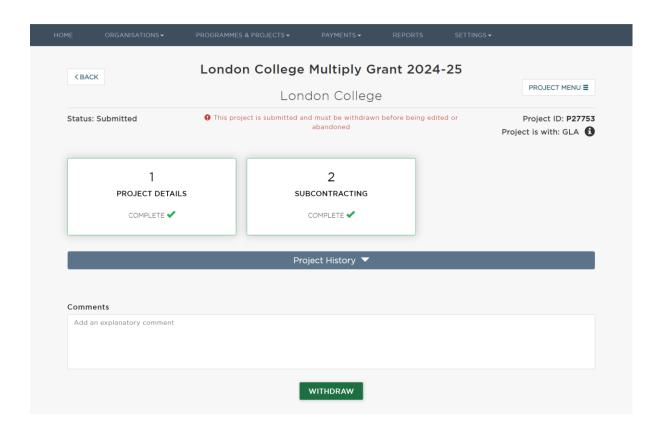


If you navigate to the 'Projects' page, you will be able to see a record for your project application which shows the project status as 'Submitted'. If want to review the information, you can click into the project from this screen.



Withdrawal

If you realise you have made a mistake on your application or need to include additional information, you can withdraw your project application and make further edits by clicking on 'WITHDRAW' on the project overview page.



Please note, this option is only available when the project application status is 'submitted' and until the set deadline. Once the project application is being reviewed by the GLA, the status will show as 'assess' and you can no longer withdraw.

GLA approval process

Once you have submitted your project, the GLA will review the information provided.

The main elements we will be checking are as follows:

Project Details

• Your project title matches the required format: [your full or abbreviated organisation name] Multiply Grant 2024-25.

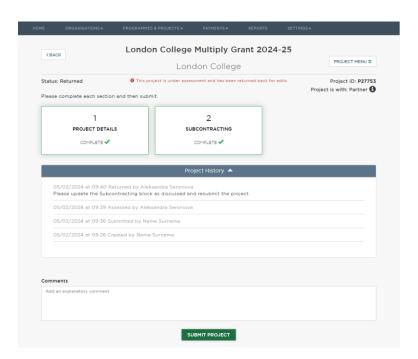
Subcontracting

- You meet our compliance requirements.
- You have provided information on your subcontracting arrangements.
- The level of funding retained for an individual subcontract does not exceed 20% unless a robust justification has been provided.
- The total subcontracted delivery showing at the bottom of the subcontractors' table doesn't exceed the total Grant allocation as showing on your learning grant block.

Returning a project

If there is any information missing or incorrect, we will return your project to you and ask you to make further edits. You will receive a notification within the GLA OPS system that your project has been returned and required updates.

If you click on Project History, you will be able to see comments from the GLA.

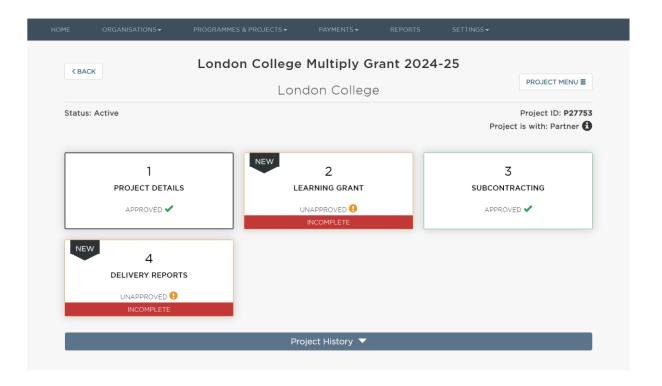


Once you have made the required changes or provided the additional information, you can re-submit your project by clicking 'SUBMIT PROJECT' on the project overview screen.

Project approval

Once the GLA approve your project, project status will show as 'Active' and the Learning Grant block and Delivery Reports block will become available on your Multiply Grant 2024-25 project.

Please note that the Learning block activation is not an automated process, but project activation should be completed within a week after you e-sign your agreement.

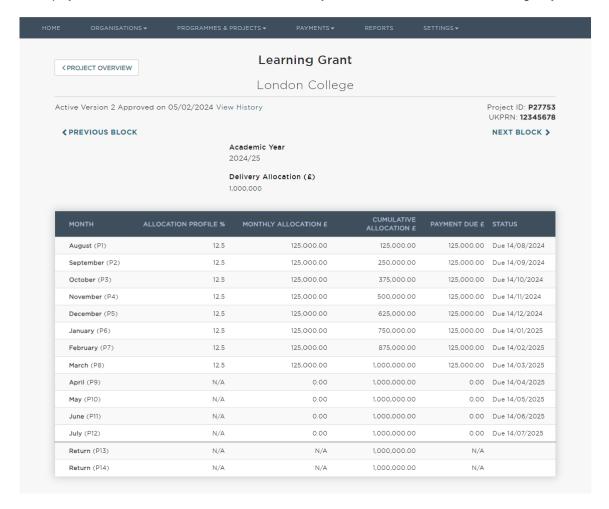


Learning Grant

This block will display information about your Multiply Grant 2024-25 allocation and monthly payments data.

Please note this block will be managed and updated by the GLA. Please email multiply@london.gov.uk and Cc your Provider Manager if you see any discrepancies with your Delivery Allocation.

Note: The payment due amounts will be calculated based on the monthly allocation percentages and will be automatically released by the system on the 14th day of each month. After a payment is released, the funds will reach your account within four working days.



Note on making in-year changes

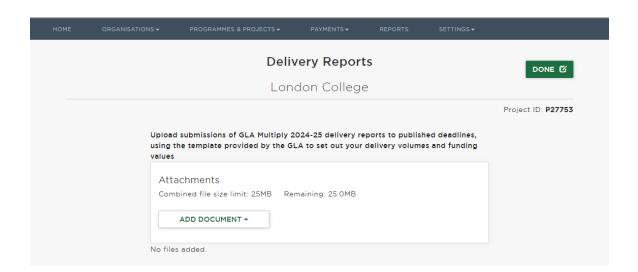
Following an e-signed grant agreement variation that affects Schedule 1 in your grant agreement, we will edit your Learning Grant block to reflect the updated allocation amounts.

Delivery Reports

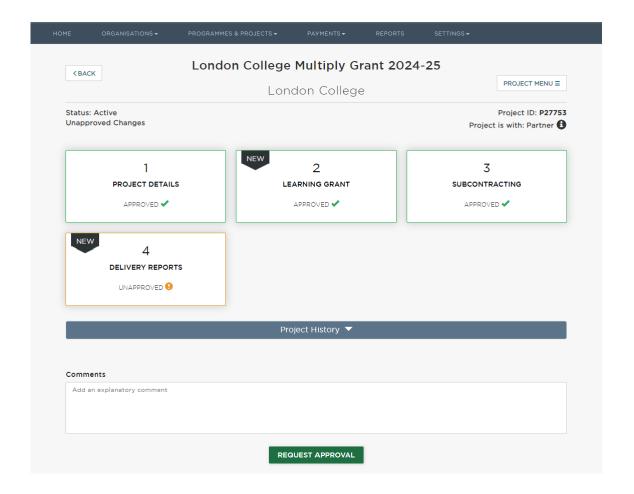
The Delivery Reports block is where you will need to upload submissions of the GLA Multiply 2024-25 reports to published deadlines. The latest London Multiply reporting template is available on London Multiply website for providers.

To complete a Delivery Reports block:

- Login to GLA-OPS.
- Go to your Multiply 2024-25 project.
- Open the Delivery Reports block.
- Click edit in the top right corner.
- To upload a file, click the 'add document+' button.
- Choose the preferred file (the uploaded file will appear in the attachments table, where you can delete it if you've uploaded an incorrect file).
- Click 'Done' to save changes made.



- Go back to the Project Overview page; and
- 'Request Approval' at the bottom of the page to submit your Delivery Report to the GLA.



Agreement Variation e-signing

We'll be using electronic signature functionality for Agreement Variations via GLA-OPS. Please read all the information below carefully and complete the required steps.

Step 1: Authorised signatory

You already have confirmed Authorised Signatory(-ies) within GLA-OPS. If you need to request changes to your existing Authorised Signatory(-ies) for your organisation please email <u>AEB@london.gov.uk</u>, Cc <u>Lia.tseki@london.gov.uk</u>, adding subject line 'Authorised Signatory', to request the Authorised Signatory template.

Only one authorised signatory for your organisation will need to 'accept' the Agreement Variation as pre-signed and offered by the GLA. Once complete the GLA will process your variation amount via GLA-OPS. Please refer to the 'Learning Grant block and variation payment activation' section for further details.

'An authorised signatory is a person at your organisation, who is duly and validly authorised to accept GLA Skills & Employment Unit funding offers, execute agreements on behalf of and legally bind your organisation in this manner.'

Typically, authorised signatories will need to have direct or delegated budget holder permissions that cover the total allocation value as reflected on the Agreement Variation.

Step 2: The GLA making an Agreement Variation offer via GLA-OPS

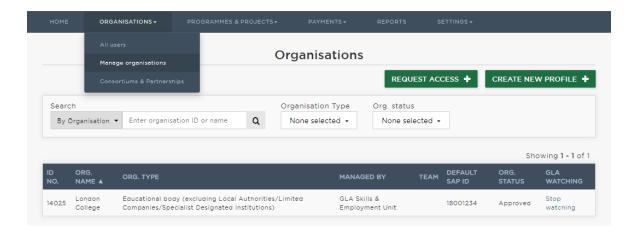
When the Agreement Variations are issued and ready, we will issue an electronic Agreement Variation offer for your project via GLA-OPS.

All authorised signatories will be notified of the offer via email.

Step 3: Accepting an Agreement Variation offer via GLA-OPS

Once logged in to GLA-OPS, the authorised signatory will need to -

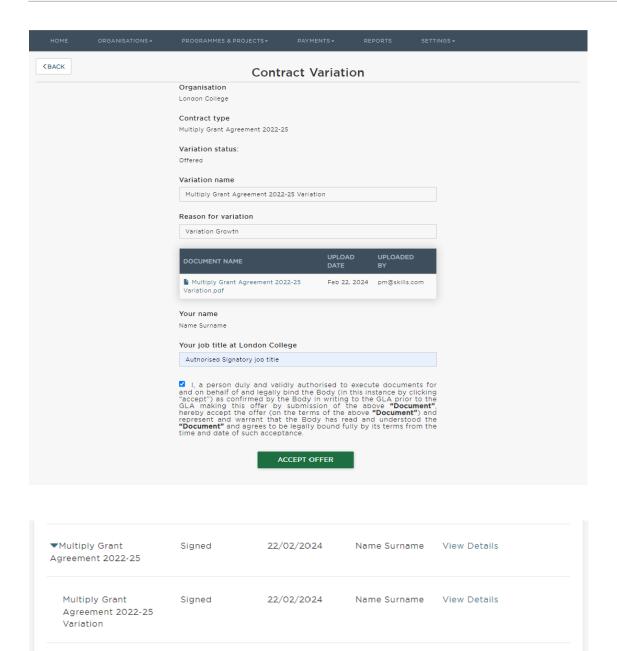
- Go to Organisation/ Manage Organisations via the main navigation menu.
- Click into the relevant organisation profile.



- Scroll down to the 'Contracts' section of the Organisation record.
- Click 'View details' link for the offered variation document (please disregard the Contract Type names below, used as an example, the contract type names will match the type of your project the Agreement Variation is issued for).



- You'll then be taken to the 'Contract details' screen, where you'll be able to see a link to a copy of the document.
- E-sign the document on behalf of your organisation by typing your job title (your name will be populated automatically) and by ticking the checkbox and agreeing with the acceptance statement.



Once you e-sign the Agreement Variation, the GLA will proceed to the variation payment activation stage.

Learning Grant block variation payment activation

Once you e-sign the Agreement Variation, the GLA will proceed to the variation payment activation stage. This step will be completed centrally by the GLA and will not require any additional steps from your side.

The supplementary payment or reclaim amount(s) will be generated via GLA-OPS based on your revised Delivery Allocation amount and a record will be shown on your project's Learning Grant Block.

You will also be able to view all transaction details by looking through the transaction information on the <u>All Payments</u> page on GLA-OPS.

Please note that this is not an automatic process. The Learning Grant Block will be updated before your next payment date.

IMPORTANT Please note that processed and approved reclaim(s) will be added to your SAP account and therefore future payments will be netted off until the full reclaim amount is recovered.

Registering additional users

You will already be registered on GLA OPS as an 'Org Admin' or 'superuser' for your organisation.

Other colleagues from your organisation will also need to register on OPS. We recommend that there are at least two "Org Admins" for one organisation. They will need to request access to your organisation by following the steps below. Please note, you will need to provide them with the Organisation ID before they can register.

- Fill in the form here: https://ops.london.gov.uk/#/registration.
- Enter an Organisation ID or Registration Key (see below).
- Submit request.

As the Org Admin, you will then need to approve the registration by following the steps below:

- Log into your account <u>here.</u>
- Go to your notifications.
- You will see one that says 'A new registration against [organisation name] is pending for [name of colleague].' Click this.
- Press 'EDIT' (top right).
- You can then set the role for the superuser role, select 'Org Admin', otherwise select 'Project Editor' you can change this later if required.
- Then approve by clicking the 'DONE' button.

How to find the Org ID

- 1 Log into your account.
- 2 Go to 'Organisations' > 'Manage Organisations'.
- 3 In the 'Organisation details' section, you will see a 5-digit GLA OPS ID.

