Risk Protection Arrangement

Welcome Pack

Version: April 2020

Contents

How to Notify Incidents

Urgent Incidents

For urgent incidents please call 03300 585566, a sample of what an urgent incident could be is listed below:

Significant damage / or loss of property where operations are significantly affected

- Major injuries
- Serious assaults
- Fatality
- Allegations or knowledge of abuse
- Pollution incidents
- Media involvement
- If you are in doubt whether something is serious

We will always have professionals on hand to deal with emergencies, such as a serious fire.

If such an event occurs then please dial our main contact number above, the facility provides for 24/7/365 coverage.

If a loss adjuster is required to attend site at any time of day or night, then this can be arranged immediately. In most cases, the loss adjuster will be on site within 2 hours.

Online Incident Notification

Our online incident facility enables you to access incident forms in a secure manner, meaning you can now notify us of any new incidents 24 hours a day, 7 days a week.

To access the portal please click the following link: www.rpaclaimforms.co.uk

You will be taken through a short notification process entering details about the incident.
Please have your Unique Reference Number (URN)/Membership Number to hand and relevant contact details.

If you need help gaining access to the portal, please call TopMark Claims Management on 03300 585566.

Post, Telephone, Email and Fax

Incidents can also be reported by post, email, telephone and fax.

Top Marks Claims Management
160 Bath Street
Glasgow
G2 4TB

Phone: 03300 585566
Email: rpa@topmarkcms.com
Fax: 0141 353 2250

In the event of an occurrence that may give rise to a claim or legal proceeding under the RPA the Member shall:

i)   as soon as reasonably practicable notify the Third-Party Administrator (TPA) of such occurrence and provide details and information as the TPA requests.

ii)   Immediately:

a) Send the TPA every letter, claim, written summons or process connected with it

b) Notify the TPA of any impending prosecution, inquest, fatal inquiry or proceedings in any court

iii)   Where appropriate, contact the TPA prior to occurring legal costs

Overseas Travel Emergencies & Urgent Incidents

Phone: 020 3475 5031

RPA Cover and Risk Management Queries

Phone: 0117 9769 361
Email: rpaadvice@willistowerswatsonsecure.com

Access to the RPA cover and risk management helpdesk is available 9.00 to 17.00 Monday to Friday, excluding UK bank holidays.
For assistance accessing the RPA Risk Management Portal email:
RMBlueSupport@willis.com

Accessing your RPA documentation

You will have been sent a copy of your membership certificate with your confirmation email when you opted into the RPA. You can access and download further copies of your current certificate by accessing the RPA Service through DfE Sign-in.

For help or support with DfE Sign-in https://help.signin.education.gov.uk/contact

RPA Funding Queries

For Academies and Free Schools, email: Academies.RPA@education.gov.uk

For Local Authority Maintained Schools, email: LAMS.RPA@education.gov.uk

RPA Membership Rules

The RPA Membership Rules can be found on the RPA Guidance page:
https://www.gov.uk/guidance/the-risk-protection-arrangement-rpa-for-schools

For Academies and Free Schools:
- Standard
- Church

For local authority schools:
- Community schools, nursery schools, community special schools and pupil referral units
- Voluntary aided, foundation and foundation special schools
- Voluntary controlled schools

Frequently Asked Questions

Frequently asked questions can be found through the following link:
https://www.rpaclaimforms.co.uk/faqs

Insurance Requirements During Refurbishment

This note applies to situations where an RPA Member requires alteration or refurbishment work to its property.

RPA cover during refurbishment works

The RPA will continue to provide cover for Member property (buildings and contents) whilst refurbishment works are being undertaken. Cover will continue to be for the full reinstatement value of the property and there is no requirement to notify the RPA that works are being undertaken. The RPA will also extend to cover loss or damage to the contract works, to a limit of £250,000 any one claim.

RPA Members will need to review and amend as necessary any contract terms with its chosen contractor. A number of industry standard clauses in contracts for refurbishment work oblige the RPA Member to take out insurance cover for the existing structures and contract works in joint names with the contractor for the period of the agreed works.

Joint Names Insurance/Subrogation

Subrogation is the right of one person, having indemnified another under a legal obligation to do so, to stand in the place of that person and pursue, in the indemnified person's name, a recovery action against the entity responsible for the insured loss or liability.

Where insurance cover is in joint names or a waiver of subrogation has been provided to a specified third party (e.g. contractor) by the insurer the insurer is prevented from pursuing rights of recovery in the name of the insured party against that specified third party.

Generally, whenever the RPA pays a claim the RPA accepts/assumes the rights of the RPA Member in any rights of recovery that the Member may have. If the damage or loss was not the Member's fault, the RPA can seek to recover the claim value from the third party (e.g. contractor) deemed responsible for causing the damage.

Possible Solutions

RPA Members cannot agree to insure either the existing structure or contract works in 'joint names' with the contractor, nor can it agree to obtain a waiver of subrogation from its insurer. RPA is not insurance and is unable to provide 'joint names' cover or waive

subrogation rights against any party including the contractor. The options available to the RPA Member are as follows:
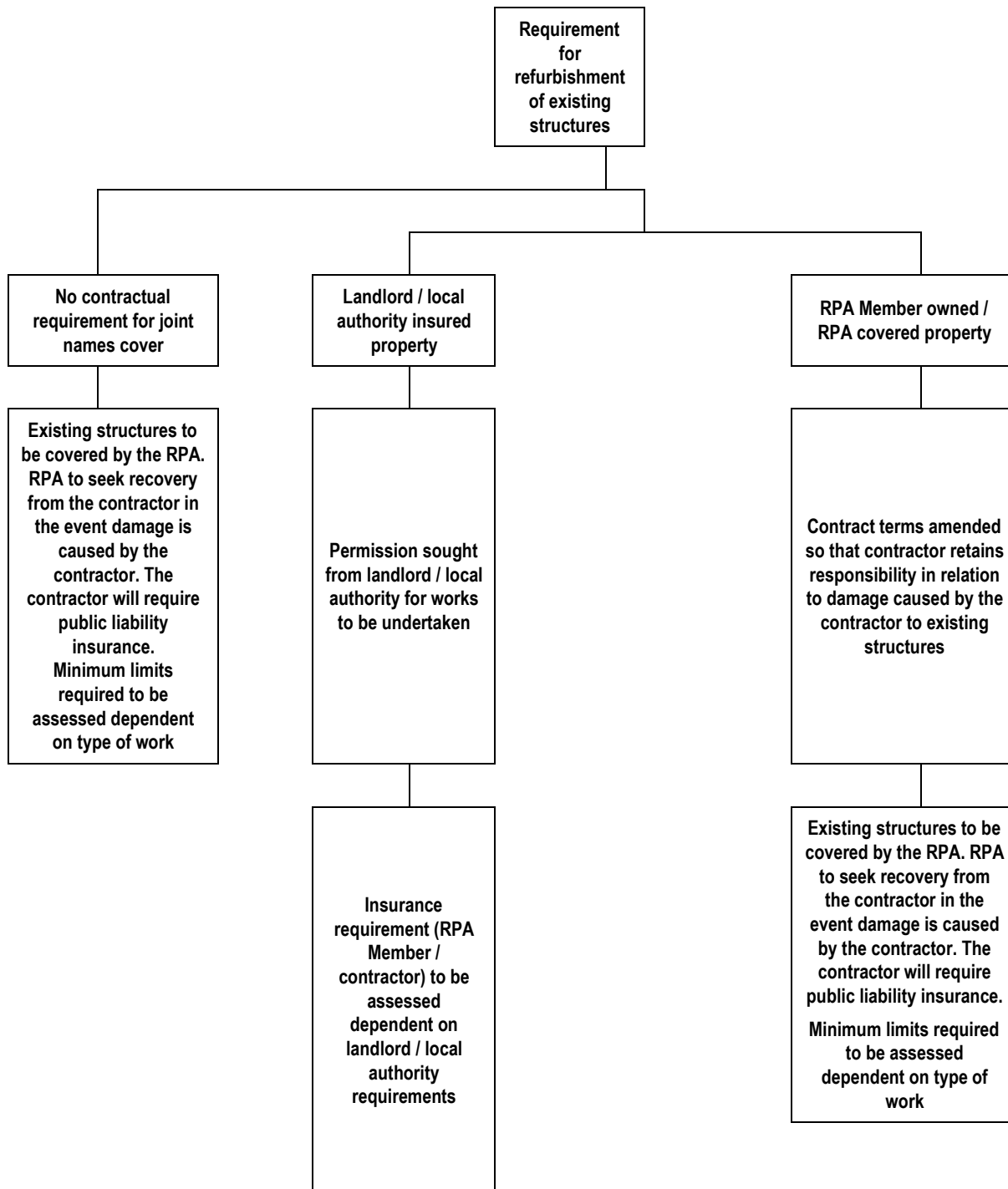
1. Contract works – either the:

    a. RPA Member relies on the cover provided by the RPA (limited to £250,000 any one claim) and the contractor to retain any responsibility for any damage that he causes to the works. The contractor can cover this risk by way of a third-party public liability insurance policy; or

    b. RPA Member takes out separate insurance for the works in the joint names with the contractor to cover the full value of the works for the duration of the works; or

    c. RPA Member requires that the contractor takes out insurance for the works in joint names with the RPA Member to cover the full value of the works and for the duration of the works.

2. Existing Structures

    RPA Member to cover the existing structures under the RPA, the contractor to retain any responsibility for any damage that he causes to the existing structure. The contractor can cover this risk by way of a third-party public liability insurance policy. A decision tree in relation to the existing structures follows below:

Refurbishment – Decision Tree

```
                          ┌─────────────────┐
                          │  Requirement    │
                          │      for        │
                          │ refurbishment   │
                          │  of existing    │
                          │  structures     │
                          └─────────────────┘
```

No contractual requirement for joint names cover	Landlord / local authority insured property	RPA Member owned / RPA covered property
Existing structures to be covered by the RPA. RPA to seek recovery from the contractor in the event damage is caused by the contractor. The contractor will require public liability insurance. Minimum limits required to be assessed dependent on type of work	Permission sought from landlord / local authority for works to be undertaken	Contract terms amended so that contractor retains responsibility in relation to damage caused by the contractor to existing structures
	Insurance requirement (RPA Member / contractor) to be assessed dependent on landlord / local authority requirements	Existing structures to be covered by the RPA. RPA to seek recovery from the contractor in the event damage is caused by the contractor. The contractor will require public liability insurance. Minimum limits required to be assessed dependent on type of work

Overseas Travel Support Services

For details of how to access the pre-travel advice, please see the reverse of your RPA Membership document.

Website: https://traveltracking.northcottglobalsolutions.com/default.aspx

TopMark NGS operate a unique multi-dimensional medical and security model supported by a 24/7 call centre who manage over 250 languages and is operated by technicians from Navy, Army, Police and Medic backgrounds.

No environment is too difficult, we are set up to operate in the most challenging conditions, and with over 10,000 service providers, we maintain capability in every country in the world.

As an RPA member, you will benefit from a variety of *free* travel support services including:

→ "One Tap" Emergency App

→ Country Information Profiles & Alerts

→ E-Learning Travel Safety and Security

The following pages outline instructions for members to enable access to these benefits. Please note that you must not access or utilise these services if you are not a member as you may be charged a fee.

Access to these services is also subject to a 3G/4G or Wi-Fi internet connectivity.

Downloading and Using the Overseas Emergency Travel App

As an added feature of your RPA Overseas Travel Scheme, for as long as you are a Member you have **free personal access** to the following services provided by TopMark NGS and powered by Voyage Manager (VM). We recommend you read this document fully and always utilise and/or download any required information or App **before** you travel.

	One Tap Emergency App

One Tap Emergency App:

The One Tap Emergency App offers a fully managed emergency notification solution for travellers to remote and high-risk countries. Once activated a call is placed to TopMark NGS, subject to connectivity on GPS enabled mobile phones (iPhone & Android).

Note: One Tap Emergency App is **not** an alternative solution to live GPS or Satellite Personal Tracking or Distress Beacons or Devices.

- The Emergency Assistance App is free and can be downloaded and accessed where 3G/4G or Wi-Fi signal permits to any compatible smartphone mobile device in seconds.
- It brings access to our worldwide network of Emergency assistance care with a single tap.
- Free to download and no access costs (for members).
- Personal Data is entirely secure and is stored on individual devices and only communicated on activation of Emergency call.
- Free Travel Advice.
- 24/7 Access to the Global Emergency Response Panic Alert button which, notifies the Operations Room of the exact location and personal information (subject to 3G/4G/GPS accessibility and shareable and active location services).

Overview of One Tap Emergency App Services

Emergency Button: When pressed the App will attempt to do 2 things.
1. Initiate a two-way phone call with TopMark NGS Operations Room - Requires some form of voice connection on the phone.
2. Sends an email with all your stored details & GPS co-ordinates of the device location.

> Requires some form of data connection on the phone or Wi-Fi (Data must be switched on).

For the call to go through successfully, the device will need a signal. The email specifying the GPS coordinate requires data coverage in your area. Data on your device will also need to be switched on. There is an option to manually switch to SMS should you not have data coverage, or your device is not data enabled; you will need GSM coverage for this.

There are also 4 grouped buttons that provide access to in-app travel advice pages, these are general and not country specific:

General Security: Avoid being a target, Preparation for safe travel, Airport Arrival & Customs, Possessions & Money, Travelling, Safety & Security, Hotels, Public Places & Public Transports.
Medical: Food & Water, Staying Healthy, Animals, Bites, Vaccinations. **Localised Incident**: This includes advice on local incidents such as armed robbery, road traffic accident, assault & kidnapping. **Large Scale Incident**: This includes advice for Terrorism, Heat Waves, Floods, Tsunamis, Earthquakes, Hurricanes/Tornadoes & Typhoons, Wildfires, and Volcanoes. **SOS!** : This returns you to the main page with the SOS button in the middle of the screen.
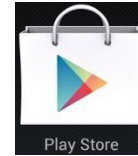
Download Information

Step 1 – Prepare to Download

To download the application (App), please find the corresponding App Store on your phone.

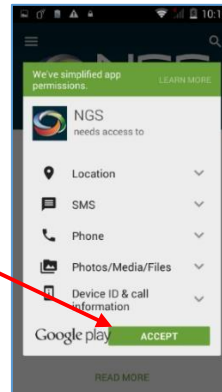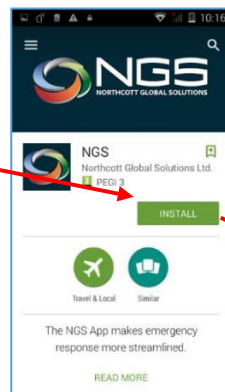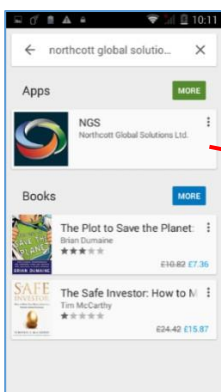**For iPhones: App Store**   **For Androids: Play Store**

You will then need to search for the App using the search bar at the top of the screen.

Search for 'Northcott Global Solutions' then proceed to Step 2a Android Phones or Step 2b Apple iPhones depending on your device operating system.
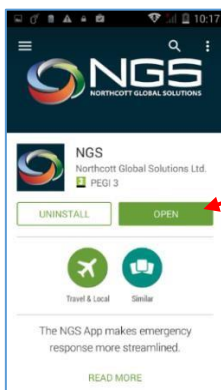
Step 2a

Android Phones

Wait for it to download & install. Being connected to Wi-Fi speeds this up significantly.

Alternatively, you can open from your main icon dashboard, which is how you would access the App in the future.
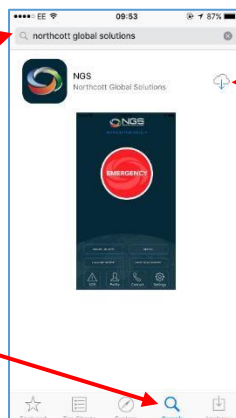
Select the **Insurance Client** option.

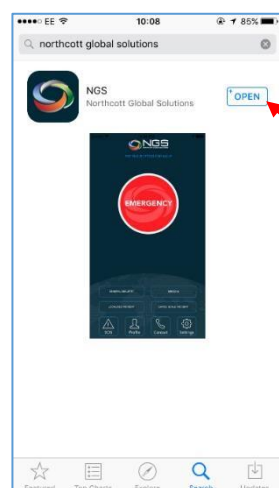**>>> Now proceed below to Step 3 Registration**

Step 2b

iPhone   **Apple iPhones**

After opening the App Store on your iPhone, select the search button at the bottom right & type in Northcott Global Solutions

Select download (this other cloud icon is only shown if you have downloaded previously).
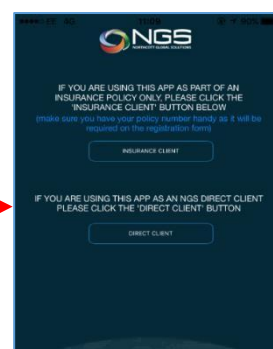
You will need your Apple ID & Password to download Apps from the App Store.

Once the App has been downloaded, you can open it from the same location or close the App Store and find the NGS icon on your dashboard.

You will then be presented with the following screen.
Select the **Insurance Client** option.

Insured Clients will need their policy number to hand.

>>> Now proceed below to Step 3 Registration

Step 3 – Registration and Activation

- Fill out your details (you'll need your URN and passport details)
- Make sure you check all details before pressing 'Activate App' to submit
- Hit 'Activate App'.
- When selecting dates in the DOB & Passport Expiry fields, you may have to change the year first before the day & month.
- The details sent and held by TopMark NGS when the app is set up on the device include *person name*, *academy name URN* and *email address.*
- This will then grant you access once you hit the 'ACTIVATE APP'.

If you accidentally enter and submit an incorrect registration e-mail – please delete the App and start again.

After you have attempted to download and activate your App. If you do not receive your activation code within 24 hours or if you have any problems, to get your activation code please email: t2ops@northcottglobalsolutions.com.
Alternatively, call +44 (0) 207 1838936.

Then you are in!

- When the **Emergency** button is pressed, it will automatically call the TopMark NGS Operations room (subject to signal)
- This is not a real-time tracking application, however when the Emergency Button is pressed it will also send an email to the TopMark NGS operations team with all the details you have filled out in your profile and a one-off location
- When TopMark NGS approve you to use the application, they receive your name, email and school name and URN
- TopMark NGS do not hold any other personal details stored in the App
- These personal details remain on your phone until you press the Emergency button
- Should you have any questions in relation to the app please email: ngsapp@northcottglobalsolutions.com

Set-Up Additional Notes

When setting up the App the email address is the only thing that is **very important to get correct first time**.

You can adjust your user details after set-up by going onto the profile section of the App, changing details and pressing 'update' so don't worry about typos when your first set up the App.

Additional Buttons Notes:
Profile Allows you to update your saved profile information (be sure to keep this up to date)
Contact Gives you telephone number, email and website for TopMark NGS
Settings Allow or Disallow: Location Tracking, Send E-Mail, Send SMS

Additional SMS Transmit (Optional) Feature:
There is another option in Settings that can assist you if you have no 3G/4G data connection in your location. Within the Settings Button, you can select the option to 'Send SMS'...

What this option does is after the phone call to TopMark NGS has been made, it will load up the users text message section on their phone and pre-fill out all their details & location co-ordinates and also pre-fill out the address (TopMark NGS Ops Line).

As long as your phone is able to send the SMS (as SMS messages can sometimes be sent when there is insufficient signal for a phone or data call) then this will be sent to the TopMark NGS Ops Room.

At time of set-up, this option is left **unchecked by default** because depending on where you are in the world sending an SMS can be expensive and by default the App will try to send the information as an email.

The SMS method is slightly different as it tries to send the SMS **after** the call has been initiated unlike Email, which sends at the same time. You also have to **Press Send**. This is because the phones cannot perform both of these tasks at the same time and the phone call is more important so occurs first.

TopMark NGS, for an additional fee, are also able to provide a wide range of devices (mobile & satellite) and full time tracking Apps (that can send locations at small intervals usually every 10 mins) each with their own emergency buttons, depending on what the customer requires and/or where they are travelling to.

Important Notice

- If the App is pressed **without** an accompanying phone call to TopMark NGS Ops, we are **not required,** under this agreement, to contact the holder of the App. This is to prevent false alerts and accidental usage. It is for the member to officially inform TopMark NGS of a request for assistance by a phone call or email.
- A request for TopMark NGS assistance may be communicated verbally through the initial phone call that automatically opens up when the App is triggered.
- For the avoidance of doubt, the purpose of the App is for information transfer only and not for triggering, any kind of emergency response or personal distress beacon or real time tracking service.
- This information consists of the information that the App holder entered into the App when initially setting it up on their device. It is your responsibility to ensure the information is correct and kept up to date.
- Remember to always keep your mobile device adequately charged and when travelling to keep the charging unit and mains adapter in your hand luggage and not checked into hold luggage.

Users of the TopMark NGS One Tap Emergency Application and Country Information and Alert Files are solely responsible for their own telephone costs, data and access costs incurred when accessing these services.

Country **Information** Profiles & Alerts
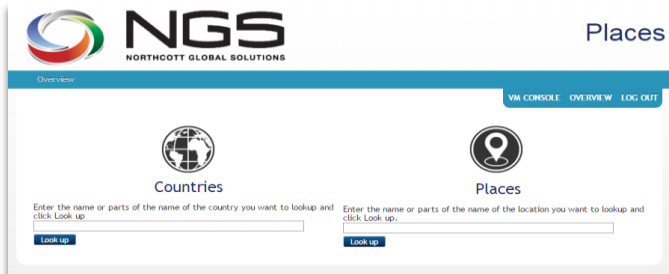
Country Profile Library
Travellers can access the Voyager Manager (VM) pre-trip advisory country profile library to download or print country information.

Place

Place: provides country information as well as location library. Information is provided for all countries worldwide and country profiles can be downloaded as PDFs.

The country profile library contains information & advice on travel alerts, general security and caution advice, vaccinations, medical advice, health and requirements and guidelines, entry requirements, general information, local laws, customs and restrictions, characteristics, shopping, business hours, and public holidays. Location library has information about all of the locations stored in the system. The primary locations are airports, hotels and train stations, but can also include private residences, diplomatic missions, hospitals and offices.

Alert

Country Alerts – Through the website, mobile website and via email and SMS, travellers and support staff can receive real time country alerts.
Global alerts are generated from 100+ media, governmental and other sources. Automatic filtering of the alerts can be enabled ensuring that only the most severe alerts are sent to the traveller real time.
Instance Alert is used across all clients, giving a complete overview.

Access Information

https://traveltracking.northcottglobalsolutions.com/default.aspx

Your Log in and password details are contained on the reverse of your RPA Membership Document.

Please note your login and password are case sensitive. PLEASE DO NOT CHANGE PASSWORD. If you have any problems, please email:

InsExec@northcottglobalsolutions.com

The login screen looks like this...
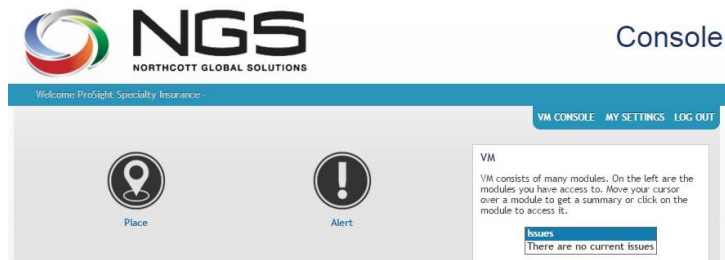
One you have logged in you will see:
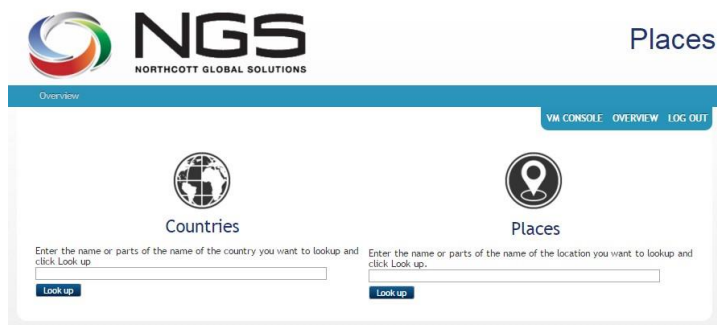
Select Place to access the Country Information Files and you will be presented by:

Select Alert to access the Country Alerts and you will be presented with:

E-Learning Travel Safety & Security

To access E-learning please refer to the instructions contained on the reverse of your RPA Membership Document.

TopMark NGS provide a globally accessible suite of on-line travel risk awareness products, allowing a holistic approach to travel risk management.

Our eLearning is a 45-minute modular based travel security e-learning course, designed to reduce exposure to risk through education and awareness training. An evaluation after each module and downloadable certificate of overall performance allows for compliance checks to be conducted.

Modules covered are:

- Travel Security
- Threats facing Travellers Mind-set of the Criminal
- Soft Target? – Hard Target? Preparation for Safe Travel Airport Arrival & Customs In-Country Security
- Hotels Public Places & Transport Kidnapping & Abduction
- Travel Health & Safety Vaccinations
- Bites (see below extract)
- Animals
- Infectious Diseases
- Food & Water
- Staying Healthy

Avoiding Being Bitten by Insects

Bugs (like mosquitoes, ticks, and fleas) can spread a number of diseases. You can reduce your risk by taking steps to prevent bug bites.

How to prevent bites?

- Cover exposed skin: Wear long-sleeved shirts, long trousers and hats.
- Use an appropriate insect repellent (see below).
- Use permethrin-treated clothing and gear (such as boots, pants, socks, and tents). Do not use permethrin directly on skin.
- Stay and sleep in air-conditioned or screened rooms.
- Use a bed net if the area where you are sleeping is exposed to the outdoors.

What Insect Repellent ?

FOR PROTECTION AGAINST TICKS AND MOSQUITOES: Use a repellent that contains 20% or more DEET for protection that lasts up to several hours.

FOR PROTECTION AGAINST MOSQUITOES ONLY: Products with one of the following active ingredients can also help prevent mosquito bites. Higher percentages of active ingredient provide longer protection.

- DEET
- Picaridin (also known as KBR 3023, Bayrepel, and icaridin)
- Oil of lemon eucalyptus (OLE) or PMD
- IR3535

Always use insect repellent as directed.

🔍 ZOOM

EDIT

Overseas Travel Emergency Helpline Card

Below is an Emergency Helpline card. You may wish to cut this out, laminate and keep it on your person in case of an emergency.

Travel Emergency

NGS

24-Hour Emergency Helpline for overseas medical and security emergency:

+44 (0) 203 475 5031

- Confirm your location and current situation
- Describe what has happened/when/details of those affected
- Tell us exactly what assistance/help you need
- If real time translation is required, confirm which language is required
- Contact/notify your chain of command - if not possible we will contact them on your behalf

RPA Cultural Assets Valuation Service

The RPA Cultural Assets Valuation Service has devised a valuation decision tree tool (see next page) for the use of RPA members who are considering having a cultural asset (CA) valued. Following the route through the tool will help you decide what action to take for valuing any cultural asset you have identified. It will help your school identify which items do not need a valuation at all, which need to be valued now and which may need a valuation done in the future.

What do we mean by *cultural asset*?

Cultural asset means Work of Art, Collectable, Heritage Asset or Antique and may include (list is not exclusive): paintings, sculptures, jewellery, china, curiosities, celebrity items, trophies, rare books, manuscripts, antique furniture, and tapestries.

What do we mean by Request for Valuation?

Request for Valuation: This is undertaken by using the RPA portal, which is designed to capture the information about your *cultural asset* necessary for an initial valuation to take place. Typically, you will need to provide supporting evidence (photographs and documents) as specified in the portal. If the initial assessment indicates that a more detailed assessment is required, the RPA team will contact you to arrange this.

Members can access the valuation service by going to:
www.rpaclaimforms.co.uk/culturalassetsva

Once you have submitted your valuation request, your details will be assessed and passed onto a third party fine arts restoration company, who will provide one of three levels of valuation:

- Performs Evidential Desk Valuation (EDV)
- Arranges Formal Valuation (FV)
- Valuation site visit or transport of item to valuers

Once the valuation is complete, a report will be produced and issued to your school. This will provide you with a breakdown of each CA in the format of a photograph, description/measurement and valuation. The sum placed against each item or collection of items represents the value that they believe the item or items should be currently insured. This is based on the cost of replacement in the retail market or, where appropriate, in the second-hand retail market with items of a similar nature, age, condition and quality.

Should your valuation exceed the RPA limit of £10k, it will then be your school's decision to procure commercial insurance.

Valuation Decision Tree

Do you have a *cultural asset[1]*? → **NO** → No action

↓ **YES**

Do you own the *cultural asset*? → **NO** → No action. Valuation is the responsibility of the owner.

↓ **YES**

Did you obtain the asset through a paid artist collaboration within the last 5 years? → **YES** → No immediate valuation required. Consider valuation once 5 years has elapsed since you acquired the asset.

↓ **NO**

Was it purchased within the last 5 years? → **YES** → No immediate valuation required. Consider valuation once 5 years has elapsed since you acquired the asset.

↓ **NO**

Has it been professionally valued within the last 5 years? → **YES** → No immediate valuation required. Consider valuation once 5 years has elapsed since you acquired the asset.

↓ **NO**

Valuation required.

Please complete Request for Valuation[2]

www.rpaclaimforms.co.uk/culturalassetsv

Risk Management

Risk management is a key element of the RPA and the Department for Education (DfE) has contracted Willis Towers Watson to undertake risk management audits and provide risk management support, including advice, training and best practice guidance, to support RPA members.

We routinely survey RPA members to request risk management information; we identify where risk management procedures are working well and risk areas where RPA members may require additional support and information

We will routinely carry out more in-depth reviews on a sample of schools. Schools selected for a full risk-management audit may include high-performing schools; those that require additional support and those where we do not have any risk management detail from the surveys.

The full audits help us to develop a training programme covering the risk areas identified by RPA members as needing more help and guidance.

An RPA risk management portal is available for all members, and includes:

1. Guidance documents in key areas such as:

   - Policy

   - Competent person

   - Fire risk assessment

   - Electricity

   - Gas systems

   - Asbestos

   - Legionella

   - Stress

   - Accident investigation and reporting

2. Best practice examples from RPA members (i.e. risk assessment and permit to work systems)

3. Bulletins highlighting current topics and upcoming legislation

4. Details of future training events and workshops

5. Videos of RPA workshops delivered to date

6. Contact details for Willis risk managers

   https://access.willis.com/site/education/SitePages/Home.aspx

For assistance accessing the RPA Risk Management Portal email: RMBlueSupport@willis.com

Customer Promise

TopMark are delighted to have been appointed by the Department for Education (DfE) to administer claims under the Risk Protection Arrangement (RPA).

We are committed to providing a speedy, effective and high-quality service and will provide all members of the RPA with support, advice and regular communication, both pre and post the claims process.

In all our dealings with you, we promise to:

- Communicate clearly, effectively and regularly so you know what is happening, at every stage, and what the key milestones are
- Tell you what is required of you, from the outset, so quick and accurate decisions can be taken
- Deliver an excellent customer focused service that is professional, polite, fair and prompt
- Be objective, flexible and work in partnership with you to resolve claims
- Promptly respond to any requests or questions you have
- Speedily make any compensation payments to which you are entitled
- Protect the security and integrity of your data and information at all times

To achieve this, we will:

- Provide an efficient, well resourced, customer focused and experienced claims team
- Measure the quality and speed of our performance regularly to ensure high standards are maintained
- Invite constructive feedback from you and other stakeholders to continuously improve the customer experience
- Provide 24-hour ongoing support for your claims and service needs.
- Work with a diverse pool of experts to advise and guide you through every claim scenario.
- Put an infrastructure in place for prompt attendance on site and advice for major and emergency claims.
- Place paramount importance on maintaining your privacy and confidentiality by aligning to the highest security, cyber essentials and GDPR standards.

Your role in the claims process

- Please immediately notify us of any serious incidents
- When making a claim, provide your URN, contact information and as much relevant detail and supporting information/documentation you have available
- When contacting us, thereafter, quote your assigned reference number (this will have been provided when we acknowledged receipt of your claim)
- Allow us adequate opportunity to review, consider and respond to any query or request
- Notify us of any changes to the supplied information, as soon as possible

Claims Process

Once received, each claim will be added to our system and assigned to a specific claims handler.

An acknowledgement will be sent to you within three working days providing you with your dedicated claims handler's contact details and the assigned claim reference. We will also explain how we intend to progress your claim.

At any point during the claims process, if you require clarification, guidance or information, then please do not hesitate to contact us on 0330 058 5566 or via e-mail to rpa@topmarkcms.com. We will be happy to assist.

The dedicated RPA email inbox (rpa@topmarkcms.com) will be monitored 09:0017:00 Monday to Friday and we will acknowledge, by phone or in writing, all member enquiries within two working days.

Settlement

Subject to meeting various criteria, and while we are accountable to the RPA Administrator, we have delegated authority to settle claims on their behalf.

Every claim will be carefully considered and validated prior to any payment being released. Where we intend to make a payment to someone who is claiming against you, we will do so within our delegated authority limits. Once a claim has been settled, we will notify you of the outcome.

Complaint Procedure

We aim to provide an excellent service but if you are dissatisfied with our service, then please do not hesitate to contact us. We will do our upmost to explain and quickly arrive at a satisfactory resolution.

Should you wish to make a formal complaint, please submit this in writing to rpa@topmarkcms.com
The complaints process and the timescales within which we will respond can be found in the RPA membership rules.

MoJ Claims Portal

TopMark Claims Management Ltd (the RPA claims administrator on behalf of the DfE) is committed to helping you as a Member of the RPA to contain the costs of any claims made.

Third parties and employees who believe that they have been injured through the fault of an RPA Member can make lower value personal injury claims directly against you through a mechanism called the Ministry of Justice (MoJ) "Claims Portal".

The MoJ Claims Portal is a separate and additional system to the two existing portals with which you will already be familiar.

These two existing portals are:

1. The TopMark Claims Management incident reporting online portal. Further information can be found here: https://www.rpaclaimforms.co.uk

2. The Willis Risk Management Blue portal. Further information can be found here: https://access.willis.com/site/education/SitePages/Home.aspx

Whilst the TopMark Claims Management and Willis portals are for your use as an RPA Member, the Claims Portal however, is used by 'third parties or their solicitors' to submit claims against you the RPA Member and/or Academy/local authority. It is important that claims notified through this Claims Portal mechanism are identified as early as possible by TopMark Claims Management, so that we can investigate thoroughly and mitigate the risk of any cost penalty associated with this claim without any delay. The claimant or representative from the third party or their solicitor will access the Claims Portal directly to submit their claim against you.

A person or organisation making a claim against you must take reasonable steps to understand the details and Portal ID of the defendant to make this claim. As an RPA Member, this will be administered by TopMark Claims Management and we therefore advise that you put something on your website to direct any claimant as appropriate to the correct Portal ID.

We suggest that the following text and link be introduced to your website:

"If a Third Party or Third-Party representative wishes to make a Public Liability (injury) or an Employer's Liability (injury) claim, it should be submitted through the MoJ Claims Portal using the TopMark Claims Management Ltd ID – D00073. The compensator should be marked as 'Department for Education – RPA only".

www.rpaclaimforms.co.uk/mojportal

If anyone has any questions regarding the information above, please email us at rpa@topmarkcms.com

Department for Education

TopMark Claims Management Ltd

Crescent Purchasing Consortium

Further Information
Gary Sadler
G.Sadler@**thecpc**.ac.uk | 0161 974 0940
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RPA+ Insurance

In response to a request from DfE, CPC has developed a quick and easy route to obtaining the insurance policies and related services that are not covered by the ESFA Risk Protection Arrangement (RPA), namely:

- Motor Vehicles and Occasional Business Use
- Engineering Damage Insurance & Inspection services
- Contracts Works for Building Projects

AON   **ZURICH** MUNICIPAL

RPA+ is a simple questionnaire-based process that gives you easy access to competitive quotations from our panel of market leading brokers and insurers:

Key benefits of the agreement include:

- Easy to use - you complete a single questionnaire to obtain proposals from two leading providers
- EU Compliant – the agreement is let under a competitive OJEU tender process
- DfE approved - uses an established academies insurance deal that is endorsed by the DfE on their Deals for schools page
  https://www.gov.uk/government/publications/deals-for-schools/deals-for-schools
- **Help when you need it** - we will guide you through the process and give professional advice about the insurance covers

How to request quotations?

- Apply for FREE membership at www.thecpc.ac.uk/register
- A direct download of the RPA+ questionnaire at www.thecpc.ac.uk/rpa-doc
- Use the CPC quote tool or Email the completed questionnaire to our RPA+ providers and CPC at:

  academia@aon.co.uk
  rob.nash@uk.zurich.com
  insurance@thecpc.ac.uk

About CPC

CPC is the only national consortium dedicated to supporting academies, schools, and colleges. Our unique insurance deal is used by around 1,000 academies and free schools.

Our core function is to produce value for money deals compliant with EU regulations, covering an ever-growing range of goods and services including:

- I.T. Hardware
- Furniture
- Staff Absence Insurance
- Software Licences
- Outsourced Cleaning
- Outsourced Catering
- Audio Visual Equipment
- Legal Services

All of our deals have a dedicated Contract Manager who is on-hand to offer support, guidance and answer your technical queries.
Visit our website to apply for your free membership at www.**thecpc.ac.uk**/register

Legal Services

This EU Compliant CPC deal covers an organisation's entire need for Legal Services.

Each lot includes a comprehensive suite of Legal Services across the following four categories:

- Property Services
- Human Resource Services
- Academy Conversion and Post Conversion Services
- Other Legal Services - including but not limited to: corporate governance, data protection, freedom of information, commercial contracts, student matters, dispute resolution, immigration, intellectual property and communications.

Key benefits of the agreement include:

Helpdesk:
A dedicated legal services helpdesk that can advise on all aspects of the deal and any contract management questions:

- Phone: 0843 507 6026
- Email: enquiries@nationaleducationlegalframework.org
- Website: www.thecpc.ac.uk/legal-services

Free of charge legal advice for the initial consultation:
CPC members receive initial advice free of charge through a dedicated legal services helpline:
Submit a query: www.academies.thecpc.ac.uk/lsh

Wide choice of suppliers:
A rich and varied choice of national and regional suppliers to choose from.

Unlimited scope of services:
The scope of legal services covered is endless, members can purchase any legal service they require.

A choice of procurement options is available:
- Further competition: capability based further competition and traditional further competition processes are available
- Direct award: CPC members can award to their supplier of choice without engaging in further competition.

The 14 regional lots
Lot 1: East Anglia
Lot 2: East Midlands
Lot 3: London
Lot 4: Northern Ireland
Lot 5: North East England
Lot 6: North West England
Lot 7: Scotland
Lot 8: South East England
Lot 9: South West England
Lot 10: Wales
Lot 11: West Midlands
Lot 12: Yorkshire
Lot 13: Channel Islands
Lot 14: National One-Stop-Shop

How to request quotations

1: Apply for FREE membership at www.thecpc.ac.uk/join-academies
2: Visit www.thecpc.ac.uk/legal-services to request a quote using either;
The CPC Quote Tool or the supplier contact details in the user guide to contact the suppliers directly

www.academies.thecpc.ac.uk

Crescent Purchasing Consortium

Staff Absence Insurance

This CPC deal gives schools access to a panel of brokers and insurers who are experts in Staff Absence Insurance.

Schools can achieve significant savings by comparing four major providers through one simple, compliant process.

This deal offers bespoke policies that are tailored to your needs and there are a wide range of extensions and covers available for absences such as:

- Accident
- Jury service
- Personal accidental injury
- Stress related illness

- Bereavement leave
- Maternity leave
- Reoccurring illness

- Ill-health retirement
- Maternity related illness
- Sickness

The deal is split into two lots, giving access to the following suppliers

Lots	Supplier
Lot 1: Staff Absence	AON Integro SAS the education broker
Lot 2: Budget Overspend Insurance	SAS

Key benefits of the agreement include:

- **Significant savings available through competition**
- Easy to use and time-saving
- EU Compliant – the agreement is let under a competitive OJEU tender process
- Advice and guidance provided by CPC and our insurance partner Risk2Value
- Flexibility to tailor the insurance to your needs

To view more information about this deal please visit http://www.thecpc.ac.uk/ac-staff-absence

How to request quotations

1: Apply for FREE membership at www.thecpc.ac.uk/join_academies
2: Download and complete the staff absence questionnaire
   http://www.thecpc.ac.uk/staff_absence_ifq
3: Log in to your account and get a quote using our Quote Tool and the completed questionnaire

About CPC

CPC is the only national consortium dedicated to supporting academies, schools, and colleges.

Our core function is to produce value for money deals compliant with EU regulations, covering an ever-growing range of goods and services including:

- I.T. Hardware
- Employee Screening and DBS Check
- Software Licences
- Outsourced Catering
- Furniture

- RPA+ Insurance for Academies and Free Schools
- Software Licences
- Outsourced Cleaning
- Audio Visual Equipment
- Legal Services

All of our deals have a dedicated Contract Manager who is on-hand to offer support, guidance and answer your technical queries. Visit our website to apply for your free membership at www.**thecpc.ac.uk**/register

Want to Know More?

Our dedicated Helpdesk is ready to answer any questions or issues you might have.

You can contact us at any time during office hours, either by phone 0800 066 2188 or email helpdesk@**thecpc**.ac.uk

@CPCUK

/crescent-purchasing-consortium

/CrescentPurchasing

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CPC are part of CPL Group

CPL GROUP

CPL Group is an education sector charity making a difference to the sector by offering grant funding and resources.

Visit our website cpl.group to find out more.