

PHC Consortium Service

Client's View

(1) I found the PHC Consortium through social media and from promotional team correspondence.

This led me to an online website that's a cycling presentation with some high level overview information, including several video presentations and other documents.

<https://phcportal.com/>

(2) I made an enquiry and was approached with an offer of help to define and develop the 'training needs' of my organisation.

They pointed me to this presentation online and asked me to have a look as a primer for a follow-up meeting to discuss their offer and move it forward.

https://phcportal.com/phc_client

(3) I watched the presentation and thought, 'ok they may have something here', I'll have a meeting with them that as they say, reproduces this presentation but this time it will be interactive as I ask questions.

(4) During the presentation, my main questions:

- *'I think I understand what PHC is, but apart from training how does the performance improvement work?'*
- *'How much is the service going to cost? and how can I control it?'*
- *'What's my exit, how do I close the service if I'm not convinced of its value for my organisation?'*
- *'How do I get my people trained? does the consortium provide the training directly, or do they serve as agent for already established third parties?'*

(5) After the meeting they provided a follow up with these questions answered, using the following tangibles to support their responses.

The MOU, that describes how the PHC 'money flow' works.

<https://phcportal.com/phc/extras/MOU.pdf>

The Proposal, that should form an annex to the 'contract' that I draw up for a commercial relationship with the consortium,

<https://phcportal.com/phc/extras/Proposal.pdf>

Forecast Invoices, that show clearly what the time billing will cost for the first three weeks of engagement.

They show clearly what hours will be paid, categorised to show the type of person (consultant) that will be providing the service.

<https://phcportal.com/phc/extras/InvoiceForecast1.pdf>

<https://phcportal.com/phc/extras/InvoiceForecast2.pdf>

<https://phcportal.com/phc/extras/InvoiceForecast3.pdf>

Service Description for PHC, that shows what is done during the first three weeks of service and beyond, to deliver the PHC service, including outputs that I can expect to receive.

https://phcportal.com/phc/extras/PHC_Activities.pdf

Service Description for Training Needs Analysis, that shows what will be done during the forecast hours expended by consultants who make the TNA.

https://phcportal.com/phc/extras/TNA_Activities.pdf

Included within the 'Training Needs Analysis' description is a list of 'further services' that can be provided later at my request, and that can be proposed in the Forecast Invoices.

These Further services are:

- *Candidate Psychometric Assessment*
- *Supply Chain Management*
- *Logistics Management*
- *Skills Development*
- *Meeting Facilitation*
- *Weekly Reporting*

Each of them will have their own 'Service Description' like the two above.

(6) I made a contract, using the proposal as a reference annex, and the service started. I got this immediate benefit.

<https://phcportal.com/phc/extras/PHC.pdf>

(7) The Local Representative of the PHC Consortium invoices me weekly for consultancy service, and I am invoiced by a selection of the third party companies that I contract with from the consortium register, with the consortium as 'broker'.

(8) I can control my expenditure on PHC easily by using the weekly time forecasts to accelerate, suspend, reduce or even stop the service altogether. But as performance is indeed improving! I'm finding I would no more consider stopping it than I would my HR, Admin or Accounts department.