

**HA Tutors Limited t/a Harrison Allen**  
**Local Authority/School Service Level Agreement (SLA)**

This Service Level Agreement is made

Between ..... (Local Authority/School) and

HA Tutors Limited t/a Harrison Allen (Provider)

The **school** and/or **borough** at which the learner is registered is known as the “**Local Authority/School**”, whilst the **provider** of the **alternative education** programme is known as the “**Provider**”.

This agreement will be reviewed during the last term of each academic year and can be amended or withdrawn as appropriate.

The aim of the Provider is to deliver educational programmes as defined in the referral by the Local Authority/School.

In providing education for students from Local Authority/School, the Provider will:

1. Provide the appropriate educational/vocational experience to support the learning and assessment of the learner and liaise with the Local Authority/School with regard to this and allow visits for any assessment where required.
2. Register and timetable learners so that they can access appropriate provision for their studies and they receive information regarding rules, regulations and expectations, whilst promoting equality of opportunity.
3. Provide suitable resources, equipment and special clothing where required.
4. Comply with Data Protection regulations.
5. Organise a full induction for every learner into our facilities, regulations, dress, code of conduct, health and safety requirements. Introduce the agreed programme of study and outline the expectations of the learners.
6. Undertake up-to-date risk assessments of our facilities, equipment, activities and processes to remove unnecessary risks to learners.
7. Ensure that suitable insurance arrangements are in place for activities at the Provider's premises which are appropriate to the age of the participants and to the activities to be undertaken and will safeguard learners, employer and employees.
8. Provide an agreed relevant programme of study and targets as detailed on the Referral Form from the Local Authority/School.

9. Provide suitably qualified and competent tutors to deliver the programme who are able to assess and work positively with the learners. For Child protection purposes, ensure that tutors working with learners all have up-to-date enhanced DBS checks.
10. Provide appropriate cover arrangements in the case of extended tutor absence. Notify the Local Authority/School if any unforeseen circumstances necessitate an ongoing change in the agreed arrangements.
11. Monitor the progress and achievement of the learner and provide the Local Authority/School with reports via secure access to the Provider's Management System.
12. Take note of learner feedback on the delivery of the learning programme and on the facilities provided, as outlined in the Quality Improvement Framework
13. Monitor the attendance and punctuality of the learner, keeping records, and will notify the Local Authority/School of any persistent attendance issues.
14. Contact the Local Authority/School immediately regarding any learner whose progress or behaviour is giving concern. Request removal by the Local Authority/School from the programme any learner who shows that they cannot or will not abide by the agreed rules and regulations, and whose behaviour is considered a danger to themselves/others.
15. Comply with the Local Authority/School policies to eliminate the abuse of nicotine, alcohol & drugs and develop positive attitudes towards gender, race, sexual orientation and religious belief.
16. Ensure that any substantial changes in the programmes are communicated to Local Authority/School concerned.
17. Maintain adequate and appropriate quality assurance systems and procedures, for instance progress reports for learners.
18. Report on learner attendance, behaviour and achievement/progress to the Local Authority/School as and when requested.
19. Provide guidance if appropriate to participating Local Authority/School in relation to additional coursework that can be completed at school or at home.

**Local Authority/School will:**

1) Remain the responsible body for the education and welfare of the young person. Ensure that learners are aware of transport arrangements to and from lessons and the Local Authority/School acknowledges that a responsible adult must be present for a lesson to take place and that the tutor is not responsible for the student outside the agreed lesson times. Liaise with the Provider over the learner induction programme.

2) Ensure that parents and carers of pupils undertaking programmes are aware of the whole arrangements for the scheme, and have signed their permission for the child to undertake the study. Provide details of the school where the learner is on roll and a school contact to discuss any parent or learner concerns.

3) Provide the Provider with a full list of names, addresses and contact details of learners and that of their parent/carers (including emergency contact numbers) which will be kept in accordance with data protection regulations.

4) Provide the Provider beforehand with individual 'on entry' learner reports including past year's attendance statistics & performance indicators for each learner on the programme. Provide the Provider also with detailed current attainment levels together with academic targets. Inform the Provider of any medical needs, SEN/LDD, behaviour, provide risk assessments (including a section as to the appropriateness of the place in which tuition will take place), and other issues which may impact on individual performance or behaviour or changes in circumstances as soon as is practicable (including any restrictive court orders or access orders in relation to the individual learner, as well as any information in relation to child protection concerns). This information may be provided on the HA Tutors Limited Referral form.

5) Provide the Provider with names and contact numbers (including emergency contact numbers) of staff within the referral organisations who can act as a link and:

- be contacted in any emergency
- receive and monitor reports from Provider on attendance, progress and achievement.
- communicate with parents of learners on the programmes, including passing on reports

6) Provide details of names and contact numbers of associated social workers, education welfare officers and any other agencies involved in relation to the learner. Details, stored according to Data Protection guidance, will be given to relevant staff on a purely 'need to know' basis. This includes information about any child protection actions or concerns.

7) Monitor feedback from the learner to ensure the learning programme is suitable. Accept the results of any initial assessments or tests carried out by the Provider and provide alternative provision if learners are not at a suitable level to achieve on the programme.

8) Agree and honour a contract for each learner's provision; ensure that the Provider is paid within 10 days of the invoice date for each learner involved.

9) Inform the Provider of any known absenteeism at least 24 hours in advance of the programme so as to avoid cancellation charges where possible. Support any disciplinary action taken by the Provider in accordance with agreed policy. Agree to immediately remove and arrange alternative provision for any learner who has contravened Provider rules or whose behaviour is a danger to themselves and/or others. Inform any relevant external agency of such a learner withdrawal.

10) Finance extra provision for SEN learners – including (if needed) equipment or support staff, provision of and finance for transport to and from the lessons.

11) Examination Entries. Learners will be following a range and wide variety of programmes, with different formal assessment models. In the case of GCSE or other public examinations, the appropriate exams and provision of an Exam Centre will be the responsibility of and organised by the Local Authority/School. If requested, the Provider will (with the assistance of tutors) identify the appropriate Board and examination level and notify the Local Authority/School of its decision. The Local Authority/School will be responsible for:

- All examination entries and provision of an appropriate Exam Centre
- Ensuring that entries are made for the externally assessed units
- Paying for the candidate's entries; this cost will be built into the costings for a programme
- Facilitating transport to exams if appropriate
- Providing timely information on results and destination of learner to the Provider

12) The Local Authority/School, if appropriate, will support training programmes for the Provider, assist with the production of policies and act as a consultant.

13) The Local Authority/School will ensure that, in accordance with Data Protection regulations, the parents/carers/pupils (as relevant) have given informed consent in relation to the required use (for the purposes of this Agreement) of any personal data or information given to the Provider in relation to this Agreement.

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Signed for HA Tutors Limited t/a Harrison Allen (Provider)

Date \_\_\_\_\_

\_\_\_\_\_

Signed by \_\_\_\_\_

Of \_\_\_\_\_ (Local Authority/School)

Date \_\_\_\_\_