



Service Level Agreement

This document is an agreement between Synolos and

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This document includes

School Checklist **(section A)**

School Responsibilities **(section B)**

Synolos Checklist **(section C)**

Synolos Responsibilities **(section D)**

Signed agreement (two Copied needed) **(section E)**

School Checklist (Section A)

1. We will keep parents/guardians informed of the student's attendance, progress and achievement.
2. We will communicate notice of absence received from the parent/guardian to the Learner Provider (Synolos), as soon as possible on the day of the course.
3. We will provide or finance any Special Educational Needs (SEN) support deemed necessary and provide any EHCP information
4. We will present the Learner Provider (Synolos) with appropriate information on the student's medical needs, SEN, behaviour etc where it is needed to safeguard the interests of the student, other Learner(s) and staff.
5. We will notify the Learner Provider (Synolos) where a student is entitled to access arrangements for examinations.
6. We will negotiate the finance and administration of examinations for our Learner(s).
7. We will liaise with the Learner Provider (Synolos) over the provision of an appropriate induction.
8. We will provide a contact to discuss any concerns the parent/guardian or student may have, and to act as a communication link between all parties.
9. We will monitor reports from the Learner Provider (Synolos) and feedback from the student to ensure the learning programme continues to be appropriate.
10. We will ensure visits from the School have a key point of contact before, during and after the visit and visits are always planned



11. We will ensure all paper work is done before the young person starts the course, including application forms, Parent/Guardian/learner consent forms.
12. We understand each young person should attend Synolos in a fit state to study and that any suspicion of substance miss use will result in the young person being asked to go home, a phone call home and to the school will be made before the young person leaves the site.
13. We will inform the Learner Provider (Synolos), in advance, of any planned times when a student will be absent due

School Responsibilities (Section B)

In meeting the common purpose the School will:

1. Maintain the School's statutory responsibility for Learner(s).
2. Nominate an appropriate member of staff to act as the key contact and co-ordinator.
3. Include Learner, parent/guardian and Learner Provider (Synolos) in a process of identifying, interviewing and selecting Learner(s) for courses appropriate to their needs and abilities, with particular regard to equal opportunities for all.
4. Negotiate with Learner Provider (Synolos) the reporting cycle informing parents and Learner(s).
5. Support the Learner Provider (Synolos) by: 1) Working with the Learner and parent/guardian to improve attendance any punctuality if this is unsatisfactory. 2) Ensuring the Learner Provider (Synolos) is informed of known absences in advance. 3) Working with Learner and parent/guardian to help the Learner meet the code of conduct where this is not happening (Learner Agreement).
6. Ensure that the necessary insurance and health and safety arrangements have been checked and are in place, including completion of all risk assessments.
7. Notify the Learner Provider (Synolos) of any significant change of circumstances involving the Learner(s) or details likely to affect programme delivery.
8. Ensure that Learner(s) attend any interviews and pre-programme tasters and, where possible, accompany them.
9. Collect the necessary data for audit requirements.
10. Be responsible for transport arrangements to and from the Learner Provider (Synolos) including notification to Learner and parent/guardian of their responsibilities in the process.



11. Negotiate with the Learner Provider (Synolos) the withdrawal of Learner(s) from the programme where this is appropriate.
12. Pay all invoice within 30 days of submission

Learner Provider (Synolos) Checklist (Section c)

1. We will monitor the attendance and punctuality of the learner and provide the School with a report of any absence when asked too.
2. We will provide lunchtime and break time accommodation and an identified person who will be available for support.
3. We will not allow any student to alter the normal daily arrangements, unless we have contacted the School, and received written parental confirmation.
4. We will provide appropriate cover arrangements in the case of staff absence and will notify schools and parents if this is not possible.
5. We will notify the School immediately if any unforeseen circumstances necessitate that causes us to have to cancel training, eg Snow days.
6. We will organise induction into our facilities, regulations, dress and code of conduct, health and safety requirements and the programme of study and inform the School of the details of this programme.
7. As agreed in the Service Agreement we will ensure availability of suitable resources and equipment in order to achieve learning outcomes.
8. We will provide suitable and competent staff to deliver and assess the programme. Staff will meet all expectations to deliver a training programme
9. We will give the student opportunity to comment on the delivery of the learning programme and on the facilities provided
10. We will monitor the progress and achievement of the learner and provide the School with reports at the agreed times
11. We will ensure that our behaviour management policy and practices have been shared with Learner Provider (Synolos) tutors, the School and the Learner during induction.
12. We will contact the School immediately regarding any student whose progress or behaviour warrants concern as detailed.
13. We will provide written confirmation that our insurers have been made fully aware of the risks associated with learner placement and that we have confirmed cover under our public liability insurance policy which has a limit of indemnity of not less than £5 million.



14. We will ensure Child Protection Regulations are adhered to.
15. We will promote equality of opportunity
16. We will comply with GDPR regulations as outlined in this manual.
17. We will inform the Learner Provider (Synolos), in advance, of any planned times when a student will be absent

Responsibilities

Learner Provider (Synolos) Responsibilities (Section D)

In meeting the common purpose the **Learner Provider (Synolos)** will:

1. Provide a structured programme of learning, with clear aims and objectives.
2. Provide a thorough induction programme, to include Health and Safety, at the start of the programme.
3. Select and interview, where appropriate, Learner(s) for courses appropriate to their needs and abilities, including particular regard to equal opportunities for all.
4. Employ staff with relevant teaching/vocational experience and provide appropriate staff cover in the case of staff absence where possible.
5. Provide all tools, equipment and materials required for all areas of the programme including personal safety equipment with training in its use.
6. Contact the School immediately regarding any Learner whose behaviour or progress is causing concern using the Cause for Concern Procedure.
7. Contact the School as soon as possible, each a.m. and p.m. on the day of placement, if the Learner does not arrive at the Learner Provider (Synolos)'s premises.
8. Provide an area where Learner(s) can have their lunch with an identified person available for support during lunch and break periods.
9. Ensure that they understand that during lunchtime they must remain on the premises unless a letter from their parent/guardian has been received.
10. Monitor progress and provide timely written reports to the School
11. Provide a clear procedure for the reporting of accidents.
12. Keep all data concerning Learner(s) in accordance with the GDRP.
13. Notify the School of any timetable changes or any variation.



- 14. Ensure all concerns are referred back to the School.
- 15. Ensure that the law and DCSF Guidance on Child Protection (Safe guarding) is complied with Safe guarding): Safer Recruitment and Vetting in the Education Service).
- 16. Ensure that staff receive appropriate training where necessary.

Signatories to the agreement (Section E)

Two copies of this Service Level Agreement are to be signed. One signed copy to be retained by each partner to the agreement.

Signed on behalf of Learner Provider (Synolos)

Signature: Name:
Position: Date:

Signed on behalf of School

Signature: Name:
Position: Date: