

14 – 19 SERVICE AGREEMENT

Briefing Notes

This document is designed to formalise the agreement between the Learning Base and Learning Provider(s). It specifies roles and responsibilities.

The following supplementary documents should also be consulted. These can be found in the sections indicated:

This document is not designed to be a free standing unit, but stands together with the Partnership and Financial Agreements. Detailed protocols covering all the areas of concern and linked to the Financial Agreement, Partnership Agreement and Service Agreement are designed to support these main documents and should be consulted whenever collaborative provision is being organised.

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1. Introduction

This agreement is between: _____ (the Learning Provider) and _____ (the Learning Base) for the purpose of delivering _____

Through this initiative the Learning Provider will contract with the Learning Base to deliver an agreed programme of education for the academic years

[20] & [20] to identified group(s) of students who will enter Year 10/11/12 in September [20]

The detail of the agreed educational programme is set out in paragraph 2 below.

2. Education Programme

The student(s) will undertake the following programme over the academic years

[20] & [20]

[Empty table with 3 rows]

The Learning Provider will be responsible for delivering and assessing the units listed below:

[Empty table with 3 rows]

In conjunction with this, the Learning Base will be responsible for delivering and assessing the units listed below:

[Empty table with 2 rows]



3. Responsibilities

a In meeting the common purpose **the Learning Provider** will:

1. Provide a structured programme of learning, with clear aims, objectives and methods, leading to a nationally recognised qualification and explicit outcomes agreed with the Learning Base (normally a nationally recognised qualification from list 96).
2. Work effectively with the LEA/Learning Base, providing ongoing support to achieve the aims and objectives of the programme.
3. Provide young learners/the LEA/Learning Base and their parents/carers with all relevant programme details, i.e., term dates, session times, contact name, timetables, exam dates, coursework deadlines.
4. Provide all tools, equipment and materials required for all areas of the programme including personal safety equipment with training in its use.
5. Provide a thorough induction programme, to include health and safety, at the start of the programme.
6. Carry out risk assessments on all aspects of provider programmes prior to the commencement of the programme.
7. Provide a clear process for the reporting of accidents.
8. Receive referrals from the Learning Base and where appropriate interview all prospective young learners – offer year 9 taster sessions if appropriate.
9. Keep all data concerning young learners in accordance with the Data Protection Act.
10. Employ staff with relevant teaching/vocational experience and provide appropriate staff cover in the case of staff absence.
11. Collect and supply the necessary data for audit requirements
12. Contact the Learning Base immediately regarding any young learner whose behaviour or progress is causing concern using the Complaints Procedure.
13. Contact the Learning Base as soon as possible, each a.m. and p.m. on the day of placement, if the young learner does not arrive at the Learning Provider's premises.
14. Provide an area where young learners can have their lunch with an identified person available for support during lunch and break periods.
Ensure that they understand that during lunchtime they must remain on the premises unless a letter from their parent/carer has been received.

(Some practice recommends that this letter must be endorsed with the student base stamp to ensure the signature is genuine.)

15. Where students may have the same unsupervised rights as older fellow students, (e.g. Health drop-in centres for advice on sensitive health matters) parents/carers will be informed and their consent obtained.
16. Monitor progress and provide termly written reports to the Learning Base to be forwarded to the parent/carer. Discuss the reports with the young learner at the end of each Learning Base term.
17. Record individual attendance and provide termly reports to the Learning Base.
18. Notify the Learning Base of any timetable changes or any variation.
19. Ensure that all young learners have regular tutorials including personal support and guidance.
20. Comply with the drugs, bullying and disciplinary policies agreed with the Learning Base.
21. Ensure all concerns are referred back to the Learning Base.
22. Comply with LEA Transport and Travel guidelines and ensure that all necessary documentation is completed.
23. Ensure that the law on Child Protection is complied with.
24. Ensure moderation and quality assurance systems are robust and meet any external requirements.
25. Provide learning support for young learners who require it, as agreed with the Learning Base.
26. Ensure that staff receive appropriate training where necessary.
27. Provide work placements for young learners where appropriate and agreed, ensuring that they meet all legal standards and health and safety requirements.
28. Provide a free school meal where required in association with the Learning Base and inform Learning Base where meals have not been taken.
29. Ensure that appropriate insurance covers all young learners as outlined in the 14-19 Insurance Guidance.
30. Complete the relevant financial documentation in line with the Finance Guidelines, on the dates specified.

31. Attend regular progress meetings with the Learning Base to monitor all provider programmes.

b. In meeting the common purpose the Learning Base will:

1. Nominate an appropriate member of staff to act as the key contact and co-ordinator.
2. Work effectively with the Learning Provider and the Local Education Authority providing ongoing support to achieve the aims and objectives of the programme.
3. Include student, parent/carer and Learning Base in a process of identifying, interviewing and selecting young learners for courses appropriate to their needs and abilities, including particular regard to equal opportunities for all.
4. Where a full programme would be two years, make a commitment to delivery of both years of the programme.
5. Provide in writing, prior to the commencement of the programme place, relevant detailed reports on the participant's circumstances, behaviour and educational status. (In line with Data Protection/Child Protection regulations)

Include : Special Education Needs Statement, Known Medical Conditions, Gifts and Talents

6. Support the Learning Provider by:
 - a Working with the student and parent to improve attendance and punctuality if this is unsatisfactory
 - b Ensuring the Learning Provider is informed of known absences in advance
 - c Working with student and parent to help the student meet the code of conduct where this is not happening.
7. Ensure that the necessary insurance and health and safety arrangements have been checked and are in place, including completion of all risk assessments.
8. Ensure that parents/carers are aware of the lunchtime supervision arrangements at the Learning Provider's premises and obtain their written agreement.
9. Notify the Learning Provider of any significant change of circumstances involving the young learners or details likely to effect programme delivery.
10. Ensure that young learners attend any interviews and pre-programme tasters and where possible accompany them.
11. Collect the necessary data for audit requirements.

12. Be responsible for transport arrangements to and from the Learning Provider including notification to student and parent of their responsibilities in the process.
13. Negotiate with the Learning Provider the withdrawal of students from the programme where this is appropriate.
14. Attend all open evenings and programme monitoring and evaluation meetings held by the provider.
15. Ensure that all documentation regarding trips and visits is completed in accordance with LEA regulations
16. Complete the relevant financial documentation in line with the Finance Guidelines, on the dates specified.
17. Maintain the Learning Base's statutory responsibility for young learners, including responsibility for special educational needs, except as delegated to the Learning Provider by agreement.

4. Student behaviour and discipline

Students are expected to:

1. Attend all timetabled classes for their course.
2. Ensure that their parent or carer telephones the Learning Base if they are unable to attend a class for any reason. The Learning Base will then contact the Learning Provider.
3. Follow all health and safety rules and practices as explained by the Learning Provider.
4. Treat all adults, fellow students and property at the Learning Provider with respect.
5. Arrive on time and with the correct equipment and clothing.
6. Complete all work to the best of their ability.
7. Discuss any problems with their Learning Provider, mentor or their tutor at Learning Base.

The Learning Provider reserves the right to exclude from the programme any student who fails to achieve an accepted standard of behaviour subject to discussion and agreement with the Learning Base. Students remain subject to the Learning Base's disciplinary procedures.

5. Child Protection

Child Protection takes precedence over all other issues. All parties have a duty of care towards the student. Both the Learning Base and Learning Provider undertake to maintain child protection regulations including CRB checks for employees working closely with young people.

6. Finance and payments

Financial arrangements should be carried out in line with the **Wolverhampton 14 – 19 Finance Guidelines** [See Section 1]

7. Key contacts

Learning Base Contacts

Key Contact Name	Position	Responsibility	Contact Details

Reserve Name	Position	Responsibility	Contact Details

Emergency out of hours contact	Position	Responsibility	Contact Details

The Learning Provider will be notified in writing of any change to the designated contact, by a senior manager of the Learning Base.

Learning Provider Contacts

Key Contact Name	Position	Responsibility	Contact Details

Reserve Name	Position	Responsibility	Contact Details

Emergency out of hours contact	Position	Responsibility	Contact Details

8. Signatories to the agreement

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

Signed on behalf of Learning Provider

Signature: _____

Name: _____

Position: _____

Date: _____

Signed on behalf of Learning Base

Signature: _____

Name: _____

Position: _____

Date: _____