



# Make it Education ltd

## Providing Creative Alternatives

### Service Level Agreement

Between: **MAKE IT EDUCATION LTD** and .....  
(referring school or agency, hereafter referred to as the client)

The purpose of this Service Level Agreement (SLA) is to ensure that all aspects of service provision and commitments are clearly understood and in place, for us to deliver a consistent service to our clients and high-quality learning opportunities for young people referred to MAKE IT EDUCATION LTD

In this SLA you will find the terms and conditions of how MAKE IT EDUCATION LTD works in partnership with Schools, PRU's, LEA's, Academy Trusts and departments within Children's Services, hereafter referred to as 'the client'.

#### **MAKE IT EDUCATION LTD Aims to:**

Engage young people in their learning, through creative, practical and vocational projects.

Address the individual social, emotional and learning needs of the young person, developing self-esteem and confidence.

Challenge and help modify inappropriate behaviour, supporting young people to make appropriate choices.

Support students to develop skills to facilitate reintegration back into school or on to further education or employment.

## **Quality Assurance**

MAKE IT EDUCATION LTD:

Agree to fully co-operate with the Quality Assurance process in line with Somerset Council's Alternative Provision Checklist requirements.

Ensures that all adults that come into contact with students have been subject to a successful Enhanced DBS check and have been thoroughly and appropriately vetted in accordance with DfE statutory guidance (Keeping Children Safe).

Conforms to Somerset Council's Safer Recruitment requirements and has a member of staff that is Safer Recruitment trained.

Conducts regular checks and takes appropriate action to ensure that the MAKE IT! EDUCATION LTD centre is a safe learning environment. This includes ensuring that all relevant health and safety legislation is complied with.

Will provide a health and safety induction for all students within the first week of each programme, which includes fire evacuation procedures.

Will provide equipment and materials for all areas of the curriculum, including personal protective equipment (PPE) where necessary and relevant health and safety training.

Will always have a qualified First Aider available.

Implements a written policy to ensure health and safety on activities taking place outside the Centre, which complies with DfE guidance 'Health and Safety of Pupils on Educational Visits'. Permission will be sought from the client prior to commencement of any day trip.

Has a Designated Safeguarding Lead (DSL) who is current in their Working Together to Safeguard children training. All other staff will undertake basic Safeguarding training.

MAKE IT EDUCATION will, at all times, comply with the provisions of the GDPR and principles set out regarding storing and processing personal data.

## **Insurance and Liability**

Both MAKE IT EDUCATION LTD and the client:

Will have in place adequate and suitable insurance to cover all statutory obligations, including Employers and Public Liability insurance (min cover £5m). MAKE IT EDUCATION LTD and client will conform to the basic principle of disclosing to the insurer material facts that may affect the terms of the policy.

If MAKE IT EDUCATION LTD transports children, there will be adequate insurance in place. Vehicles will be well serviced and hold a valid MOT.

## **Financial Arrangements**

MAKE IT EDUCATION LTD:

Will agree with the client the fee to be paid at the point of referral.

The cost for each placement includes tailored tuition and support, all education materials and PPE as required and refreshments throughout the day (including breakfast and lunch).

Will invoice the client for the full amount due within the first two weeks of each term.

We follow term times issued by Somerset Council. Invoicing will be made accordingly.

The client:

Will settle invoices for the agreed payment within 30 days.

Will commit to the agreed payment for the placement. Student sickness, holidays inside term time, failure to arrive for a session and withdrawn children will be charged for.

If a client wishes to withdraw a student from a programme, the client has the opportunity to refill the place in agreement with MAKE IT EDUCATION LTD.

Will provide notice of Inset days at the beginning of each term, otherwise we will expect to deliver the session and charge for it.

## **Referral process for MAKE IT EDUCATION LTD**

The Client:

Will identify and supply contact details for an appropriate person within school who will act as the primary contact. They will be expected to be involved in ongoing liaison with MAKE IT EDUCATION LTD and support for the learner. Where possible the named person should visit our centre along with the learner prior to commencement of the placement.

Will return the completed Referral Form, Parental Consent Letter and Medical Information Form for each student, prior to the commencement of the placement.

Will provide information on the learner such as details of any specific learning difficulties, Individual Learning Plans, Individual Behaviour Plans, Health Care Plans/EHCP, Care Plans/PEP, details of any convictions or pending court appearances, as appropriate.

Will provide details of specific personal or social difficulties, including extreme or aggressive behaviour, truancy, absconding, involvement with drugs, use of weapons, etc. Where appropriate, the school will assist MAKE IT EDUCATION LTD in the preparation of a risk assessment for that learner.

Will inform Make it Education Ltd of events in school or home life of the students that may affect their ability to engage successfully with the programme of activities.

Will inform MAKE IT EDUCATION LTD of any safeguarding issues that are relevant to the learner.

Will agree aims and objectives for the placement.

Will make Bookings for a term in advance, except by prior arrangement. Clients will be contacted, in writing, at half-term to confirm booking for the following term.

## **Reports**

MAKE IT EDUCATION LTD:

Will monitor, evaluate and record student progress, feeding back to the student, and/or the client if specific issues arise.

Unless different reporting requirements are agreed with the client, will supply half termly reports to report on activity, assess progress, discuss next steps and ensure that the students is being adequately supported. Reports will be based on evaluation criteria agreed with the client at the start of the agreement period.

## **Attendance**

### **MAKE IT EDUCATION LTD:**

Will inform the client via the named contact, or through the client's existing systems for reporting absence in the case of a student being absent.

Is committed to remain operational whenever it is safe to do so. For unforeseen events such as 'Snow Days', the MAKE IT EDUCATION LTD Centre will take advice from the appropriate authority. Clients will be informed if closures are to take place. We are not able to offer a refund for days when the MAKE IT EDUCATION LTD Centre has had to remain closed due to unforeseen events, beyond our control.

In the case of a learner leaving the premises without permission, MAKE IT EDUCATION LTD's 'Absconding Students Procedure' will be followed, which includes informing parents/carers, the client and if necessary, the police.

Occasionally it may be necessary to remove a student from the MAKE IT Centre at short notice due to illness or inappropriate/ dangerous behaviour. It remains the responsibility of the client, who retain the primary duty of care, to support that student during the academic day or support MAKE IT in arranging for the student to go home.

The client:

Will advise MAKE IT EDUCATION LTD of any prior known student absence whenever possible, including attendance at exams, meetings etc.

## **Termination of Agreement**

Any breach of this SLA will, in the first instance, attempt to be resolved by MAKE IT EDUCATION LTD and the client. Should this breach not be resolved satisfactorily, then either partner may withdraw from the provision, by written notice. Consideration must be made by both parties, to the progress and welfare of any student(s), to ensure a positive ending to the placement.

Where a serious incident occurs, or when a student is deemed unsafe, a risk to himself or others or does not comply with health and safety, it may be necessary to terminate the students place with immediate effect. This decision will take place in conjunction with the referring client.

A minimum of six working-weeks notice, in writing, must be given by either party, where a booking is to be terminated.

## Declaration

### **MAKE IT EDUCATION LTD:**

On behalf of, **MAKE IT EDUCATION LTD**, I have read and understood this Service Level Agreement. I will ensure that the content is disseminated to relevant staff within my organisation and they have access to a copy. In signing this document, my organisation agrees to abide by its terms and conditions.

Name: Jonathan Backhouse

Role: Managing Director

Signed: .....

Date: .....

### **School/Referrer:**

On behalf of ....., I have read and understood this Service Level Agreement. I will ensure that the content is disseminated to relevant staff within my organisation and they have access to a copy. In signing this document, my organisation agrees to abide by its terms and conditions.

Name:

Role:

Signed:

Date: