



**ON THE STREETS
EDUCATION**

Service Level Agreement

Provider Responsibilities

On The Streets Education will ensure that it:

- Delivers an agreed, structured programme of learning with clear aims, objectives, and delivery methods, leading to a nationally recognised qualification where applicable.
- Provides the School with a detailed learning offer, including full costings where possible.
 - Supplies all tools, equipment, and materials required for programme delivery.
- Delivers a comprehensive induction programme at the start of the placement, including health and safety procedures.
- Completes suitable risk assessments for all aspects of the programme prior to commencement.
- Maintains a clear and effective process for reporting and recording accidents and incidents.
 - Manages and stores all learner data in full compliance with GDPR requirements.
- Employs staff with relevant vocational and teaching experience and ensures ongoing Continued Professional Development (CPD).
- Collects and provides all required data for monitoring, audit, and quality assurance purposes.
- Immediately informs the named School contact of any concerns regarding a learner's behaviour, attendance, or progress.

School permission must be obtained before sending any learner off-site. Failure to do so will be considered a breach of safeguarding protocols.

- Monitors learner progress and provides weekly and half-termly reports to the School, which are discussed with learners at the end of each half term.
 - Records individual attendance and notifies the School daily of any absences.
 - Maintains accurate on-site attendance records, available for inspection at any time.
 - Notifies the School promptly of any timetable changes or programme variations.
 - Complies with behaviour management, anti-bullying, and substance misuse policies.
- Complies with Local Authority trips and visits guidance and ensures all required documentation is completed.
- Ensures safeguarding and child protection policies are fully implemented and adhered to at all times.
- Ensures a Designated Safeguarding Lead (DSL) and a suitably qualified First Aider are available whenever learners under the age of 16 are on site.
 - Maintains robust quality assurance systems that meet 11–19 education and training requirements.
 - Provides appropriate learning support for learners who require additional assistance.
- Ensures all programmes offer clear post-16 progression routes into education, training, or employment with training.
- Issues invoices to the School on a termly or half-termly basis (as agreed), in line with the financial agreement.

School Responsibilities

The School will ensure that it:

Nominates a suitable member of staff to act as the key contact and placement co-ordinator.

Carries out a risk assessment for learners identified for alternative provision placements.

Interviews prospective learners with their parent/carer and obtains written parental consent prior to placement.

Provides written reports before placement begins detailing the learner's circumstances, behaviour, and educational background, using appropriate referral documentation.

Supplies emergency contact details and information on any known medical conditions.

For learners with an EHCP or identified special educational needs, provides written reports and ongoing verbal updates as required.

Notifies On The Streets Education of any significant changes in a learner's circumstances that may affect programme delivery.

Provide Information to support SEND Pathways.

Assists with the implementation of agreed behaviour management policies.

Arranges, coordinates, and funds transport to and from the Provider where required.

Attends meetings or events arranged by On The Streets Education when appropriate.

Ensures that all health and safety arrangements are in place, including relevant insurance cover.

Settles all invoices within the timescales outlined in the financial agreement.

Terms of Payment

- **Payment must be made termly in advance, at the start of each 12 week period.**

(Termly)

- Late payments exceeding 30 Days days from the invoice date will incur a 10% late payment charge.
 - Cheques are not accepted (please contact On The Streets Education if this is the only available payment method).
 - Placements may be transferred to another learner if a placement breaks down with a 14 day transition programme.
 - A full reimbursement will be issued for terminated placements following the completion of the four-week notice period.
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Termination

This Agreement shall commence on the Effective Date and shall continue unless terminated in accordance with the provisions below.

Either party may terminate this Agreement by providing four (4) weeks' written notice to the other party.

Either party may terminate this Agreement immediately if the other party commits a material breach of its terms.

Upon termination, the Agreement shall remain in force for as long as necessary for On The Streets Education to fulfil any existing contractual obligations to third parties.

All outstanding fees owed to On The Streets Education shall become payable immediately upon termination.