

Service level agreement



The purpose of this document is to explain how we aim to deliver our consultancy services, and highlight the standards of service we aspire to.

It describes the responsibilities from both Beacon School Support and our partnership schools to ensure quality, on-going support.

Consultancy in school

- In general, we will deliver hours purchased by schools in 2½ hour blocks. This provides a meaningful amount of time on a school site to provide observations, feedback and advice.
- We appreciate that, in some circumstances, this may not always be possible, and will work with schools to accommodate their needs.
- The time taken to write any formal reports required by the school will be included in their allocation of consultancy hours. Reports may not be written on the school site.
- If we are going to be late, or need to cancel an appointment, we will ring ahead to let the school know at the earliest opportunity.
- We will keep the school informed on (at least) a termly basis of how many consultancy hours they have remaining.
- We will plan and allocate our timetables carefully to include adequate contingency time to allow for illnesses and absence.
- If we are unable to provide the number of hours purchased by the school due to a problem on our side (such as a long-term illness), we will either refund the incomplete hours at the end of the year or roll the incomplete hours over into the next contract period (or come to another solution negotiated with the school).
- If we are unable to provide the number of hours purchased due to problems on the school's side (illness, failure to return communications etc.) the above provision will not apply.
- The school has a responsibility to inform us if they need to cancel an appointment as early as possible. If we arrive at a school site to find that the appointment is no longer needed, the original appointment time will still count against the school's allocated hours.
- To receive the best possible outcome, the services provided during consultancy hours should be negotiated between school and their consultant.
- The key to maintaining a high quality service is good communication between Beacon School Support and the school.

Telephone and email support

- We aim to return all calls and emails within the same working day. For communications received later in the afternoon, we aim to return contact the next working day.
- Telephone and email support is available during term time only.
- We aim to offer telephone and email support five days a week.

Quality of service

- We aim to deliver the highest quality of service possible.
- To monitor quality of service, where it is appropriate, we will provide before/after measures for interventions. This is both to help improve our service internally, and to help the school analyse value for money and progress.
- If the school is unhappy for any reason, please talk to us immediately so we can look at what went wrong and how we can put it right.

Training

- Many of our packages of support will include training.
- We will do our best to accommodate training dates that are convenient for the school; however, dates will need to be negotiated, especially around common INSET days (such as the first and last days of a term).
- It is best to arrange training dates as early into a school's package of support as possible.
- Before any training, we will contact the school to explain the resources required (such as access to projectors, room layout etc.), so the school gets the best possible outcome from our input.

Behaviour audits

- To get the best quality results from a behaviour audit, Beacon School Support and schools need to work together closely.
- We will provide an explanation of how to access your online audit and some sample materials to help the process run smoothly.
- It is the school's responsibility to encourage pupils, parents, teachers and governors to participate in the survey. The quality of the survey improves with larger sample sizes.
- If the school has any technical problems related to the survey, please get in touch as soon as possible. (We will not be able to rectify problems related to the school's network or ICT infrastructure).
- To ensure the privacy of your data, we will communicate any survey submissions using encryption (HTTPS)
- Depending on the audit level, we may also provide a site visit to the school. We will communicate with school beforehand about what this involve. This will always require release time from the SENCO / BECO or equivalent.
- We will provide your survey results as an Excel spreadsheet file.