



SERVICE LEVEL AGREEMENT

April 2010 - March 2011

School:

**Service:
(Ethnic Minority Traveller and Refugee
Achievement Service)**

CONTENTS

- 1. Parties to the Agreement**
- 2. Scope of Service**
- 3. Definition of Services**
- 4. Service Specification**
- 5. Service Levels**
- 6. Commencement and Duration**
- 7. Performance Management and Reporting**
- 8. Periodic Review**
- 9. Dispute Management**
- 10. Guarantees**
- 11. General**
- 12. Customer Duties and Responsibilities**
- 13. Security**
- 14. Charges and Payment**
- 15. Acceptance Form**

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

1. SERVICE AGREEMENT		
Name (School)	Title	Date
Signature (Head teacher)		
Name	Title	Date
Linda Wafer	Senior Adviser Additional Needs	
Signature		
<i>Linda Wafer</i>		

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

2. SCOPE OF SERVICE

Assisting schools to develop good practice to improve the attainment of EAL/ EM pupils by supporting the narrowing the gaps agenda for advanced EM pupils and accessing the curriculum for newly arrived EAL pupils.

We aim to do this through:

- **Targeted teaching support**
- **Bilingual assistant support**
- **Advice on EAL / Ethnic Minority issues**
- **Advice on EAL resources**
- **Raising awareness of inclusion and diversity**
- **Supporting the school's audit of need**
- **Monitoring performance of EAL/EM groups**
- **Promoting AFL**
- **Initial assessment of new arrivals**
- **Multi agency collaboration**

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

3. DEFINITION OF SERVICES

The aims of the service, working with schools, are to:

- **support schools to narrow attainment gaps of underachieving, disadvantaged and vulnerable EAL / EM children through focused action.**
- **enable pupils with English as an additional language to achieve their full potential**
- **accelerate the acquisition of English language and literacy skills**
- **provide access to the National Curriculum / appropriate curriculum in secondary**
- **raise the status and self esteem of pupils with English as an additional language**
- **encourage the use and development of pupils' home languages**
- **encourage parents of pupils with English as an additional language to become involved in their children's learning, raise aspirations and promote the importance of good attendance**
- **promote an anti - racist ethos in schools**

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

4. SERVICE SPECIFICATION

Using the DfES guidelines on the EMAG grant we intend to achieve the following objectives in collaboration with mainstream staff:

- 1. To promote a whole school environment that values the pupils' home languages and cultures.**
- 2. To advise and support school staff on practice and pedagogy to narrow attainment gaps in line with the LA ethnicity performance targets for BME groups**
- 3. To advise school staff on practice and pedagogy connected with the acquisition of English as an additional language / access to an appropriate curriculum**
- 4. To assess the English language needs of pupils with English as an additional language (EAL).**
- 5. To monitor and record, in collaboration with mainstream staff, EAL pupils' progress in the English language and the National Curriculum using National/Curriculum levels /QCA extended scales for the assessment of pupils with EAL.**
- 6. To accelerate development of English language acquisition and progress within the National Curriculum.**
- 7. To support targeted pupils with English as an additional language through individual and small group work mainly within the mainstream classroom.**
- 8. To promote an awareness of the needs of pupils with English as an additional language including Refugees, Asylum Seekers and Travellers.**
- 9. To withdraw pupils when appropriate for teaching specific language skills or identified curriculum targets.**
- 10. To collaborate with mainstream staff to ensure that all pupils with English as an additional language have access to the curriculum which, at the same time, enhances their language development.**

- 11. To collaborate with mainstream teachers in the planning, preparation and evaluation of appropriate resources /methodology.**
- 12. To raise awareness of mainstream staff on the range of strategies appropriate for the development of the linguistic, cognitive and academic development of EM/EAL pupils**
- 13. To implement individual teaching interventions where appropriate.**
- 14. To raise awareness among school staff of the cultural and educational needs of pupils with English as an additional language.**
- 15. To encourage the parents of pupils with English as an additional language to become involved in classroom and whole school activities.**
- 16. To encourage the use of translating and interpreting services where appropriate.**
- 17. To offer support for Information, Advice and Guidance (IAG) (in secondary schools).**
- 18. To liaise with parents on issues connected with their child's education, achievement, well being etc. This could be in first language, where necessary and possible, using bilingual assistants.**
- 19. To provide support / advice on settling recently arrived pupils.**
- 20. To provide customised CPD according to the school's individual needs.**
- 21. To provide advice and support for parents on transition through the key stages.**
- 22. To promote the importance of school attendance and raise aspirations of parents / families**

Pupils from Refugee/ Asylum Seekers background and travellers are all included in the above process.

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

5. SERVICE LEVELS

Teacher charges a.m. / p.m.

(2 hours) per day £78

(3 hours) per day £116

1 day £194

39 weeks (2hrs) £3024

39 weeks (3hrs) £4524

39 weeks (1 day) £7566

Bilingual assistant a.m. / p.m.

(2 hours) per day £39

(3 hours) per day £58

1 day £97

39 weeks (2hrs) £1521

39 weeks (3hrs) £2262

39 weeks (1 day) £3783

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

6. COMMENCEMENT AND DURATION

This service Level Agreement will cover the period from 1 April 2010 to 31 March 2011.

The agreement is valid from April 1st 2010 until March 31st 2011, unless mutually agreed otherwise. The agreement can be terminated by either party subject to a notice period of one school term. The agreement remains valid unless it is superseded by a revision mutually endorsed by the signatories below. Either party may request a review of the agreement after it has been in operation for at least one term. Minor changes to this agreement will generate an additional version of this document that both parties mutually endorse.

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

7. PERFORMANCE MANAGEMENT AND REPORTING

- **The EMTRAS traded staff who work in schools through this SLA will follow teachers' performance management procedures – annual appraisal with 6 month review. Schools will be invited to contribute to this.**
- **Emtras network meeting half- termly providing regular feedback on the service to schools.**

Targets for the service include:

- **Monitoring effectiveness and impact of targeted support to schools**
- **Number of teachers attending training / network meetings**
- **Schools needing advice will be responded to within two weeks**
- **EMTRAS advisory team to cover all LA schools in the city**

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

8. PERIODIC REVIEW

- **Specific visit(s) to school(s)**

Support for EAL is a question within the annual (in Newcastle) Audit Commission School Survey. EMTRAS will from time to time be the subject of further evaluation with headteacher involvement, e.g. additional detailed evaluation questionnaire or focus group.

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

9. DISPUTE MANAGEMENT

It is hoped that with ongoing discussions, disputes or disagreements can be minimised as a matter of consolidating professional ways of working together. However, in the event that disputes arise, EMTRAS is committed to ensuring that there are systems in place which support their resolution.

Issues which may arise could include

- Staffing issues
- Staff absences
- Parental issues
- Apparent conflict between school, EMTRAS and LA activities

Who should be contacted if your concerns remain, or in cases where there are sensitive issues which require a greater overview?

Schools should get in touch with the EAL Consultant (Primary) for nursery / first and primary schools and EAL Consultants (Secondary) for middle and secondary schools / colleges when any issue arises.

EMTRAS is organised as indicated:

Ann Arnold EAL Consultant (Primary)
Veronica Howey EAL Consultant (Secondary)
Una Ann Mee Refugee and Asylum Seeker Teacher

EMTRAS aims to offer initial response to concerns / issues within 72 hours, usually by telephone or email (if appropriate) to acknowledge the issue / concern, and dependent upon the nature of the issue. When any issue / concern arises

After this initial contact EMTRAS will immediately explore the concerns and offer possibilities for resolution. Depending upon the nature of the issue, resolution could include simply working on a solution, entering into further discussions with the school, or agreeing that the issue cannot at this stage be resolved. (If the latter is the case, then school and EMTRAS can begin discussion re remedies for breaches if appropriate).

Irrespective of the nature of the issue, EMTRAS will work as quickly as possible, in a solution-focused way, to resolve any disputes. It is hoped that complete closure on any general / lower level issue can be effected within 1 week, although more complex issues re staffing and absences may take longer to resolve.

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

10. GUARANTEES

Regular professional development of EAL staff on EAL / Refugee and Asylum Seekers issues and general education initiatives to keep them up to date, so that EMTRAS staff (teaching and non-teaching) provide a significant level of EAL expertise beyond that of mainstream staff.

Consequently, there may be occasions when EMTRAS staff are required to attend CPD sessions during school hours.

These are kept to a minimum. We are unable to provide supply cover.

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

11. GENERAL

**Ethnic Minority Traveller and Refugee Achievement Service
The Newcastle Springfield Centre
Off Blakelaw Road
Blakelaw
Newcastle upon Tyne
NE5 3HU
Tel: 0191 277 4555
Fax: 0191 277 4554**

Website: <http://emtras.newcastlelea.org>

**Primary Consultant: Ann Arnold
0191 277 4553
e-mail: ann.arnold@newcastle.gov.uk**

**Secondary Consultant: Veronica Howey
0191 277 4552
e-mail: veronica.howey@newcastle.gov.uk**

**Refugee and Asylum Seekers Teacher: Una Mee
0191 277 4551
e-mail: una.mee@newcastle.gov.uk**

EAL Teachers: Elaine Willis, June Cuthbertson

Traveller / EAL Teacher Sarah Edgar

Bilingual Assistants: Riffat Adil, Shazia Mumtaz, Madhumita Bhattacharya

**Admin Assistant: Bharti Shukla
0191 277 4555
e-mail: bharti.shukla@newcastle.gov.uk**

**((Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

12. CUSTOMER DUTIES AND RESPONSIBILITIES

- **EAL staff should have access to resources necessary to fulfil their duties and suitable accommodation**
- **EAL staff should not be used to cover for mainstream staff**

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

13. SECURITY

- **Every EAL staff member should have a safe working environment as laid down in health and safety working document.**
- **Emtras staff should comply with any issues of confidentiality highlighted by school.**
- **Emtras staff should respect and comply with all school policies and procedures.**
- **Emtras staff have a current enhanced CRB check.**

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

14. SCHEDULE OF CHARGES	
ANNUAL CHARGE	
Contract expiry date:	
Annual charge:	
TOTAL CHARGE	
Payment methods:	

14. CHARGES AND PAYMENT
<p>Signatures of Acceptance</p> <p>Dated</p> <p>Signed <i>Headteacher (for and on behalf of the school)</i></p> <p>School Name :</p> <p>Dated</p> <p>Signed <i>Authorised Officer (for and on behalf of the Service Provider)</i></p> <p>EMTRAS</p>

The Newcastle Springfield Centre, Off Blakelaw Road, Blakelaw, Newcastle upon Tyne, NE5 3HU

**(Ethnic Minority Traveller and Refugee Achievement Service)
Service Level Agreement**

15. Change of Service Level or Withdrawal Notification

*Ethnic Minority Traveller and Refugee Achievement Service
The Newcastle Springfield Centre
South Block
Off Blakelaw Road
Blakelaw
Newcastle upon Tyne
NE5 3HU*

This is to confirm either changes or withdrawal of service level agreement.

Service Type : EMTRAS

School Name:

Signed
Headteacher (for and on behalf of the school)

Dated

Notes to School

Send this back to the service provider only if you change the level of service from last year or to confirm you no longer require the services. You will automatically receive the same service as last year.