



SERVICE LEVEL AGREEMENT

April 2009 - March 2010

School:

Service: EMTRAS

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

1. SERVICE AGREEMENT		
Name (School)	Title	Date
Signature (Head teacher)		
Name (Head of Service)	Title	Date
Farhat Hasnain	Head of Newcastle EMTRAS	25 th January 2009
Signature		
<i>F. Hasnain</i>		

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2. SCOPE OF SERVICE

Assisting schools to raise standards of English for Additional Language Pupils by providing support to newly arrived / underachieving EAL/ EM pupils through

- **Teaching support**
- **Bilingual assistant support**
- **Advice on EAL issues / Ethnic Minority issues**
- **Advice on EAL resources**
- **Cultural awareness**
- **Audit**
- **Monitoring**
- **Assessment for learning in the EAL context**

Our commitment to delivering a continuous and quality service is important to us but in a very few isolated circumstances we may have to rearrange or cancel teaching. Because we deliver a specialist function we are limited to a small number of experienced staff and are unable to provide supply cover arrangements. I do hope you will understand this declaration and although there has been no previous evidence to support major disruption to schools I thought it was worth noting these capacity issues at the outset.

The service working hours are 8:30a.m. – 4:00 p.m.

The service also provides telephone advice and school visits where necessary

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3. DEFINITION OF SERVICES

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

- **enable pupils with English as an additional language to achieve their full potential**
- **enable pupils with English as an additional language to develop a command of English at least equal to that of their peers**
- **provide access to the National Curriculum**
- **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**
- **promote an anti - racist ethos in schools**

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4. SERVICE SPECIFICATION

Using the DfES guidelines on the EMAG grant and following the “Aiming High” document, we intend to achieve the following objectives in collaboration with mainstream staff:

- 1. To assess the English language needs of pupils with English as an additional language (EAL).**
- 2. To monitor and record, in collaboration with mainstream staff, EAL pupils' progress in the English language and the National Curriculum.**
- 3. To accelerate development of English language acquisition and progress within the National Curriculum.**
- 4. To support targeted pupils with English as an additional language through individual small group work mainly within the mainstream classroom.**
- 5. To promote an awareness of the needs of pupils with English as an additional language including Refugee and Asylum Seekers and Travellers.**
- 6. To withdraw pupils when appropriate for teaching specific language skills.**
- 7. 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.**
- 8. To collaborate with mainstream teachers in the planning, preparation and evaluation of appropriate activities.**
- 9. To implement individual teaching programmes where appropriate.**
- 10. To collaborate with mainstream teachers in the provision of suitable materials for pupils with English as an additional language.**
- 11. To raise awareness among school staff of the cultural and educational needs of pupils with English as an additional language.**

- 12. To promote a school environment that values the pupils' home languages and cultures.**
- 13. To encourage the parents of pupils with English as an additional language to become involved in classroom and whole school activities.**
- 14. To encourage the use of translating and interpreting services where appropriate.**
- 15. To advise school staff where appropriate on issues connected with the acquisition of English as an additional language.**
- 16. To offer support for careers advice and guidance (in secondary schools).**
- 17. To liaise with parents, where appropriate, on issues connected with their children's educational achievement.**
- 18. To provide support / advice on settling recently arrived pupils.**
- 19. To provide customised Inset training according to the school's individual needs.**
- 20. Pupils from Refugee Asylum Seekers background and travellers are all included in the above process.**

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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

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6. COMMENCEMENT AND DURATION

This service Level Agreement will cover the period from 1 April 2009 to 31 March 2010.

The agreement is valid from April 1st 2009 until March 31st 2010, 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.

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7. PERFORMANCE MANAGEMENT AND REPORTING

The EMTRAS will report annually on the performance of EAL pupils generally and the performance of different ethnic / linguistic sub-groups of pupils in the city.

The EMTRAS buy back staff who will work in schools through this SLA will follow teachers' performance management procedures. Schools are invited to contribute to this.

Development priorities for EMTRAS is to be able to further improve the progress of EAL pupils, especially their progress in English language acquisition.

Records are kept to enable EMTRAS to monitor and be certain that requests for help / advice are answered fully within two weeks, except in exceptional circumstances which will be explained to schools.

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8. PERIODIC REVIEW

- **Specific visit(s) to school(s) by head of service if necessary**

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.

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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

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 in case any issue arises.

The Head of Service should be contacted if your concerns remain, or in cases where there are sensitive issues which require a greater overview.

EMTRAS is organised as indicated:

Farhat Hasnain Head of Service
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.

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.

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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 normal teachers.

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11. GENERAL

Ethnic Minority Traveller and Refugee Achievement Service

Dr Farhat Hasnain

Head of Service

The Newcastle Springfield Centre

Off Blakelaw Road

Blakelaw

Newcastle upon Tyne

NE5 3HU

Tel: 0191 277 4555

Fax: 0191 277 4554

Email: farhat.hasnain@newcastle.gov.uk

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

Primary Consultant

Ann Arnold

0191 277 4553

Secondary Consultant

Veronica Howey

0191 277 4552

Refugee and Asylum Seekers Teacher **Una Mee**

0191 277 4551

Admin Assistant

Bharti Shukla

0191 277 4555

EAL Teachers and Bilingual Assistants

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12. CUSTOMER DUTIES AND RESPONSIBILITIES

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

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13. SECURITY

Every EAL staff member should have a safe working environment as laid down in health and safety working document.

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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

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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.