



Hampshire
County Council

Improvement and
Advisory Service

SERVICES FOR SCHOOLS

Hampshire Teaching and Leadership college (HTLC)

Service Level Agreement for
maintained schools

Revised April 2024

Addendum with effect from 1 April 2024

Please note that this Service Level Agreement (SLA) document has been slightly modified to reflect some minor changes effective from 1 April 2024.

These are the changes that have been made:

Summary of changes to original 2017 SLA:

- Page 2: HTLC training offer is no longer available via the HTLC Directory of Training. The offer is available on the HIAS Moodle and booked via the Learning Zone. This has been updated throughout the document.
- Page 3: Staff training records are now accessed via Learning Zone reports.
- Page 4: The following training programmes have been removed as they are no longer provided by HTLC: Financial management; training for support staff roles (except HLTA status); SENDCo qualification.
- Page 4: Reference to support staff management and professional consultancy has been removed as this is no longer available.
- Page 8: The normal business hours for the HTLC administration team have been updated. The cancellation policy has also been updated.
- Page 10: Billing and Payment method changed from a monthly charge via an annualised bill plan to one charge at the start of the year.
- Page 13: Reference to current Data Protection legislation 2018 included and link to updated HIAS data privacy statement.
- Page 14: Reference to current Data Protection legislation 2018 included.

Contents

Introduction	1
Service overview	2
The benefits of our services	2
Our service commitment	3
Our services	4
Leadership	4
Teaching and learning	4
Support staff roles	4
Special Educational Needs (SEND)	4
Preparing for a New Role	4
Taking Positive First Steps	5
Enhancing Impact	5
Leadership and management consultancy	5
Continuing professional development consultancy	5
Additional services/SLAs	6
HIAS subsidy	6
Delivering the service	8
Contact details	8
Cancellation policy	8
Subscriptions and charges	9
Service Level Agreement	9
Billing and Payment Method	10
Memorandum of Agreement	11
Responsibilities of Parties	12
Resolving Disagreements	13
Data Protection	14

Introduction

Our aim is to support sustainable improvement in the outcomes and quality of provision in every school. Focused professional learning is a proven strategy to get the very best from every member of staff so that they have impact on every child's achievement. It is our intention to provide you with a wide range of opportunities to work with us and realise that potential impact.

Our professional learning programmes are designed to challenge and support all leaders and teaching or support staff, and at every stage in their career development, to build their capabilities, confidence and resilience. Our highly skilled practitioners have the appropriate experience and skills to make a difference when staff are preparing for the challenges of a new role, taking those positive first steps or looking to enhance their experience by digging deeper.

Subscription gives an entitlement to a discount of up to 20% against the full price booking of most *Learning Zone* courses.

Service overview

Our professional learning offers are developed in response to what schools need through analysis and co-construction with you. This gives flexibility for schools to choose and to adapt from a wide range of opportunities:

Our offer comprises:

- Training and development opportunities linked to key aspects of leadership and management, teaching and learning, curriculum and assessment and strategies focused on raising achievement for all our pupils, including SEND. These events are located across the county to ensure wide accessibility.
- A range of tailored professional learning events across the county or in specific areas in response to known and urgent strategic priorities. These offers are frequently developed alongside and out of our improvement work in schools and in response to emerging issues or evidence based impact.

A wide range of professional learning opportunities that can be used in house with an individual school or group of schools. We are able to work with you to ensure that this programme meets your specific needs and is adapted to your audience and strategic objectives. For more information about bespoke HTLC services, please email htlcdev@hants.gov.uk. Further information about our training programmes and latest offers can be found on our HIAS Moodle.

[Online Training - Course: Courses \(mylearningapp.com\)](#)

Subscription gives an entitlement to a discount of up to 20% against the full price booking of most *Learning Zone* courses and conferences.

The benefits of our services

- The training we provide is intended to make a difference to the children and young people whose achievements matter to us. It draws upon current and best practice in schools and research based thinking.
- You will benefit from highly skilled and experienced practitioners, drawing upon successful prior achievements and a detailed and current in-depth understanding of local and national developments.
- We have a proven track record of leading a wide range of professional learning events. Reviews and evaluations of these events demonstrate our training is consistently well received.
- We have strong working relationships with local and national partners, including local headteacher, subject leader and support staff forums, universities and other local authorities.
- All our training is designed to make a difference and you can have a high degree of confidence when investing your time into our programmes. We can also create bespoke training in schools to meet your specific needs.

Our service commitment

We are committed to listening to our customers and delivering the priorities that you have told us are important. We pledge that we will:

- provide high quality relevant training, including bespoke work, to improve outcomes for children
- respond to all urgent requests within one working day and deal with non-urgent requests within one working week, or as agreed with the school
- ensure that schools' queries are referred to and dealt with speedily and effectively by the appropriate person
- Provide schools with access to staff course attendance reports and training records via the Learning Zone platform.

Our services

The full range of training courses can be found on our Upcoming HIAS Training Offers Moodle page and on the Learning Zone. Below is an overview of the programmes available:

Leadership

- School leadership and management (senior leadership, middle leadership).
- Curriculum leadership and management of all core and foundation subjects.

Teaching and learning

- Delivery of the Early Career Framework for Early Career Teachers (ECTs) through the ECT Align programme.
- Developing an expert understanding in curriculum subjects.
- Improving the impact of curriculum, teaching and learning and assessment.

Support staff roles

- Higher Level Teaching Assistants (HLTA) – coaching in preparation for assessment.

Special Educational Needs (SEND)

- Training for specific roles
- Training for supporting with specific needs.
- Support for staff working in special schools.

We tailor our training to meet the needs of staff at different stages in their professional development.

Preparing for a New Role

- Understanding the challenges and opportunities.
- Developing awareness of what knowledge, skills and capabilities are needed.
- Building self-confidence through focused learning, experiences and reflections.

Taking Positive First Steps

- Setting out to have impact.
- Overcoming tricky issues.
- Finding the right support.
- Planning to develop and improve others.

Enhancing Impact

- Deeper thinking and research.
- Influencing alongside others.
- Refreshing and re-evaluating habits and ideas.

In addition to the suite of courses and training programmes available on the Learning Zone, we offer additional services that may be purchased to support bespoke staff training and development.

An overview of typical services available is detailed below.

Leadership and management consultancy

Advice and support for senior leadership teams and individuals, in relation to developing leadership and management skills, knowledge, qualities and behaviours, effective performance review, succession planning and strategies for building leadership capacity, including recruitment and retention. Support to governing bodies in partnership with Hampshire Governor Services.

Continuing professional development consultancy

Advice and support for individuals, teams and whole staff groups in all aspects of professional development, including training needs analysis. Areas include all aspects of the curriculum, teaching, learning and assessment and meeting the needs of all pupils.

Additional services/SLAs

HIAS subsidy

Where schools also subscribe to Hampshire Inspection and Advisory Service (HIAS) they have the option to offset the cost of the teaching element of courses delivered by HIAS staff against their HIAS subscription. Further details of the HIAS SLA can be found on our website [HIAS fees and charges | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/hias-fees-and-charges)

HTLC courses are priced in three bands, which are displayed when you book a course on the Learning Zone. The bands are:

- **The subscriber's rate (Sub)** – a discounted rate for schools with an HTLC subscription. The discount is up to 20%.
- **The standard rate (Full)** – the full price for a course for non-subscribers.
- **The SLA element (SLA)** – schools that sign up to the HIAS SLA pay for a certain amount of HIAS Inspector time. Schools can choose to use some of their HIAS SLA money towards the cost of HTLC courses instead of inspector time in school. The SLA element, on the Learning Zone, tells you how much of your SLA money you can use as a reduction in the price of the course. The price invoiced for the course will be reduced by this amount, reducing the balance of your HIAS SLA by the same amount.

Example

- Standard rate (Full) £250: this is the full price of the course if a school does not have any subscriptions with HTLC or HIAS. School will be invoiced £250.
- HTLC subscriber's rate (Sub): the price of the course once the discount of up to 20% has been applied. Subscribing schools would pay full price £250 less e.g. 20% (£50). School will be invoiced £200.
- SLA element (SLA): schools that subscribe to HIAS may elect to use some of their purchased HIAS inspector time to offset the cost of courses instead of using the time in school. For example, where a course has a full price of £250, subscriber price of £200 and an SLA element of £120, there are different options open to the school:
 - Subscribe to HTLC and HIAS and elect to use HIAS time towards the course. Pay subscriber rate £200, less SLA element £120; school is invoiced £80 and the HIAS SLA element of £120 is collected automatically from the school's SLA.
 - Subscribe to HTLC and HIAS but choose not to use HIAS SLA to pay towards the cost of the course. Pay Sub rate of £200 and keep HIAS time for use in school.
 - Subscribe to HIAS but not HTLC, elect to use HIAS time towards the course. Pay full price £250, less SLA element £120; school is invoiced £130 and the HIAS SLA element of £120 is collected automatically from the school's SLA.

Please note:

Training is booked on Hampshire County Council's Learning Zone platform.

The course price displayed on the Learning Zone includes all adjustments relating to HTLC and/or HIAS subscriptions (if appropriate).

There is a drop-down menu option at the time of booking where schools can opt out of using their SLA towards the cost of the courses booked.

Delivering the service

To ensure that our programmes are of the highest standard, each training facilitator is:

- a qualified teacher with extensive teaching experience
- experienced in working with school staff to improve their skills and understanding
- regularly subject to performance review
- required to maintain up-to-date information and knowledge in their specialism
- subject to normal safeguarding checks.

The HIAS Professional Services support team communicates details of the services, courses and training programmes via School Communications, HIAS Moodle sites and social media platforms.

Quality assurance is achieved by responding to evaluation surveys.

We monitor our provision in terms of cost and venue to ensure value for money. Our normal business hours for the administration team are as follows:

Day	Hours
Monday – Friday	08.00am – 4.00pm

Contact details

For course administrative queries, e.g. joining instructions or to book/cancel a place on a course, please contact the HTLC Administration team on 01962 718600 or htlc.courses@hants.gov.uk.

Cancellation policy

Cancellations received 2 weeks or less before the start date of the event will incur the full charge, except in exceptional circumstances. The assignment of a substitute attendee can be made by email to the training administration team up to 24 hours prior to the commencement of the course.

Hampshire County Council reserves the right to cancel any course at short notice should it become necessary to do so. In that event, schools will be notified as soon as possible and offered the option to either move to another date, transfer to an alternative course at no extra charge or withdraw the booking with a full refund.

Subscriptions and charges

The definition of pupil numbers for charging purposes is detailed in the annual pricing summary.

Service Level Agreement

Schools may subscribe to our Service Level Agreement to take advantage of discounted rates on most of our training programmes.

We are pleased that, by reducing overhead costs without compromising quality, we have been able to maintain our subscription charge at the current rate. The annual subscription charges therefore remain:

School type	Cost
Nursery, Primary and Secondary schools	£185 plus £1.05 per pupil
Special schools and Education Centres	£185 plus £2.10 per pupil

Subscription to HTLC gives an entitlement to a discount of up to 20% against the full price booking of most Learning Zone courses.

Non-subscribers may purchase our training courses and programmes at the full advertised price.

HTLC courses are priced in three bands, which are displayed when you book a course on the Learning Zone. The bands are:

- **The subscriber's rate** – a discounted rate for schools with an HTLC subscription. The discount is up to 20%.
- **The standard rate** – the full price for a course for non-subscribers.
- **The SLA element** – schools that sign up to the Hampshire Inspection and Advisory Service (HIAS) SLA pay for a certain amount of HIAS Inspector time. Schools can choose to use some of their HIAS SLA money towards the cost of HTLC courses instead of inspector time in school. The SLA element, on the
 - Learning Zone, tells you how much of your SLA money you can use as a reduction in the price of the course. The price invoiced for the course will be reduced by
 - this amount, reducing the balance of HIAS time available in school by the same amount.

Examples of different options are shown on page 6.

Subscription charges will be reviewed annually and communicated through School Communications.

Hampshire County Council reserves the right to review prices annually in line with inflation and market conditions.

Billing and Payment Method

- HTLC subscription charges are payable yearly and will be collected as a one-off charge at the start of the financial year. Individual course fees will be charged by direct transfer within two weeks of a course running. In the case of a series of related events, course fees will be collected after the first date of the activity has occurred.
- Charges for the HIAS teaching element will be detailed in the school's financial statement, with transfers being regarded as accepted unless disputed within 28 days.
- Any queries regarding charges should be raised immediately with the initiator of the invoice.

Memorandum of Agreement

Parties

This agreement is made between the governing body of the school (the client) and HTLC, Hampshire County Council (the service provider).

Duration

This agreement will commence on 1 April 2017 and will continue in force until terminated by a party in accordance with the terms of this agreement. A party can terminate this agreement by giving at least six months' notice in writing to the other party.

Review

The service provider will carry out a review of the service regularly and such review may relate to:

- i. any charges payable under this agreement
- ii. service levels
- iii. performance standards
- iv. personnel and contractors engaged in the provision of the services covered by this agreement
- v. working arrangements
- vi. other relevant contractual issues.

The service provider will notify the client of any proposed changes or variation to the service at least six months before the change is to take effect.

Notice

Any notice required to be given under this agreement, must be in writing and sent to the address of the other party as set out in this Agreement, or as otherwise specified by the relevant party.

Any notice to the service provider must be sent to:

Laura Colville, Business Manager
laura.colville@hants.gov.uk

Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

Responsibilities of Parties

The service provider will:

- Provide courses that are relevant to the professional learning of teachers and support staff in schools and which will support school improvement.
- Record details of staff attendance on courses for CPD purposes, including details of course learning outcomes.
- Inform you that courses are either confirmed as running or cancelled as soon as possible, and with at least 2 weeks' notice. In most cases four weeks' notice will be given.
- Ask delegates to complete only essential and relevant pre-course or inter-sessional reading or preparatory work that contributes to course learning outcomes.

The customer will:

- Book places for individual named delegates and inform the service provider if the delegate who will be attending changes.
- Let the service provider know as soon as possible if you need to cancel a place.
- Provide an accurate current email address for the delegate in order that HTLC can send joining instructions and feedback requests.
- Complete all pre-course or inter-sessional reading or preparatory work. This is required to fully complete the learning outcomes for the course.

Resolving Disagreements

Any concerns or complaints about the level or quality of service should firstly be made to the member of staff providing the service.

Customers who consider they have not received an adequate response from the member of staff should write to the member of staff's line manager.

If there are still matters to be addressed, a formal written complaint should be made to:

Laura Colville, Business Manager

laura.colville@hants.gov.uk

If mutual confidence in the continuation of this service level agreement cannot be restored, it may be terminated by either party by giving six months' notice in writing.

Data Protection

HTLC will provide the services in this agreement in line with Hampshire County Council policies and will work in a way which is compliant with the General Data Protection Regulation and Data Protection Act 2018. The data privacy statement for Hampshire Improvement and Advisory Service (HIAS) is available here <https://www.hants.gov.uk/aboutthecouncil/privacy/children-education-inclusion/hias>.