

Education Improvement Service



Service Level Agreement 2019/20

Introduction

Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the new and exciting partnership between the Shropshire Council Education Improvement Service (EIS) and University Centre Shrewsbury (UCS). UCS builds on the successes of a Faculty of Education with an outstanding reputation and a long-standing commitment to supporting teachers and other professionals associated with children and young people's education and well-being.

Our partnership will provide you with continued access to a centralised and co-ordinated CPD programme which provides a wealth of training and development opportunities. These opportunities will remain an integral part of the overall 'Inspire to Learn' support service programme for schools and settings.

Schools will continue to be able to access centre and school based training opportunities for curriculum subjects as well as leadership and management, teaching and learning, assessment, early years, behaviour and safeguarding as previously but now with further additional opportunities available through the partnership with UCS.

The 2019/20 Service Schedule continues to provide access to school improvement support through a number of packages, which are detailed in this document. Schools are able to procure a bundle of 'training credits' which they will be able to use flexibly and apply across an extensive range of centre and school based training opportunities to support the development of all staff within the school, as well as governors.

We look forward to our continued working with you.

Anna Sutton
Professor and Provost UCS

Steve Compton
Principal Education Improvement Adviser

Description of our service

The service's (EIS) experienced team of advisers/ associates has a proven and successful track record in delivering high quality CPD and school improvement support across all phases of education, in particular through central-based courses and network meetings. The Schedule details the package options for schools in 2019/20, which are:

- Standard package
- Fischer Family Trust (FFT) Aspire package, and
- Management package.

Standard Package – includes the following centre-based provision:

- Attendance at all subject/aspect network meetings (*to ensure access to network meetings for all subscribing schools there may be cases where attendance per school will be limited*)
- 20% discount on centre-based CPD courses
- Attendance at the termly headteacher workshop (primary schools only)
- Attendance for a senior leader at the senior leaders' network meeting (secondary schools only)
- One free NQT observation session per NQT (an Appropriate Body fee will apply)
- Access to additional subject/aspect support material within the subscribers' section of the Shropshire Learning Gateway.

FFT Aspire Package - includes all the benefits of the 'Standard' package, plus:

- Access to Fischer Family Trust (FFT) school and pupil level data. By purchasing the 'FFT Aspire' package, schools will have direct access to FFT Aspire and all its recently increased functionality which although subject to a small price increase by FFT still provides outstanding value for money purchased through our package rather than directly through FFT.

Management Package – includes all the benefits of the ‘Standard’ and ‘FFT Aspire’ packages, plus:

- Headteacher Performance Management;
- Website Health Check;
- Attendance for a senior leader and governor at three half day workshops which will focus on issues of national and local interest.

All subscribing schools will have access to additional resources stored in secure areas of the Shropshire Learning Gateway, which are password protected.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Provide a wide range of centre and school-based development opportunities that are up-to-date, relevant and delivered by well-qualified and experienced subject/aspect professionals.
P2	The service cannot guarantee to run an EIS/ UCS centre-based course with less than 7 delegates. If a course has to be cancelled due to low delegate numbers, the service, where possible, will provide a minimum of 10 working days’ notice of the cancellation. Alternative options to receive the development at no extra cost will be considered and if this isn’t possible the school will be refunded.
P3	Refreshments will be available on arrival and during breaks on EIS/ UCS centre-based training courses for all delegates who have reserved a place. Lunch will be provided on all full day training courses.
P4	The service reserves the right to prevent delegates from taking part in any EIS/ UCS centre-based course for which they have not booked a place, in particular those that are oversubscribed. This especially applies where there are health and safety limits at the training venue.
P5	In the event that a course is oversubscribed, the service will place delegates on a waiting list and wherever possible – provided delegate numbers are sufficient, the course leader is available and a training venue can be found – will diary a repeat course.

P6	Any changes to advertised centre-based courses – e.g. date, time, venue - will be communicated to all delegates who have booked a place.
P7	Payment (credit/ PAYG) will be taken at point of booking.
P8	Where the service is unable to provide the necessary specialist development skills from within the EIS/ UCS team it will seek to broker the provision on behalf of a school or group of schools.
P9	Headteacher performance management sessions can be booked to take place between the beginning of July through to the end of the autumn term. Sessions for schools in local authority medium and high support categories will be provided in most instances and subject to capacity by the school's School Improvement Adviser (SIA). For other schools the sessions may not be delivered by the school's SIA but will be provided by other experienced staff from within the service team or brokered from Shropshire's pool of Associates.

What we require from you...

Ref.	
C1	Courses can be booked right up to the day before the centre-based course. However, customers should ensure places are booked at the earliest opportunity as initial decisions are made on the viability of running a course 3 weeks ahead of the course date.
C2	Booking on centre-based courses is essential to ensure that pre-course information and details of any alterations in content, timing and venue are received by the delegate.
C3	If customer confirmation of centre-based course booking(s) is not received, the home school should contact EIS/ UCS to confirm course arrangements, as charges will be applied for late cancellations or non-attendance.
C4	All cancellations of centre-based course bookings must be made by email. A phone call will not be accepted as means of cancellation.
C5	For cancellations received 6 weeks (30 working days) or more prior to the start of any centre-based course or school-based development session, cancellation will be free of charge. If the cancellation is received between 6 weeks and 3 weeks (15 working days) prior to the start date, a cancellation charge of 50% of the centre-based/school-based fee will apply. If the cancellation is received after this point, or at any stage during the training programme (for multiple sessions), a cancellation charge of 100% of the centre-based/school-based fee will apply. RE: Network events

	<p>Please note that this cancellation policy will also apply to non-subscribing schools for late cancellation/non-attendance at termly subject/aspect network meetings.</p> <p>For subscribing schools, we reserve the right to apply a fixed fee to cover our administration costs</p>
C6	<p>For school-based development sessions the host school will be responsible for the provision of an appropriate training space for the number of expected delegates including access to ICT, in particular a whiteboard with an internet connection and sound.</p>

Contact information

For more information	
Contact name	Graham Moore
Role	CPD Commissioner and Co-ordinator
Telephone	01743 254504
Email	graham.moore14-19@shropshire.gov.uk

Charging and enquiries

For further details on the various packages available for this service, including pay-as-you-go options, or if you have any queries or issues regarding your service arrangements, please contact us via the contact details provided above.

Additional Services for Academies

School Improvement Adviser (SIA)

The SIA will provide challenge and support for the headteacher to assist them in improving provision and outcomes for pupils. The SIA will provide an external perspective to strengthen self-evaluation and identify and address priorities for improvement. The SIA will work to the school's agenda in addressing improvement priorities and in building the school's own capacity to sustain improvement. The SIA will make a termly (half day) visit to the school which will focus on the areas identified above and specific issues identified by the headteacher. They will also maintain a rolling record which will be shared with the headteacher.

The cost of an SIA visit is inclusive of time for preparation (including analysis of performance datasets and other information) and the drafting of the rolling record. SIAs will also be available for additional telephone advice and, at additional cost, to provide support as required by the school including:

- preparing for, and action planning after, Ofsted inspections
- identifying and sharing information about innovative, good and best practice
- working intensively where serious concerns have developed to ensure that the causes of these concerns are addressed urgently
- supporting the headteacher and staff to address and resolve critical incidents.

By subscribing you will receive termly SIA support at the reduced cost of **£505** per term. Non-subscribing academies will be charged **£556** per term (a total saving of £153 for subscribing academies).

Educational Visits

For Academies, the additional Educational Visits option is offered at a cost of ***£556** this includes:

- 1 place annually on one of the three yearly Educational Visits Co-ordinator Initial Training
- 1 place annually on one of the three yearly Educational Visits Coordinator Revalidation Training
- Termly network meetings – half day course
- Use of Shropshire Educational Visits Guidelines 2018
- Access to support, guidance, advice from the Council's Outdoor Education Adviser
- Access to Educational Visits pages on the Shropshire Learning Gateway
- A termly newsletter with Outdoor Education / EVC updates.

(NB. All the above are only available as a purchased package. Individual elements will not be available via credits or PAYG options).

Additional services for Academies continued overleaf.....

Safe Practice in Physical Education and Sport

The Safe Practice in Physical Education and Sport support that is offered to academies at a cost of *£275 includes:

- Access to Shropshire Council's Regulations and Guidelines for Safe Practice in Physical Education and Sport
- Dedicated support and guidance from the Council's commissioner of support for Physical Education
- Additional support, guidance and advice (when appropriate)
- Further safe practice documents hosted on the Shropshire Learning Gateway.

Please note: *If both the EVC and Safe Practice packages are purchased together, we will offer this at a reduced rate of £750 (a saving of £81 on the stand-alone prices stated in this Schedule).

NQT Observations Within the EIS Schedule

NQT induction arrangements changed in September 2012. Relevant schools must now appoint an appropriate body as part of the NQT induction process.

Role of the EIS as the appropriate body

The appropriate body has the main quality assurance role within the induction process. If the Education Improvement Service (EIS) is used as the appropriate body then the following outlines the responsibilities and actions of the EIS in the process.

Through quality assurance the EIS will assure itself that:

- headteachers/principals (and governing bodies where appropriate) are aware of, and are capable of meeting, their responsibilities for monitoring support and assessment. This includes ensuring that an NQT receives a personalised induction programme, designated tutor support and the reduced timetable; and
- the monitoring, support, assessment and guidance procedures in place are fair and appropriate.

The EIS will consult with headteachers/principals on the nature and extent of the quality assurance procedures it operates, or wishes to introduce. Institutions are required to work with the EIS to enable it to discharge its responsibilities effectively. The EIS will ensure that:

- headteachers/principals (and governing bodies where appropriate) are meeting their responsibilities in respect of providing a suitable post for induction
- the monitoring, support, assessment and guidance procedures in place are fair and appropriate
- where an NQT may be experiencing difficulties action is taken to address areas of performance that require further development and support
- where an institution is not fulfilling its responsibilities, contact is made with the institution to raise its concerns
- induction tutors are trained and supported including being given sufficient time to carry out the role effectively
- headteachers/principals are consulted on the nature and extent of the quality assurance procedures it operates, or wishes to introduce
- any agreement entered into with an FE institution or an independent school's governing body is upheld
- the headteacher/principal has verified that the award of QTS has been made
- the school is providing a reduced timetable in addition to PPA time
- the NQT is provided with a named contact(s) within the appropriate body with whom to raise concerns

- FE institutions (including sixth form colleges) are supported in finding schools for NQTs to spend their mandatory ten days teaching children of compulsory school age in a school
- NQTs' records and assessment reports are maintained
- agreement is reached with the headteacher/principal and the NQT to determine where a reduced induction period may be appropriate or is deemed to be satisfactorily completed
- a final decision is made on whether the NQT's performance against the relevant standards is satisfactory or an extension is required and the relevant parties are notified; and
- they provide the National College for Teaching and Leadership with details of NQTs who have started; completed (satisfactorily or not); require an extension; or left school partway through an induction period.

The EIS will also:

- respond to requests from schools and colleges for guidance, support and assistance with NQTs' induction programmes; and
- respond to requests for assistance and advice with training for induction tutors.

Appropriate body charges

The appropriate body charge covers the administration costs of the induction process (i.e. registration and updating of NQT's details on the National College for Teaching and Leadership's database). The appropriate body charge is separate to NQT observations and does not form part of the EIS subscription.

The appropriate body charge for the EIS is **£100** per school plus **£50** per NQT.

NQT observations as part of the Schedule

Schools that subscribe to the 'Standard' package or above are entitled to **one free observation per school**. Schools are still required to pay the appropriate body charge. The charge for subsequent observations will be £150 per visit, or 3 credits per visit for credit package holders. Non-Subscribing schools will pay £190 per observation.