

Service Level Agreement 2026/2027

South West Alternative Provision

Created: 01-01-2024
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Review: 19-08-2027



This Service Level Agreement (SLA) highlights the responsibilities for both South West Alternative Provision and the originating school/provision of the young person as stated in the referral.

SOUTH WEST ALTERNATIVE PROVISION AGREE TO:

Education & Training

- Provide an agreed structured programme of learning and personal development with clear aims and objectives. These will cover both core and enhanced support of the curriculum but will not be accredited.
- Provide all tools, equipment and materials required for all activities.
- Provide personal safety equipment when required and provide training in its use.
- Provide a thorough induction programme, including health and safety, at the start of the programme.
- Monitor progress and provide feedback through periodic assessments to the school and discuss them with the school/carer/guardian/young person.
- Record individual attendance and inform the school immediately of non-attendance.

Safety & Safeguarding

- Carry out risk assessments on all aspects of programme prior to the commencement of the programme. (All risk assessments available on request.)
- Provide a clear process for the reporting of accidents.
- Keep all student details in accordance with GDPR.
- Employ staff with relevant teaching or vocational experience and ensure their continued professional development.
- Contact the named person in school immediately regarding any student whose behaviour or progress is causing concern. School permission will be obtained before sending a pupil off-site for any reason. Failure to do will be considered as a breach of safeguarding protocols.
- Provide an identified person to be available for support.
- Maintain an attendance record on site which can be inspected by the school at any time.
- Notify the school of any timetable changes or variation.
- Comply with drugs, bullying and behaviour management guidelines.
- Comply with Local Authority's trips and visits guidelines and ensure that all necessary documentation is completed.
- Ensure that the Safeguarding and Child Protection guidelines and policy are complied with. (Child Protection: Safer Recruitment and Vetting in the Education Service).
- Ensure a Designated Safeguarding Officer and an appropriately qualified First Aider are available whenever pre-16 pupils are on site.

Cancellation

Cancel any placement days if the senior staff have any concerns over the risk to safety and wellbeing of the students or young people, this can include:

- Gusts of winds exceeding 30MPH, or electrical storms.
- Outbreak of illness or virus, i.e., Covid 19 or similar.
- Any other act of Force Majeure.

Where placement days are cancelled, South West AP will not offer refunds unless it is more than two consecutive days but will instead offer alternative dates.

Transport

- Provide transport for collection and drop offs, this service is free of charge.
- Pick up and drop off times will be confirmed before start date, we will allow a 15-minute tolerance, however after this period the driver will notify the school contact that the student has not attended and will record as such on the register. The school may after this point arrange for alternative transport but must inform South West AP staff at site in advance.
- Provide fully comprehensive insurance including transport of passengers.
- Ensure vehicles are roadworthy and have all necessary checks and taxes for use on UK roads.

Feeding

- Provide a free lunch and where possible breakfast, there will be a variety of hot and cold options available, as well as drinks during the day.
- We have a nut-free policy on site, our suppliers will provide us with nut-free products, however we cannot guarantee freedom from nut traces both in food and within the natural environment of our provision.

Finances

- Charge a fixed fee per student for 4:1 ratio or 2:1 ratio.
- Any collection or drop off more than 15 miles from site, may be subject to a £10 surcharge per day.
- Invoice the school for the agreed amount on a monthly or quarterly basis in advance, with a 14-day payment term.

Signed for on behalf of South West Alternative Provision:

Name: Craig Davies

Position: Director

Date: 01-09-2026

Signed:



THE ORIGINATING SCHOOL/PROVISION AGREE TO:

- Nominate an appropriate member of staff to act as the key contact and co-ordinator, also providing a second point of contact.
- Complete the referral form in full and tick to confirm agreement of the SLA.
- Carry out a risk assessment for learners it identifies for the alternative programme.
- Accompany prospective students and their parents/carers with South West AP staff in an initial meeting on site and obtain permission from parents/guardians for them to be taken onto the course where possible.
- Provide in writing, prior to the commencement of the programme place, relevant detailed reports on the participant's circumstances, behaviour and educational status. (See referral form.)
- Provide an emergency contact number and information on any known medical condition.
- For students who hold an ECHP or who are deemed to have special educational needs, provide information about these needs by writing a report and by giving verbal updates as and when required. (See referral form.)
- Notify the provider of any significant change or circumstances involving the student or details likely to affect programme delivery.
- For those students with an ECHP, the school will review the plan and provide any support, driven by the school SENCo.
- Support the providers with concerns and take responsibility for and agree the following up of non-attendees after notification of absence and provide support if other problems occur.
- Assist South West AP with carrying out the previously agreed behaviour policies.
- Arrange, co-ordinate and finance transport to and from the provider. If deemed necessary and appropriate.
- Attend meeting or events held by the provider as required.
- Settle invoices for the agreed payment within the provider's specified time, as outlined in the financial agreement.
- Commit to a minimum of 1 day per week over a 6-week period per student. This allows South West AP the necessary time to achieve agreed outcomes.

By submitting the referral form, the originating school/provider agrees to South West AP and their own stated responsibilities within this Service Level Agreement.

OTHER PROVISION DETAILS

- Days run from 0930 – 1430 Monday to Friday throughout school terms– pick up and drop off will be outside of these times, but ensuring students are on site for these times where possible unless an offsite activity has been organised.
- From point of collection to drop off, the student will be the responsibility of and under the care of South West AP.
- South West AP have the authority to organise activities on and off site and as such schools/parents/guardians/carers will have read and agreed to South West APs Activity Consent form.
- If South West AP staff feel that the safety and well-being of the student or their peers is at risk by them being on site, we will contact the school and expect the school to act immediately to find a safe solution for the individual in question.
- South West AP will support the school and individual in getting them back into the mainstream system and performing at a level that is expected of them.
- After the first 2 weeks, feedback will be given to the school either personally or online, this will be an update on the young person's behaviour, their progress of transitioning to South West AP and suitability for continued provision.
- If both the school and South West AP feel the young person is not benefiting from our programme, we will do all we can, working with the school to rectify this, however both the school and South West AP reserve the right to end the programme with 2 weeks' notice. Should this be the case, the school will be given the remaining days of the contract to assign to another member of their school.
- South West AP reserves the right to amend the SLA. If so, an amendment will be sent and also uploaded to the website.