

Service Level Agreement

For Supply Teaching with Eteach

Service Level Agreement for Eteach

CONTACTS

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The Parties

This agreement is made between Oxfordshire County Council (the client) and Eteach UK Ltd (the service provider).

The purpose of this agreement is to detail the relationship and procedures between the Supplier and Oxfordshire County Council.

The document also sets out the obligations that both parties will undertake in order to ensure the smooth operation of this agreement for mutual benefit.

Duration

This agreement will run from 22nd February 2010 for a period of three years. A review will take place three months prior to the end of each year when performance will be checked against key indicators and service delivery charges will be reviewed. Formal reviews of the service will take place on a 4 monthly basis at a meeting of both parties. Specific performance criteria will be agreed, the persistent non-achievement of which, by the service provider, will be cause for termination of the agreement.

THE AIM OF THE SERVICE

The aim of this service is to make available to schools in the County:

- The recognised supplier for supply teachers
- A live web and call centre pool of supply teachers
- A maintained list of fully vetted and qualified supply teachers

SERVICE SUMMARY

- The provision of the service
- Roles and responsibilities
- The cost of the service
- Performance Indicators

1. SERVICE PROVIDED

- Quality reassurance to schools that supply teachers have been thoroughly checked to DCSF safer recruitment standards.
- A database of fully qualified teachers.
- The service is an ethical partnership, supported by and accountable to the LA. Eteach are a recognised supplier of supply teaching staff to Oxfordshire County Council.
- Regionally focused team of co-ordinators to deliver the call-centre back-up service.
- Full range of online and offline services from daily supply to permanent recruitment, giving a total recruitment solution and peace of mind.
- Fully supported by LA and Eteach in-school marketing campaigns

Roles and Responsibility

The Local Authority Obligation

- Provide a point of contact for liaison and resolution of issues.
- Utilise the agreed application and vetting process.
- Direct supply teacher enquiries and applications to the service provider.
- Provide the service provider with a copy of the LA health and safety statement currently in use with schools registered with the Authority.
- Apply the Eteach complaints procedure (see appendix A) for any issues expressed by Schools, Teachers or the Local Authority
- Support the communication/marketing of the service to schools and teachers within Oxfordshire, via mailings or advertising both online and offline in all Council publications and websites and by providing occasional access to meetings of Head Teachers.
- Head Teachers to carry out pay and threshold assessments as required.
- Provide Eteach with information on where a supply teacher has worked in order to address the problem of a teacher being accredited by Eteach and then working privately for a LA school rather than through the authorised system – as requested on an individual basis.

The Service Provider will

- Provide a point of contact to liaise and regularly meet with staff at the LA.
- Develop an implementation plan for the effective management of the service.
- Provide a service to match schools' supply teacher and support staff requirements to available teachers against the requested criteria.
- Operate a call-centre to take schools' and support staff calls during the following hours:

Term time ***0700 to 1800***

24/7 Out of Hours Service

School holidays ***Monday – Friday 0930 to 1630***

- Provide access to an interactive web site 24/7 to schools and teachers.
- Train and support schools using the service.
- Ensure that all requests for supply teachers through the call-centre are dealt with politely, promptly and effectively and assignments will be confirmed directly with schools and staff.
- Provide a teacher accreditation service for all new supply teacher applications as required, against the following qualifying criteria: -
 - Carry out enhanced CRB disclosure checks
 - If the supply teacher has lived abroad a CRB or equivalent from the country of residence must be obtained.
 - ISA children's barred list information and information from the list held under Section 142 of the Education Act 2002.
 - A CRB disclosure must be obtained, and a copy supplied for supply staff to the relevant school where the Disclosure includes information.
 - CRB disclosure must be renewed every 3 years or earlier if the teacher has a break from Education of 3 months or more, or if there are grounds for concern about the person's suitability to work with children
- Provide management information to the client and schools registered with the service, either on demand, or at agreed intervals.
- Ensure that schools and teachers are aware of and understand terms and conditions.
- The Service Provider undertakes to pay Supply Teachers accurately a week in arrears based on an authorised timesheet from the school. Eteach will be responsible for the proper deduction of Tax and National Insurance contributions.

- Ensure that schools and teachers are aware of the complaints procedure, respond to complaints as directed by the School or LA's procedures.
- Market the service to schools and teachers, advertising as appropriate to increase awareness and use, in consultation and agreement with the Local Authority.
- Input details of existing and future supply teachers into a dedicated data base.
- Maintain and extend the data base of staff, growing the numbers of supply teachers through online and offline marketing activity.
- Maintain the data confidentially and accurately.

Provide a teacher accreditation service for all new applications to the pool as required, against the following qualifying criteria: -

- Check GTC registration
- Record GTC number
- Completion of an Eteach Medical Health Questionnaire
- Identity and qualification checks
- Take up two professional educational references, one of which should be their most recent teaching employer preferably within the last three months
- Check entitlement to work in the UK
- Carryout face to face interview for any new members
- Ensure any gaps in the application form are fully explained
- Brief new members on expected standards
- Obtain feedback on performance from schools at the end of each assignment
- Provide a clear invoicing procedure for schools and invoice schools electronically one month in arrears

The following details of a nominated supply teacher shall be provided to the school via the email booking confirmation sent with every assignment:

- Name of supply teacher
- Date of birth
- Place of Birth
- Current Address
- Confirmation of a satisfactory enhanced CRB disclosure has been carried out by eteach. Eteach must make the head teacher aware whether or not there is any disclosed information. Where there is disclosed information the school must obtain a copy of the CRB.
- GTC Registration Number

Costs

1. Daily charge

When using the call-centre or online, schools will be charged on a three tier basis for each day (or part day) on which a Supply Teacher works for the school via the service provider's system.

School Charges

MPS1 – MPS3 £155 per day + VAT (SAVINGS OF UPTO £30 PER DAY on the Supply Pool)

MPS3 – MPS6 £165 per day + VAT (SAVINGS OF UPTO £60 PER DAY on the Supply Pool)

UPS1 – UPS3 £175 per day + VAT (SAVINGS OF UPTO £84 PER DAY on the Supply Pool)

(For morning bookings a charge of 70% will be made, for afternoon bookings a charge of 50% will be made)

Teacher Pay Rates

MPS1 – MPS3 £90 per day + VAT (up to £25 PER DAY difference to paid to scale option)

MPS3 – MPS6 £100 per day + VAT (up to £46 PER DAY difference to paid to scale option)

UPS1 – UPS3 £110 per day + VAT (up to £60 PER DAY difference to paid to scale option)

Engagement Fees

- a) In the event a client (schools, colleges etc) engages a Supply Teacher, supplied or introduced by Eteach for an assignment, directly or via another employment business or agency of the Engagement by the School/College or other organisation. The school will have two options available to them They can extend the hire period of the Supply Teacher for another 12 working weeks during which the Client shall pay the rate charge agreed for each hour / day / period the Supply Teacher is so employed or supplied after this period the Client can take the teacher directly or through another employment agency free of charge
- b) A Transfer Fee calculated as follows: 10% of the Remuneration

applicable during the first 12 months of the Engagement. No refund of the Transfer Fee will be paid in the event that the Engagement subsequently terminates. VAT is payable in addition to any fee due.

However, where the client does not give 7 days notice before the Supply Teacher is Engaged the parties agree that the Transfer Fee shall be due.

Please see the full legal agreement in regards to engagement fees in point 7 of the terms of business attached in Appendix 2.

Exclusivity

Supply teachers, accredited by Eteach, cannot be transferred onto a school's own database/list or referred to another school, agency or employer. If schools are discovered using the Eteach supply teachers outside the booking system they will be liable to a transfer fee based on 10% of the teacher's first year's salary to scale for each supply teacher so booked.

The Client's Schools Will

- The school will verify the identity and suitability of the supply teacher against the full information provided by the agency.
- Following an introduction of a supply teacher made by Eteach, any subsequent or future bookings of the teacher must be placed through Eteach.
- Send a school representative to an Eteach run training session to familiarise themselves with the IT system and process.
- Complete the school guide information held on the service provider system, outlining the school's rules, ethos, contacts, reporting times and locations etc.
- Provide a school point of contact for each supply teacher.
- Provide the supply teacher with information on the curriculum to be taught.
- Provide information on the pupils to be taught, levels of attainment etc.
- Manage the teachers fairly and effectively as they would their own staff
- Provide feedback on a supply teacher's performance if requested or needed directly to the Eteach call-centre team.
- Treat any issues raised about the conduct of the supply teacher in line with Eteach Complaints policy and procedure as in Appendix 1
- At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of one week or less) the School shall agree the Eteach time sheet either via online confirmation or a signed paper timesheet verifying the number of hours / days / periods worked by the Temporary Worker during that week.
 1. Online timesheet confirmation or a signed paper time sheet by the School is confirmation of the number of hours / days / periods worked. If the School is unable to confirm online or sign a paper time sheet produced for authentication by the Temporary Worker because the School disputes the hours / days / periods claimed, the School shall inform the Eteach as soon as is reasonably practicable and shall co-operate fully and in a timely fashion with Eteach to enable the Employment Business to establish what hours / days / periods, if any, were worked by the Temporary Worker. Failure to sign the time sheet does not absolve the Client's obligation to pay the charges in respect of the hours / days / periods worked
 2. The Client shall not be entitled to decline to confirm online or sign a paper timesheet on the basis that he is dissatisfied with the work performed by the Temporary Worker. In cases of unsuitable work

the Client should apply the provisions of clause 10.1 of the Terms of business.

- Pay invoices promptly within 14 days.
- Accept electronic/emailed invoices directly
- Allow the service provider's staff to visit the school, meet with key personnel in agreement with the school at an convenient time and date in order to better understand the culture and requirements

The Supply Teacher Will

- Attend an interview.
- Respond quickly to requests for confirmation of availability
- Register and maintain their own personal and teaching details on the service provider's website.
- Keep an up-to-date online diary provided by Eteach.
- On registration, read and agree to the service provider's Agency Agreement
- Provide information required in order to meet the criteria for registration, contact and payroll.
- Advise the service provider immediately if unable to honour a commitment to an assignment.
- Arrive at the school at the pre-arranged time, report to the school contact and present photo identification and a copy of their CRB.
- Have relevant and appropriate materials available for use on emergency bookings.
- Teach lessons prepared by class teacher as appropriate and leave a report where appropriate for permanent teacher.
- Maintain a professional standard of dress when attending schools.
- Leave the classroom as they would expect to find it.
- Advise the service provider of any complaints / grievances.
- Conduct themselves in a professional manner as befits a teachers working within the school.
- Familiarise themselves with individual school policy and procedure by reviewing the school information held on the Eteach website or provided by the school

Performance Indicators

Quality Measures and Key Performance Indicators:

The following Key Performance Indicators have been agreed with Eteach and will be reported on a monthly, quarterly and annual basis and will be available daily 24/7 online through MIS.

Management Info for LAs:

Monthly Reporting:

- Number of bookings via Eteach system per week/month/term
- Schools using system
- Schools yet to use system
- Fill rate percentage
- List of current teachers including name, address, date of birth, GTC number, NI number, CRB disclosure number and health check confirmation and pay scale.

Quarterly Reporting:

- Amount spent by schools per month.

Adhoc Reporting on Request:

- Live supply pool teachers have met all requirements set out in the Eteach Procedures document
- New teachers in the pool
- Teachers leaving/deleted from pool
- Feedback/complaint/compliment/comments facility and log
- Vacancies not filled by KS/subject/area
- Vacancies filled by KS/subject/area
- Length of time supply teacher was placed with school
- FAQs for Schools and LEAs

Management Info for Schools:

- List schools worked in weekly/termly/annually
- Assignments offered this term
- Assignments accepted this term
- Complete schools list – name only contact through Eteach
- Links to map/travel guides
- FAQs for teachers

SIGNED

On Behalf of LA

Name.....Job Title.....

Signature.....Date.....

On Behalf of Eteach

Name.....Job Title.....

Signature.....Date.....