

## **Service Level Agreement**

Issued by Sussex TSA for the role of Appropriate Body  
for Newly Qualified Teachers to contracting schools.

Effective from: date of NQT's registration

Renewal Date: conclusion of NQT induction

### **PARTICIPATING PARTIES**

This document is an agreement between Sussex TSA AB and the Governing Body of the School (hereafter referred to as "the school").

### **PURPOSE**

This document is intended to define the Newly Qualified Teacher (NQT) Induction services provided by Sussex TSA AB (AB) and associated service levels to be provided by the Sussex TSA AB, as well as the corresponding obligations of the school.

### **REQUIREMENTS**

All NQTs registered for induction with Sussex TSA AB must:

- hold full Qualified Teacher Status awarded prior to the commencement of induction.
- have been subject to an Enhanced Level Disclosure and Barring Service check

If the school does not meet the above prerequisite(s), then the support service(s) defined within this SLA cannot be provided by Sussex TSA AB and this SLA will be invalidated.



## **AGREEMENT DURATION**

This agreement between Sussex TSA AB and the school covers the period from NQT registration to the conclusion of induction unless otherwise agreed.

All changes to this SLA, including those introduced by projects, will be jointly negotiated and agreed between Sussex TSA AB and the school. Sussex TSA AB will be responsible for updating and issuing the revised SLA.

## **SERVICES TO BE PROVIDED**

Sussex TSA AB will carry out the AB responsibilities for the Purchaser in accordance with statutory requirements and guidance and subject to the Purchaser complying with the relevant statutory regulations and guidance.

### **Sussex TSA AB SERVICE**

- Maintain records for the named NQT(s) in line with DfE requirements.
- Notify the TRA of the commencement of induction.
- Provide core CPD for the school (as per the annual CPD offer).
- Signpost schools to available TSA-provided CPD.
  
- Provide telephone and email support and advice for induction tutors/mentors and head teachers with regard to NQT induction regulations and the employment of NQTs
  
- Provide advice and guidance to the school.
  
- Monitor NQT induction through the quality assurance forms and QA school visits.
  
- Provide access to an Induction Handbook and guidance documents.
  
- Make a decision about satisfactory completion of each NQT's induction period and complete the relevant documentation.
  
- Inform each NQT when the final assessment form has been received confirming whether or not the AB will be recommending that he/she has successfully completed the induction period

- Inform the TRA, or such other national body as regulation requires, of the outcome of each NQT's induction period
- Retain appropriate records for such time as legislation requires (currently 6 years).
- Provide the NQT, in accordance with DfE regulations, a named contact within the appropriate body in respect of queries or concerns raised.

## **GDPR**

The policy: This privacy policy notice is for the web based service NQT Manager, provided through Sussex Teaching School Alliances NQT Service and governs the privacy of those who use it. The purpose of this policy is to explain to you how we control, process, handle and protect your personal information while browsing or using this website, including your rights under current laws and regulations. If you do not agree to the following policy you may wish to cease viewing / using this website.

### **Policy key definitions:**

"I", "our", "us", or "we" refer to the business, East Sussex Teaching School Alliances NQT Service.

"you", "the user" refer to the person(s) using this website.

GDPR means General Data Protection Act.

PECR means Privacy & Electronic Communications Regulation.

ICO means Information Commissioner's Office.

Cookies mean small files stored on a users computer or device.

Processing of your personal data

Under the GDPR (General Data Protection Regulation) we control and / or process any personal information about you electronically using the following lawful basis.

### **Lawful basis: Consent**

The reason we use this basis: by completing the content request form or contact form you are consenting to Sussex Teaching School Alliances NQT Service holding your data as submitted.

We process your information in the following ways: to send or release the content that you have requested; to contact you regarding a service or product that you have indicated interest in; and to distribute related content.

Data retention period: We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.

Sharing your information: We do not share your information with third parties.

### **Your individual rights**

Under the GDPR your rights are as follows:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;



the right to restrict processing;  
the right to data portability;  
the right to object; and  
the right not to be subject to automated decision-making including profiling.

You also have the right to complain to the ICO [[www.ico.org.uk](http://www.ico.org.uk)] if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the GDPR.

### **Internet cookies**

We use cookies on this website to provide you with a better user experience. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, to display relevant adverts or content, referred you to a third party website.

Some cookies are required to enjoy and use the full functionality of the website.

We use a cookie control system which allows you to accept the use of cookies, and control which cookies are saved to your device / computer. Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

### **Data security and protection**

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. To the best of our understanding our methods meet the GDPR compliance requirement.

### **Email marketing messages & subscription**

Under the GDPR we use the consent lawful basis for anyone subscribing to our system or marketing mailing list. We only collect certain data about you, as detailed in the "Processing of your personal data" above. Any email marketing messages we send are done so through an EMS, email marketing service provider. An EMS is a third party service provider of software / applications that allows marketers to send out email marketing campaigns to a list of users.

Email marketing messages that we send may contain tracking beacons / tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages.

Where used, such marketing messages may record a range of data such as; times, dates, I.P addresses, opens, clicks, forwards, geographic and demographic data. Such data, within its limitations will show the activity each subscriber made for that email campaign.

To the best of our understanding, any email messages we send are in accordance with the GDPR and the PECR. We provide you with an easy method to withdraw your consent (unsubscribe) or manage your preferences / the information we hold about you at any time. See any marketing messages for instructions on how to unsubscribe or manage your preferences.

### **SERVICE QUALITY AND REVIEW**

Sussex TSA AB will carry out a sample quality assurance exercise on an annual basis.



If required, a formal review of the services provided as part of this SLA will be undertaken between Sussex TSA AB and the school. Any subsequent changes will then be jointly agreed between Sussex TSA AB and the school. Sussex TSA AB will be responsible for updating and issuing the revised SLA.

## **CHARGES**

The school agrees to pay Sussex TSA AB the sum of money defined in the terms of provision.

## **RESOLVING ISSUES**

In the first instance complaints regarding the operation of the appropriate body should be directed, in writing, to the designated lead.

Complaints resolution investigation will be concluded within 14 working days and the relevant parties informed.

Should the resolution be disputed an appeal notification should be given in writing to the principal of the lead teaching school in the appropriate body. The appeal resolution will be concluded within 14 working days and all relevant parties notified.

The complaints resolution procedure does not affect your commercial and consumer rights, and does not form part of the NQT appeals process.

## **SERVICE LEVEL EVALUATION**

Service level performance will be monitored through CPD evaluations, school audits, QA visits and QA by leaders from the participating TSAs.

## **TERMINATION FEE**

A termination clause exists in the form of the school having the option to request a cessation of this service at any point within the period of this SLA. The termination costs are as follows: Where an NQT leaves the school's employment before completion of an induction period for which they have been registered, the full charge will be required.

Where an NQT is registered part way through the year a partial charge will be determined.

## **CONTACT DETAILS**

Named contact: Mr S. Calladine-Evans

Email: [nqt@strichardscc.com](mailto:nqt@strichardscc.com)

Telephone: 01424 731070 ext 289

