

Service Level Agreement

e-PD not-for-profit, school-led Education Professional Learning and Development Facilitator

Parties

This agreement is made between the subscribing school and E-PD Trust (“e-PD”).

Scope of Services

This agreement defines the core Subscription Services to be provided as set out in Annex A, together with the Additional Services set out in Annex B that can be accessed by using ‘credits’ to the value specified against each of the courses, events or activities advertised.

Duration

This agreement takes effect from 1 September 2018 and is for the 12 months to 31 August 2019. This agreement and subscription to the service will automatically lapse on expiry unless previously renewed or otherwise extended with the agreement of both parties.

Responsibilities

e-PD will enable and support your access to the services described subject to your compliance with this Service Level Agreement.

e-PD will provide the school with the services set out in **Annex A**. The Trust will provide the additional services set out in **Annex B** subject to the deduction of the relevant value of credits and from the school’s credit balance.

The school’s role as a partner in the Service Level Agreement will be to meet the terms of the Subscriber Agreement set out in **Annex C**.

The assignment of rights as CPD Coordinator, Gifted and Talented Coordinator and Technology Leader for wider access to the e-PD website tools, will be subject to the **approval of the Head Teacher** or the relevant approved budget holder of the subscribing school, or a senior person with appropriate budget responsibility for any other subscribing organisation.

Quality and Performance Standards

e-PD will endeavour to provide a quality assurance system by:

- analysing course and conference evaluations
- surveying and auditing users’ views
- evaluating a range of delivery methods
- working closely with subscribers to review priorities and outcomes
- ensuring the programme is relevant reflects the needs of schools and services.

Charges

Subscription Services

The *initial* subscription for the service outlined above is a £150 joining fee plus £1 per pupil for primary/special schools and a £250 joining fee plus £1 per pupil for secondary schools, based on the latest Pupil Level Annual School Census (PLASC) return at 1 September 2019. All members of staff at the school will have access to the Services set out in Annex A. The annual *rolling* subscription (after the first year) is £1 per pupil on roll in the latest PLASC return.

Additional Services

The school may buy credits at any time at a value of £1.25 per credit, or earn credits by offering CPD provision, to finance their purchase any of the Additional Services set out in **Annex B**.

Cancellation

The cancellation policy for reservations will be up to 28 calendar days before the date of the event, after which time there is normally no refund of credits or cash to subscribers.

Liability and Disclaimer

The only warranties or undertakings we give are set out in this Service Level Agreement. We do not accept liability for any indirect or consequential losses, loss of data or any loss of content you suffer from using the services of e-PD or our partners. For any loss you suffer that is caused by us, we limit the liability we have to you to the amount of the subscription fee paid for the year commencing 1 September in which any claim is made against us. Your statutory rights are unaffected.

We will give you access to the e-PD online hub at www.e-pd.org.uk but we do not give any warranties about the suitability, reliability, availability, timeliness, accuracy or completeness of the records or any other information on the e-PD website or other services provided.

Intellectual Property Rights (including copyright) and Content

The records, features and services provided belong to e-PD unless otherwise declared and must not be reproduced (either in whole or part) or published unless you have our permission in writing. The e-PD website and services provided on it belong to e-PD and must not be copied or used without our permission in writing.

Privacy and Sharing of Information

e-PD is fully committed to compliance with data protection laws and protecting your information and that of your practitioners who have registered basic information with e-PD. We want e-PD subscribers to have a safe and beneficial experience when accessing our services. We are not changing how we use or collect your information. Click [here](http://www.e-pd.org.uk) or go to our website at www.e-pd.org.uk to access our privacy policy which explains how, why, where and when we store and process your data. It also sets out your rights under the GDPR. If you have any questions please contact our helpdesk [here](http://www.e-pd.org.uk) or by emailing info@e-pd.org.uk.

The purpose of e-PD is to harness and share good practice for school improvement by enabling access to the skills and expertise of our schools, educational establishments and their practitioners. By subscribing to e-PD, schools and other education establishments and their practitioners agree to share their information with the wider e-PD subscribing community, including school details and names, contact details, images, the roles, expertise and experience

of their staff that have individually registered themselves on the e-PD website. External organisations registered on the e-PD website will not have access to information on schools and their staff within the website but external providers will be visible to subscribing schools and their registered staff; this means that contact details of schools and their staff will not be shared with any registered external provider without their consent.

Communication

e-PD will provide general help and support to subscribers and their staff by telephone, email, fax and visits and will endeavour to respond to specific queries within 24 hours and will advertise courses and events through regular newsletters, mailings, flyers, social media and to bring them to the attention of the subscribing community and beyond.

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Annex A

Subscription Services to be provided by e-PD

Overview

The Subscription Services offered by e-PD will consist of high quality professional development and networking opportunities and relevant support, guidance and information to Sussex schools.

Subscription services offered

- Full online access and booking arrangements to courses, seminars, workshops, etc for all staff teams through a secure login-in provided to the e-PD's website.
- Management and operation of the 'credit' system for the provision of or attendance at courses, events or activities.
- Support and guidance in relation to:
 - Improving the quality, scope and provision of effective professional development.
 - Selecting the development activities that are likely to have the greatest impact on teaching and learning.
 - Networking and collaborative opportunities.
- Access to dissemination strategies relating to best practice through the:
 - identification of examples and good practice;
 - opportunities for staff to share ideas and experiences that have worked for them, via forums and networking groups;
 - the directory of Lead Practitioners / Advanced Skills teachers and information on how their support can be accessed;
 - the directory of Practitioners, filtered by County, Locality, Phase and School;
 - access to Teaching Schools and information about the support that they offer;
 - access for specialist staff to join Focus Groups.
- Access to e-PD training records for the school.
- Access to a growing pool of central resources.
- Access to a wide range of brokerage services and partnerships with different organisations to support schools.

Additional Services to be provided by e-PD

Overview

The Additional Services offered by e-PD are specific courses, events or activities which subscribers can purchase with their credits. The subscribers running courses will receive credits for delegates attending their courses.

Additional Services Offered

The additional services offered through the e-PD online hub are the opportunity to use credits to attend courses, events or activities:

- Provided by other schools, colleges and Higher or Further Education Institutions
- Centrally organised by e-PD
- Advertised by reputable third parties and facilitated by e-PD.

Operation of the Credit System

Credit system

A system of credits enables access to a broad range of training opportunities through the e-PD's online hub. Credits are paid for in advance and used to pay for the attendance of staff on courses, events or activities and for students on enrichment courses. Schools can also earn credits by providing training opportunities to others.

Credit values

The school or organisation offering the course, event or discussion forum will assign an appropriate value to the provision in terms of 'credits', based on use of the credit calculator[®] or otherwise. The aim is to reduce the cost of attendance and make access easier by virtue of the not-for-profit mutual approach which it is hoped will lead to the wider sharing of skills and expertise.

Credit process

Schools that access training have the specified number of credits deducted from their credit account for each attendee. Schools that provide training will have the corresponding credit value added to their account. A reconciliation of 'credit' accounts will be completed usually at the end of each year in August (or sooner if required) when subscribers can opt either to cash-in their credits (or a proportion of them) or roll them over to the next year. If required, during the course of the year, subscribers may ask to withdraw their credits for the equivalent cash value at any time.

Subscriber Agreement

Subscribers and other organisations using the services offered by E-PD Trust will use their best endeavours to contribute to the goals of e-PD by:

- Nominating at least one named member of staff to be a 'CPD Coordinator' who will be assigned additional rights to upload a school profile, upload courses, manage their school users and approve provisional bookings for the training and development requirements of the establishment; the CPD Coordinator will also be responsible for removing leavers from their list of users and making sure there are no unauthorised users attached to their school.
- Nominating at least one member of staff to be the Enrichment Coordinator who will coordinate the booking of students of the school on enrichment courses.
- Nominating one member of staff to be their Technology Leader who can access the ICT self-assessment and associated resources.
- Ensuring that all relevant staff (including staff joining during the course of the year) in their establishment register on the e-PD website for access to courses, events, good practice resources and forums.
- Demonstrating a commitment to initiating and sharing professional learning opportunities by offering any spare places to other schools through the e-PD website.
- Working towards disseminating good practice relating to teaching and learning using the services provided by e-PD Trust.
- Sharing information and resources for professional development through networking and using the forums on the e-PD website.
- Enabling time for discussion with e-PD advocates from time to time and facilitating briefings by other e-PD advocates, as appropriate.
- Promoting equal access and opportunity to the services for all schools.
- Informing the administration of e-PD if any of their delegates is unable to attend a booked course, event or activity; credits will not normally be refunded unless delegates give at least 28 working days' notice of their intention to withdraw from the course, event or activity, as any venue costs and some speaker or trainer fees are usually payable in advance by the host or coordinator.
- Completing course evaluations, when appropriate, within 5 working days of attending a course, event or activity.
- Settling within 14 days of the due date for payment any subscriptions or fees owing.
- Maintaining their credit balance to cover the value of any courses, events or activities in which they wish to participate.