



alternative education

Service Level Agreement

Academic Year 2023/2024

This memorandum of agreement sets out the operational arrangements and responsibilities of Circles Alt Ed Ltd as an alternative provider and the 'Home Centre' as the commissioning client for the provision of alternative education; where appropriate incorporating a mosaic of vocational learning, engagement activities and therapeutic intervention with accreditation from Edexcel Pearson.

The purpose of this document is to ensure that both parties have a mutual understanding and awareness of the roles and responsibilities of their institution in the partnership, to prevent unnecessary confusion and misunderstandings, which can sometimes occur.

This protocol agreement is intended to specify minimum standards and will be in addition to any other formal and legal contracts that may be in place between the Home Centre and Circles Alternative Education Ltd.

It is not the intent or desire of Circles Alt Ed to offer permanent full-time placements to any students.

Alternative Provider Details

Circles Alt Ed Ltd

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Home Centre Details

The home center is the school where the student is on roll.

In cases where a student is dual rolled, for the purpose of this document the agreement is with the school that made the referral.

In cases where a student is not currently on a school role, the referring agency/organization/LA is considered to be the home center.

It is the referring school/agency's responsibility to share (and update us with any changes to) **the student's complete timetable** to ensure we remain within DfE registration guidance.

Funding arrangements

The Home Centre agrees to the funding arrangements as stated at time of referral.

The key points are:

Registration Fee: £225 per student (includes one BTEC registration)

Session Cost: £93.50 per student for a standard referral

£147.50 per student for a complex referral (EHCP, LAC, SEN, YOT etc)

£225.00 per student for a complex referral with additional support

£66 per hour for 1:1 engagement

£60 per hour tuition, minimum of two hours per session.

Transport costs and Free Schools Meals allowance are not included in session or registration pricing.

Wherever possible pricing is not changed during an academic year, if in year pricing adjustments are required these will be announced before the end of term and applied the following term.

Referrals are accepted on a termly roll-on roll-off basis; if a student is removed mid-term, the session fee remains due until the end of that full term.

Y11's attending in the Spring term, cannot be withdrawn for the summer term, unless they have moved out of area.

The practical nature of our courses means that study leave isn't appropriate, our term therefore runs until the official Y11 leaving date, generally the last Friday in June.

Referrals

Referrals are accepted throughout the year. Circles Alt Ed follows the Essex school terms dates calendar.

Every student is required to complete a trial/probation period of three sessions charged at the standard rate of their referral with payment due before the trial/probation commences. This is non-refundable.

Once the trial/probation period has been completed an assessment meeting between the Student, Home Centre and Circles may be required to evaluate the successfulness of the trial/probation period and to decide if the student is to enroll in Circles courses. If no meeting is necessary, the student will be enrolled as soon as the trial period expires unless told otherwise.

Once the decision has been made for the student to enroll, the first terms course fees are due along with the registration fee. An invoice will be sent out and payment is due in full within 30 calendar days. The student can enroll and start their studies while this invoice is pending. An administration fee of 9% of the total invoice will be applied per week if the invoice is not settled in full within the 30 days.

If the student is later withdrawn from the course for any reason the course fee is non-refundable. However, the Home Centre can replace the student with an alternative student subject to the same trial/probation period for the cost of the new student's registration fee.

Service Level Agreement between Circles Alternative Education Ltd and the Home Centre

Part A: Circles Alternative Education will;

1. Provide a program of study with indicated levels of attainment of learning with clear aims, objectives and methods, if appropriate, leading to a nationally recognised qualification.
2. Provide appropriate cover arrangements as agreed with the Home Centre in case of staff absence.
3. Provide the student with a mentor/main group leader.
5. Contact the appropriate person at the Home Centre within 2 working days regarding any student whose behavior or progress is causing concern.
6. Contact the appropriate person at the Home Centre if the student does not arrive at Circles Alternative Education on that same day by 10:30am following the agreed student procedure. Absences must be recorded.
7. Provide the Students, Home Centres, Parents/Guardians and Local Authority with all the relevant program details i.e. term dates, contacts, timetables, etc.
8. Provide an induction program, including Health and Safety, Drugs, Bullying and Behavior Policies at the start of the program.
9. Provide tools, equipment and materials required for all practical and classroom based areas of the program and personal safety equipment required for all practical work where necessary and provide the necessary training.
10. Keep all students details in accordance with the GDPR.
11. Employ staff with relevant teaching and vocational experience and ensure that child protection regulations are adhered to and all staff working with students are DBS checked and ensure that staff receive appropriate training where necessary.
12. Provide each Home Centre with the relevant staff data, and update through the academic year where necessary.
13. Collect and supply the necessary data for audit requirements, e.g. attendance register for am/pm sessions.
14. Monitor progress and provide termly written reports to the Home Centre to be forwarded at the Home Centre's discretion to the parent/Guardian following the agreed procedure. Discuss the reports with the student.
15. Carry out risk assessments by qualified staff on all aspects of Circles programs prior to the commencement of the program. Provide the Home Centre with a copy of the risk assessments if/when required including a clear process for the reporting of accidents. Ensure that injury or loss insurance covers students under 16 years of age.



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16. Provide access to an area where students can have their lunch and ensure that they know that during lunchtime they must remain on the premises. Provide an identified person for support during lunch and break periods.
17. Where practical notify the Home Centre of any timetable changes or variation.
18. Ensure that all necessary documentation is completed.
19. Produce digital marketing materials of programs for Home Centres, Students and the Local Authority.
20. Ensure moderation and quality assurance systems are robust and meet any external requirements including monitoring for collaborative provision.
21. Provide information, guidance and sign posting to a clear post-16 progression route in education, training or employment with training. Provide on-site facilities and time to allow home centre arranged careers advisors to meet with students to discuss their future aspirations.
22. Invoice the Home Centre for the agreed amount by an agreed date/time period.
23. Continue to provide the most appropriate alternative forms of provision in accordance with government guidelines throughout any pandemic or event that changes 'normal' working conditions.

Part B: The Referring Agency / Home Centre will;

1. Ensure that learners are following a cohesive pathway leading to a recognised qualification where appropriate.
2. Nominate appropriate members of staff to act as key contacts to work effectively with Circles and the Local Authority providing ongoing support to achieve the aims and objectives of the program.
3. Identify and select appropriate students following the agreed procedure and in line with the aims and objectives of the program. Carry out a risk assessment, making commitment to the program.
5. Ensure students attend any interviews and pre-programme tours/induction sessions and where possible accompany them. In normal circumstances a tour in advance of the start date is mandatory.
6. Provide in writing, prior to the beginning of the programme, relevant reports as required (to support a student application) on the application form.
7. Provide an emergency contact number and information on any known medical conditions.



8. Provide a copy of their most recent statement for students who are SEN/EMCP. Where support is allocated, send TA to Circles Alternative Education with learner where required, or fund additional support from Circles staff.
10. Take action to follow up non-attendees after notification of absence and report back to Circles Alt Ed with findings. Provide support if other problems occur.
11. Support Circles Alt Ed with carrying out the previously agreed cause for concern procedures and behaviour policies.
12. Collect any necessary data for audit and monitoring requirements.
13. Notify Circles Alt Ed of any known absence such as work experience, examinations, non-pupil days, etc and give at least two weeks notice of such.
14. Inform the Local Authority and Circles Alt Ed immediately if a student is to be withdrawn. Complete all necessary documentation.
15. Notify Circles Alternative Education Ltd of any significant change of circumstance involving the students or details likely to affect programme delivery.
16. Settle invoices for the agreed payment within the specified 30 day time. Commit to the agreed payment schedule for the full term of the program even if the Home Centre students are withdrawn or fail to attend.
17. Maintain the Home Centre statutory responsibility for the students, including responsibility for special educational needs, except as delegated to Circles by agreement.
18. Attend regular meetings to monitor all programs.
19. Visit or contact Circles to monitor students at least once per half term.
20. Assist with the review of policies and procedures which support the provision.
21. Assist with removal of student from site if required. Either via home support / taxi or private car within one hour of the issue being raised.
22. Monitor changes in costing.
23. Students cannot be withdrawn during any forced school closures as per the normal roll-on roll-off policy, placements are confirmed for the forthcoming term automatically.
24. The Roll-on Roll-off terms for a student in Y11 are modified, to once a student is confirmed for the Spring term they are to remain with us for the summer term until the Y11 leaving date in June.



This Service Level Agreement is issued by Circles Alt Ed. The Home centre agrees to be bound by the conditions within the SLA.

By the process of referring a student to Circles Alt Ed via the online referral system, you are agreeing that the school/agency/LA agree with this SLA and are bound by the conditions.

This SLA maybe reviewed at any time, where changes are made, the updated copy will be sent to the school for signing, and will replace the previous versions content.

This SLA covers all students referred from your school/organization/LA.

A referral will only be accepted from an official school/LA email address, any referral coming from an official email address will be accepted and bound by the terms in this SLA.

To be signed by a member of the Senior Leadership Team that has the authority to financially commit the school to the terms of the placement as outlined in this SLA.

School/Agency/LA name:

Staff Name:

Job Title:

Signature:

Date: