ARC Training Services

Service Level Agreement

**(Service Level Agreement for the provision of RQF qualifications)**

Supporting Excellence

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| **Nature of**  **Service** | **Detail** | **Performance Name of SLA Partner**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |
| SLA Partner  HR & Development Manager  Providence LINC United Services (PLUS) | ARC |
| **Pre- registration** | Processing of applications prior to qualification registration. | • Identify potential learners and unit/s or qualification applying for. Provide accurate and complete information on the Qualification Application Form and ULN (Unique Learner Number) Registration Form.  • Ensure the organisation’s Training Manager sees and verifies Learner identifying information and confirms by signing the ULN Application Form.  • Ensure Qualification Registration Form, ULN Registration Form and Initial Assessment Forms are submitted prior to Qualification Registration. | • Maintain records on database.  • Process ULN information and  either allocate learner’s a ULN or confirm learner’s ULN if already on the national database.  • Process information provided on ULN Registration Form in line with Data Protection Act.  • Contact potential learner and  carry out initial assessment if form completion has not been done within the workplace to avoid unnecessary replication of qualifications and establish level of functional skills. |
| **Registration** | Processing of registrations. | • Identify potential Assessor, Marker, Internal Quality Assurer of qualification.  • Ensure Learners agree registration.  • Provide accurate and complete information about each learner to the ARC Training Services Centre on the Q1 Form. Ensure the learner provides a current CV with the Qualification Registration Form (Q1).  • Pay invoices on time to meet costs identified on the ARC Training Services (current) price list. | • Invoice for appropriate price.  • Register learner within 3 weeks of receipt of information and payment of invoice.  • Maintain centre records and database. |
| **Training** | Delivery of  training. | • Liaise with ARC regarding location of training and availability of staff.  • Learners to receive and read pre-course materials.  • Release learners for training. | • Set up and deliver training.  • Send out pre-course materials.  • Inform learner of training dates.  • Keep CVs (Assessor and Internal Quality Assurer) on file as required by the Awarding Organisation. |
| **Support and assessment** |  | • Ensure that learners attend any required induction or training sessions.   * Ensure learners have time to gather evidence and work on their portfolio. * Enable all learners to prepare for and provide opportunities for direct observation. * Ensure portfolios are available for assessment, internal and external verification.   • Provide countersigning assessor where necessary. | • Provide support for learners during training days and workplace visits.  • Provide direct observation of  learners where required and complete assessment records.  • Provide countersigning Assessor  for learners where this cannot be provided by the organisation.  • Provide ongoing assessment for qualifications.  • Provide summative assessment of  portfolios.  • Provide feedback.  • Provide Markers and Quality Assurance personnel for knowledge units. |

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Service Level Agreement continued Please photocopy as necessary

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| **Nature of**  **Service** | **Detail** | **Performance** | |
| SLA Partner | ARC |
| **Internal Quality Assurance** | Workplace visits internal quality assurance. | • Ensure that all learners’ portfolios are provided for internal quality assurance.  • Ensure all active Assessors and IQAs  meet quality assurance requirements of annual CPD review/plan and observation of Assessor and IQA practice. | • Provide internal quality assurance as per Centre IQA strategy, QCA/ OFQUAL Codes of Practice  and Awarding Organisation requirements, including observation of Assessor practice.  • Give written feedback to Assessors. |
| **External Quality Assurance** | Arrangement for external quality assurance of qualifications by Awarding Organisation | • Ensure that learners portfolios  are available for external quality assurance if required.   * Ensure that learners, Assessors and IQAs are available if requested to attend an EQA visit. | • Provision of portfolios and  personnel for external quality assurance as required by the EQA plan.  • Provision of accurate information to the External Quality Assurer to enable a fair EQA plan to be produced. |
| **Completion and Certification** | Arrange for certification of units or qualification. | • Submit relevant documents as required by Awarding Organisation and specified in the centre procedures.  • Submit portfolio to ARC Development Officer for Final DO Check prior to being sent to Centre for claiming.  • Receive certificate on completion unit/s or qualification. | • Claim unit/s or qualification with Awarding Organisation.  • Maintain learner records.  • Administer any funding as required. |
| **Maintaining Assessor, Internal Quality Assurer,**  **and Marker competence and currency of practice and other quality assurance requirements** | Assessment, internal quality assurance and marking. | • Ensure all Assessors, IQAs and Markers maintain currency of competency by completing annual CPD activities, attending standardisation and quality assurance activities and being observed in practice meeting the National Occupational Standards.  • Follow the Centre’s policies and procedures relating to qualifications.  • Ensure optimum use of workplace visits by ARC Development Officers to ensure appropriate assessment and IQA activities take place, such as:  - Sampling of portfolios.  - Observation of learners.  - Observation of Assessors.  - Observation of IQAs.  - Assessor and IQA CPD reviews.  • Inform ARC of any changes to Assessor/IQA personnel, ie, leavers’ and new starters.  • Ensure at least one workplace visit occurs each year where there are active learners. | • Monitor currency of Assessors and  IQAs.  • Provide standardisation and quality  assurance events.  • Provide CPD reviews and observations of practice when required.  • Provide policies and procedures to meet regulatory and Awarding Organisation requirements.  • Provide a service to organisations including advice and support to learners, Assessors and IQAs, such as:  - Sampling of portfolios.  - Observation of learners.  - Observation of Assessors.  - Observation of IQAs.  - Assessor and IQA CPD reviews.  • Support Assessors, IQAs and learners.  • Support/provide Assessor and IQA  meetings and standardisation activities.  • Monitor qualification activity and ensure fair access and progression is maintained for learners. |

ARC Training Services Manager Signature

Name of Training Budget Holder (within Provider Service)

Signature

Date

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