

**Service Level Agreement between**

**EDUC8 TRAINING GROUP LIMITED LTD**

**and**

**DRIVER AND VEHICLE STANDARDS AGENCY**

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| **Document Owner:** | Educ8 Training Group Limited Ltd |

**Version**

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| --- | --- | --- | --- |
| Version | Date | Description | Author |
| 1.0 |  | Service Level Agreement | XXXXXX redacted under FOIA section 40 |
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**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

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| --- | --- | --- | --- |
| Approvers | Role | Signed | Approval Date |
| Educ8 Training Group Limited Ltd | Learning Provider | XXXXXX redacted under FOIA section 40 | 14/3/2023 |
| Driver and Vehicle Standards Agency | Employer | XXXXXX redacted under FOIA section 40 | 15/03/2023 |

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# Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *Educ8 Training Group Limited Ltd* ***(Educ8)*** and *Driver and Vehicle Standards Agency* ***(DVSA)*** *commencing* on ‘the Effective Date 01/04/2023’ for a period of three (3) years. The termination date is the last date for enrolment onto the apprenticeship. The apprenticeship delivery is to be supported until completion of the apprenticeship programme. The agreement represents a commitment by both parties to work in partnership together and for The Educ8 Training Group Limited Ltd to be used as the ‘primary provider of choice’ of Business Administration Level 3 Apprenticeships, limited to 10 apprentices over the duration of the contract.

Duration of Apprenticeship and total funding Values:

* Business Admin Level 3 duration is between 12-15 months (expected completion within 12 months).
* The agreement only covers Business Administration Level 3 apprentices funded through Welsh Government. The funding value for the qualification is XXXXXX redacted under FOIA section 43.
* Educ8 receives a set monthly delivery payment based on the total funding value of the apprenticeship qualification, this payment varies depending on durations and funding value.

Purpose:

The purpose of the SLA is for Educ8 and DVSAto agree to work in partnership to develop high quality learning and development programmes for eligible learners whilst making the best possible use of resources (specifically Welsh Government funding).

Both parties to the SLA commit themselves to the following objectives and guiding principles:

Objectives:

* To provide eligible learners with high quality learning and development programmes which confirm competency in a specified job role.

Principles:

* Shared commitment to the development and promotion of high quality training programmes,
* Recognition of the value of each partner’s contributions,
* Essential close working relationships between all parties.

Reputation and Good Name:

Both parties to this agreement agree to maintain the good name of the other party and to take no action which is detrimental to that reputation and good name.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

# Educ8 Training Group Limited

**Vision**

**“To make a positive impact on the social and economic future of our communities through developing, empowering and inspiring individuals to achieve their true potential!”**

**Values**

**Honesty -** We inspire trust amongst our customers, learners, partners and colleagues by delivering on our promises and demonstrating honesty and truthfulness at all times

**Integrity -** We hold ourselves accountable by honouring our commitments, providing results and striving for excellence in all that we do

**Respect -** We afford due respect to ourselves and others by celebrating diversity and valuing individuals for their unique talents and skills

**Positivity -** We embrace a ‘can do’ culture across the organisation by facing changes and challenges with a positive attitude and a smile

# Our Commitment

Educ8 is totally committed to delivering high quality learning and ensuring all our learners receive the support and guidance to help achieve their learning objectives and qualification aims.

Educ8 is committed:

* To ensure all eligible learners are enrolled on to the programme within 2 weeks of employment start date,
* To encourage eligible learners to select the qualification units and modules that will most benefit your organisation and their job role,
* To ensure that Educ8 recogises and accounts for individuals’ prior learning to avoid duplication,
* To ensure that Educ8’s work-based trainer coaches maintain currency of competency via annual CPD completion,
* To ensure all eligible learners are visited at least once every 61 days (in-line with Welsh Government stipulations) and provided with quality learning and support,
* To provide additional support and guidance to learners where required,
* To provide all eligible learners with a high quality learning experience helping to ensure they achieve their learning goals and objectives,
* To support eligible learners to achieve their Apprenticeship qualification within the timescale agreed in their learning plan,
* To allocate you with an Account Manager who will respond to any queries/issues within 48 hours of receipt,
* To notify you of any changes and/or new products and services that would help your organisation,
* To ensure we involve you in progress reviews and provide you with regular feedback on learners progress,
* To prove monthly reports to the apprenticeship team by 15th of each month,
* To provide you with first refusal to additional funding opportunities,
* To provide flexible options to deliver learning programmes that meet your organisational needs,
* To provide you with online access to monitor learners progress,
* To provide you with preferential rates for any non-funded (commercial) opportunities,
* To actively promote our working partnership to external bodies via case studies, good news stories and submission to national awards such as the National Apprenticeships Awards. Educ8 must not make any press announcements or publicise the Contracts or any part of them in any way, without the prior written consent of DVSA and must use all reasonable endeavours to ensure that Educ8 staff do not either,
* To provide you with up to date contact names and numbers for all relevant personnel.

# Your Commitment

We wish to work in partnership with our employers by ensuring that we provide you with quality support and demonstrate our commitment to meeting your needs. We also want our employers to provide commitment in order to ensure eligible learners have the best possible chance of achieving their learning goals and objectives.

You are committed:

* To release your staff member for approximately 2-3 hours per month to attend their assessor meetings
* To encourage and facilitate the opportunity for eligible learners to attend workshops if required
* To hold your employees to account if they fail to commit to agreed assessor meetings/reviews
* To actively participate in the trainer coach review process
* To provide additional support to your employees and actively provide additional evidence (such as witness testimonies) to support the learning process
* To encourage eligible learners to complete the work required for their qualification and achieve their deadlines and timescales
* To provide regular feedback through the completion of:
  + Progress Reviews
  + Employer Surveys
  + Online Questionnaires and Evaluations
* To work with Educ8 as your ‘primary provider of choice’ of Business Administration Level 3 Apprenticeships and to direct eligible learners to Educ8 for enrolment. Limited to 10 apprentices over the duration of the contract
* To notify Educ8 of any issues or concerns regarding the learning programme
* To notify Educ8 of any accidents diseases or dangerous occurrences involving a learner during working hours that is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
* To notify your Account Manager of any changes in roles and contact information

# Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid for a period of three (3) years. This Agreement should be reviewed at regular intervals and as a minimum once per calendar year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Educ8 (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Document Owner:** Educ8 Training Group Limited

**Review Period:** Annual

**Previous Review Date:** N/A

**Next Review Date:** 01-04-2024

# Termination

This Agreement may be terminated by either party by providing 3 months written notice confirming the reason for the termination and the termination date.

# Declaration and Signature

**Service Provider: Educ8 Training Group Limited**

**Print Name: XXXXXX redacted under FOIA section 40**

**Signature: XXXXXX redacted under FOIA section 40**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Position: FINACIAL PLANNING AND ANALYSIT MANAGER**

**Date: 14/03/2023**

**Partner: Driver and Vehicle Standards Agency**

**Print Name: XXXXXX redacted under FOIA section 40**

**Signature: XXXXXX redacted under FOIA section 40**

**Position: SENIOR COMMERCIAL CATEGORY MANAGER**

**Date: 15/03/2023**

1. **Contacts:**

**Educ8 Training Group Limited**

**National Account Manager**

Name: XXXXXX redacted under FOIA section 40

Contact No. XXXXXX redacted under FOIA section 40

Email: XXXXXX redacted under FOIA section 40

**Managing Director**

Name: XXXXXX redacted under FOIA section 40

Contact No. XXXXXX redacted under FOIA section 40

Email: XXXXXX redacted under FOIA section 40

**Employer**

**Primary Contact**

Name: XXXXXX redacted under FOIA section 40

Position Training Manager

Contact No. XXXXXX redacted under FOIA section 40

Email: XXXXXX redacted under FOIA section 40

**Qualification overview**

The qualification will take a minimum of 12 months to complete

To achieve our Level 3 Business Administration qualification, learners must complete 58 credits in total (minimum 40 credits at Level 3 or above):

Mandatory Group - 26 credits

Optional Group A - 13 credits

Optional Group B - 10 credits

Optional Group C - 8 credits

Benefits for the learner

• Quality teaching from trainer coaches with industry links

• Progress your career through development and training

• On the job learning to help you gain new skills

• Achieve a nationally recognised qualification

• Access resources through Moodle - our online learning platform

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication, Application of Number and Digital Literacy qualifications are an integral element to the funded apprenticeship frameworks.

We offer a blended learning approach delivered remotely, face-to-face and using our online learner Moodle.

If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

**Essential Skills Learners will need to completed:**

Application of Number – Level 2

Communication – Level 2

Digital Literacy – Level 2