SERVICE LEVEL AGREEMENT

EFFECTIVE: SEPTEMBER 2026 | REVIEW: SEPTEMBER 2027

SAFE PEOPLE • POSITIVE PATHWAYS • COMPLIANT PRACTICE | Impact Alternative Learning - commissioned alternative provision.

1 AGREEMENT AND AUTHORISATION

- The provider and commissioning organisation complete the individual placement schedule, financial terms, named contacts and signatures before a placement starts.
- Written authorisation is required for every commissioned placement; the agreed contract and learner-specific schedule govern delivery and reporting.

2 PARTIES AND INDIVIDUAL PLACEMENT

- Provider: Impact Alternative Learning, UKPRN 10101723. Commissioner: [school / academy trust / local authority]. Learner: [secure identifier].
- Named contacts, authorised signatories, funding source, purchase order (if applicable) and escalation details must be inserted.

3 SERVICE SCOPE AND DELIVERY

- Specify actual site, timetable, curriculum/targets, whether full- or part-time, expected frequency, supervision ratios, vocational facilities and off-site partners.
- List EHCP Section F elements Impact will provide and elements remaining with commissioner / LA.

4 COMMERCIAL AND TRANSPORT SCHEDULE

- Insert agreed fee, invoicing frequency, payment terms, cancellation/closure provisions, transport provider, insurance and collection responsibilities.
- Fees and transport responsibilities are confirmed in the individual written placement schedule and updated through agreed change control.

5 SAFEGUARDING RESPONSIBILITIES

- Provider: trained DSL, prompt action and recording, safe recruitment, supervision and immediate risk reporting. Commissioner: statutory oversight appropriate to their role, risk sharing and coordination.
- Both parties confirm safeguarding contacts, referral routes, attendance escalation, LADO arrangements and insurance evidence.

6 INFORMATION SHARING AND SECURITY

- Define lawful purposes, controller/processor roles (as legally assessed), secure channels, recipient contacts, breach and subject-access cooperation.
- Use current September 2026 DfE guidance, without assuming all commissioners and AP providers have identical statutory duties.

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Standard commissioning terms and placement schedule

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7 ATTENDANCE, REVIEW AND OUTCOMES

- Set clear attendance reporting deadline (for example 11am if required), incidents deadline, reporting cadence, review dates and agreed learner objectives.
- Specify how non-attendance, transport breakdown, safeguarding risk and absence from education will be managed.

8 CHANGES AND TERMINATION

- Any fee, site, hour or support change requires written agreement; urgent safeguarding steps can be taken immediately, with prompt notification.
- Commissioner retains responsibility for arranging suitable education within legal remit; transitions need a written plan.

9 DISPUTES AND SIGNATURE

- Resolve operational disagreements via named managers then senior escalation; unresolved child protection concerns use statutory safeguarding routes.
- Signature fields: authorised Impact representative [ ]; commissioner [ ]; date [ ]; placement start [ ]; review [ ].

10 LINKED STATUTORY AND DFE GUIDANCE

- DfE Alternative provision statutory guidance (February 2025); Keeping Children Safe in Education 2026 (in force 1 September 2026); Information sharing to safeguard children and young people (10 September 2026; duty 30 September 2026) This policy is a provider operational policy; the primary guidance and any commissioner requirements take precedence where applicable.

11 POLICY OWNERSHIP AND REVIEW

- Policy owner: Kate Willis, Principal and Proprietor. Effective date: September 2026. Next review: September 2027, or sooner if legislation, safeguarding guidance, commissioning requirements or provision changes.
- The Principal manages implementation and policy review, with governance oversight where appropriate; relevant staff are informed of updates and confirm understanding.