

SERVICES FOR SCHOOLS

Hampshire Teaching and Leadership College (HTLC)

Subscription offer to Isle of Wight schools

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Subscription to Hampshire Teaching and Leadership College (HTLC)

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Subscription to Hampshire Teaching and Leadership College (HTLC)

Parties

This agreement is made between the governing body of the school (the client) and the Hampshire Teaching and Leadership College (HTLC) , Hampshire County Council (the service provider).

Duration

This agreement will run from 1 September 2016 to 31 March 2017, unless varied by agreement between the parties. A school can terminate this agreement by giving three months notice in writing to the Business Manager (Education and Inclusion).

Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

Services to be provided to the client

HTLC is committed to helping schools manage and meet their training needs effectively with the aim of improving outcomes for all children and young people. HTLC will promote training and development by providing access to high quality training opportunities communicated through the website and Local Authority publications.

Subscription gives an **entitlement to a discount of up to 20%** against the full price booking of most directory courses (for the small number of exceptions, where no discount applies, this will be clearly communicated in advance).

HTLC will, upon request, provide information to subscribing schools regarding course attendance by their staff.

The full range of training courses can be found in our *Directories of Training*:

<http://www3.hants.gov.uk/education/htlc/htlc-courses.htm>

In addition a number of bespoke courses tailored for Isle of Wight schools will be developed. These will be co-constructed between the School Improvement Manager and Isle of Wight Heads and will be run in Isle of Wight venues subject to sufficient demand from schools to make them financially viable.

Delivering the service

The HTLC support team communicate details of the services, courses and training programmes via the HTLC website and training publications.

HTLC will ensure that schools' queries are referred to and dealt with by the right person speedily and effectively.

The business hours of the administration service (excluding Bank Holidays) are:

Day	Hours
Term time - Monday-Thursday	8:00am-5:00pm
Term time - Friday	8:00am-4:30pm
Outside term time - Monday-Friday	8:30am-4:00pm

Contact details:

For administrative queries, eg joining instructions or to book/cancel a place on a course, please contact the HTLC Admin team on 01962 718600 or email:

htlc.courses@hants.gov.uk.

For more information about HTLC services, please email htlcdev@hants.gov.uk or call 01962 874820.

Client responsibilities

Delegates are expected to provide as much notice as reasonably possible if they are unable to attend any training or event which they have booked. Non attendance without notification can have a negative impact on the experiences of other delegates by altering the group dynamic.

Cancellation policy

If you cancel a place without sending a substitute with less than 10 working days notice or fail to attend the event, your school will be charged the full cost of attendance except in exceptional circumstance.

Quality and review

HTLC is committed to offering schools the highest quality of training and programme provision. This is monitored through evaluation questionnaires provided to all delegates.

HTLC will provide a courteous, reliable and efficient service and offer training at fair and reasonable prices by seeking high quality provision at cost effective venues.

Charges

For period 1st September to 31st March 2017

Primary and Secondary schools: £100 plus 60p per pupil

Special schools: £100 plus £1.20 per pupil

Isle of Wight schools who also subscribe to the HIAS SLA can offset some of the teaching elements of the training against their HIAS SLA.

Billing and payment method

The subscription is payable in advance and is collected by invoice.

Course charges will be invoiced by HTLC on completion of the event.

Resolving disagreements

Any concerns or complaints about the level or quality of service should firstly be made to the HTLC Workforce Development Support Team Manager Jon Bramley 01962 718614 email jon.bramley@hants.gov.uk .

Clients who consider they have not received an adequate response from the Workforce Development Support Team Manager may appeal in writing to the County Education Manager Professional Learning at Clarendon House, Monarch Way, Winchester, SO22 5PW.

If there are still matters to be addressed, a formal written complaint can be made using the Children's Services complaints procedure, which can be found at www.hants.gov.uk/cs-complaints.

If mutual confidence in the continuation of this service level agreement cannot be restored, it may be terminated by either party by giving three months' notice in writing to the Business Support Manager (Education and Inclusion), The Castle, Winchester.