



Service Level Agreement for Delivery of ECDL & Distance Learning Vocational Qualifications



Client: PCS

Date of Agreement: 22nd August 2018

Programmes: European Computer Driving License (ECDL) Extra and Vocational Qualifications (Various - Level 2)

The Fire Brigades Union National Learning Centre is an approved Skills Funding Agency (SFA) provider holding a SFA approved Sub-Contract with Leeds City College. Where this SLA provides for the delivery of Government Funded Courses the FBU National Learning Centre will hold the sole responsibility for ensuring that Learning Provision meets the appropriate SFA Guidelines. All such funding will be held in the FBU National Learning Centre Account and be used to maintain the status of the Centre and re-invested back into learning provision. We welcome the opportunity to provide agreed courses (Appendix 1) with you and look forward to enhancing the skills and qualifications of participating individuals.

This agreement builds on the experience of the previous agreement and provides enhancements to improve student completion rates. Following a review of the previous agreement's outcomes it was noted that the 61% completion rate fell well short of the high completion rate the college demands from the FBU Learning Centre and that the 50+ non completions threatens future course provision and imposed an undue financial burden on the FBU Learning Centre.

It was agreed that to limit the exposure to these risks and improve the outcome success rate the FBU Learning centre, and PCS implements the following measures in this enhanced agreement:

- During promotion, ULR's should place heavy emphasis on the importance of timely completion to allow further students to enrol and to secure future course provision
- Numbers of students to be set at a maximum of 80 students studying at any one time.
- Deadlines for assessments will be strictly enforced with students who are excessively late in their submissions being removed from the course and their course packs retrieved allowing new students to start their studies.
- As students complete their studies, new students will be enrolled to keep the number of students studying at 80.
- Students who have not completed in previous years will be barred from re applying for courses with exemptions given to students offering extenuating circumstances

The new agreement will cover the North West region and will run in line with the current academic year from 1st September 2018 to 31st July 2019. Enrolments for courses will end at the end of March 2018 at which point a review by both parties will be undertaken.



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With regard to the outcomes of the programmes both parties agree that during the trial the FBU and PCS Union will share the outcomes on an equitable basis, each party receiving 50% of the Union Learn outcomes with regard to:

- Information, advice and guidance given to each student prior to enrolment
- The number of students enrolling for each particular course
- The number of assessments by students for each particular course
- The number of completions of students for each particular course.

In order to confirm the delivery of the programme both parties commit to the following points which will allow funding to be provided.

Your commitment to us	Our commitment to you
Agree the number of learners and course subject for Vocational Qualifications enrolments	Provide you with details of course availability, provide all resource and administration materials, allocate assessors, tutor support for learners and cover accreditation and certification costs.
Promote courses utilising your network of ULRs and provide student names with suitable venues for dissemination events	Attend dissemination events when availability permits Provide ULR's with course promotion materials.
Provide details of student names and courses required along with venues and dates for enrolment sessions.	Attend and complete the enrolment of learners onto courses ensuring students have all the course material allocated to them along with details of timescales and tutor support. Providing you the student details needed for you to input onto your Trax system We will be responsible for registering the learners with the college and accreditation body. Claiming certificates and sending them to the individual.
Follow-up learners who have not accessed their learning and ascertain their ability to complete courses/qualifications	We will monitor the learner's progress throughout the course and submit a report to your nominated contact on a monthly basis.




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Schedule 2 – Meeting the Vocational Qualification Requirements

Your commitment to us	Our commitment to you
Learners will be required to provide SFA approved identification.	We will provide details of approved identification.
Learners will be required to provide details of previous and current qualifications before enrolling on a VQ.	We will carry-out checks on the information provided to ensure that the course attracts SFA funding or provide a cost of delivering the course.
On enrolment you will agree timescales with the Learner to submit their course assessment papers and complete their course.	We will monitor the Learners progress and we will provide you with the Learner details for you to contact directly.
If a learner fails to start their course within agreed timescales (or without good reason) you will retrieve and return resource material to the FBU National Learning Centre.	Where a Learner fails to provide good reason for not starting their course or failing to submit assessments we reserve the right to withdraw the Learner from the course.

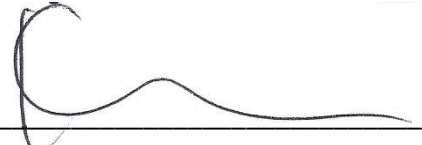
We agree to the above as set out in this Service Level Agreement Provision and, that where appropriate, it meets the requirements of the Data Protection Act and the Skills Funding Agency Requirements.

Signature: 

Name: **Alan Griffiths**

Position: **Project Support Organiser**

Company: **Fire Brigades Union**

Signature: 

Name: **Kim Hendry**

Position: **Learning Project Manager**

Company: **PCS Union**



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Appendix 1- List of courses

European Computer Driving License (ECDL Extra) only in Merseyside

Level 2 Certificate in Common Health Conditions

Level 2 Certificate in Equality and Diversity

Level 2 Certificate in Understanding Autism

Level 2 Certificate in Understanding Nutrition and Health

Level 2 Certificate in Awareness of Mental Health problems

Level 2 Certificate in Team Leading Knowledge

Level 2 Certificate in Information, Advice and Guidance

Level 2 Certificate in Principles of Dementia Care

Level 2 Certificate in Working with individuals with Learning Disabilities

Level 2 Certificate in Understanding Specific Learning Difficulties (New for 2018)