Service Level Agreement
For the provision of
Curriculum Advice, Training
And Support Services

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1. Introduction

1.1.   The ICT Curriculum Team will operate and deliver services to schools in accordance with the Authorities policies and standards.

1.2.   A wide range of services are provided to schools, some under SLA and others provided as agents of the Authority.

1.3.   The provision of quality services to schools will be dependent upon the school meeting its responsibilities as described in 3.3 The Training Event and Resource Requirements.

1.4.   The SLA will apply for a period of three years but the content will be subject to annual review in light of changing needs and developments. Minor changes will be accommodated in this agreement by mutual consent of the Authority, subscribing schools and the ICT Curriculum Team.

2. SLA Provided Services

Under SLA provision, the ICT Curriculum team will provide:-

ICT Teacher Adviser support to each school based on:
- The number of teachers in that establishment
- Extra support will be provided to schools with identified additional requirements in any one year. These additional requirements will be identified in consultation with Head teachers and the Authority.

The focus for the training is by agreement with individual schools with an emphasis on:

2.1   Senior Management issues:
        2.11 Planning for ICT throughout the curriculum.
        2.12 School ICT Development Plans.

2.2   Whole School issues:
        2.21 Internet Usage and Security.
        2.22 Assessment and recording for ICT.
        2.23 Curriculum Audit.

2.3   Individual or groups of teachers – focusing on the individual needs of the teachers taken from the list of identified priorities for the year e.g. Cross-curricular use of the Internet to support Teaching and Learning.

2.4   New technologies and their impact on teaching and learning.

3. Process for Delivering Training and Support

3.1 Annual focus for the training and support programme
- Prioritising the annual focus for support for ICT in negotiation with Llan (or Llan ICT sub group) and the Authority.
- Generating a list of identified priorities from which schools can select their own focus.

3.2 Negotiating the training or support event
- Individual school needs are discussed and determined between the school, normally the Head Teacher or a nominated representative, and the ICT Curriculum Manager or a representative of the ICT Curriculum Services.
- Detailed discussions about the content of the event will take place between the Teacher Adviser attached to the training or support event and the school, either the Head Teacher or a nominated representative.

3.3 The Training event and resource requirements
- The ICT Curriculum training event or support is undertaken by the nominated Teacher Adviser, either at the school, or at the Baglan IT Centre by mutual agreement.
- The school undertakes to ensure that all nominated teachers are available for the training event and that they have appropriate access to resources at the school.
- When the training event takes place at the Baglan IT Centre the ICT Curriculum Manager will ensure that appropriate resources are available.

3.4 Event Evaluation and Further Action
- Following the event a written report will be provided by the Teacher Adviser to the Head Teacher or a nominated representative.
- Schools are required to complete the training or support event evaluation form and return this to the ICT Curriculum Manager.
- The ICT Curriculum Manager evaluates the event report and discusses it with the Teacher Adviser. Appropriate follow-up is agreed.

3.5 Complaints procedure
- If the school feels that there are issues arising from the training or support event they should be devolved to the ICT Curriculum Manager.

3.6 Event cancellation
- If the school wishes to cancel or rearrange a training or support event this should be done through the ICT Curriculum Manager with as much notice as is possible.
- If the ICT Curriculum team needs to cancel and rearrange a training or support event the ICT Curriculum Manager will contact the school with as much notice as is possible.

4. Service Hours

During term times the ICT Curriculum team is available from: -

08:30 – 17:00 Monday to Thursday
08:30 – 16:30 Friday

The ICT Curriculum Manager and a number of ICT Teacher Advisers are normally available during the school holidays.

5. LEA Provided Services (not part of the SLA agreement)

Services to be excluded from the SLA, but provided by the Authority:-
- *Short courses programme – set to challenge and move teachers and schools forward.*
- *Curriculum development – produce a wide range of electronically based materials provided on CD Rom's and the website to support and enhance the use of ICT across the curriculum and Key Stages.*
- *Web development – A high quality support vehicle providing a portal to curriculum rich sites, local materials and appropriate ICT activities and communications.*
- *Special Educational Needs – specialist advice, assessments, training and support for ICT with individual pupils with special educational needs.*

- *Welsh Assembly Government Initiatives – e.g. the introduction of Interactive whiteboards in all schools, with the training programme focusing on necessary skills and classroom applications.*
- *Developing measures to assess the impact of ICT on teaching and learning.*