

The logo for Success Academies, featuring the text "Success Academies" in white, centered within a white rounded rectangle, which is itself centered on a solid red rectangular background.

Success
Academies

Service Level Agreement

Between:

Success Academies and

<date>

Introduction

This SLA outlines the precise services offered by Success Academies to <customer>, key features relating to our provision of service and any exclusions.

It outlines payment details and key personnel to ensure a strong and successful service partnership.

Services to be provided

Per learner, Success Academies agrees to provide:

- 6 hours of live online tuition per agreed week – (2 English, 2 Maths and 2 Science) via small class format
- Attendance to live classes tracked weekly and concerns reported to link member of staff from <customer>
- Teaching staff with at least 2 years teaching experience
- Teaching staff with a clear DBS record
- Teaching staff who are knowledgeable and confident with current safeguarding protocols
- A DSL (Emlyn Hall) who will communicate directly to <customer> DSL if need arises during the provision of the service
- Pupil access to our online learning software
- Weekly tasks set on the learning software by teaching staff
- Progress tracked weekly and reported to both the learner (and family) and <customer> on a half term basis
- Targets set for learners on a half termly basis related to the progress report
- Pupil access to our bank of resources (all resources used for online teaching etc.)
- 24 hour turnaround of communication during term time (Success Academies operates a regular school term structure in line with WSCC (<https://www.westsussex.gov.uk/education-children-and-families/schools-and-colleges/school-term-dates/>)
- Success Academies will accept and return communication during weekends and holidays only for safeguarding concerns
- Same day communication of any safeguarding concerns/information
- Success Academies will adhere to its published policies (found on the company website)
- Attendance records of all 'school' learners are recorded – These are provided on a half termly bases unless agreed otherwise in advance

Key details

- Success Academies delivers lessons in 3 sessions:
 - am – 9:00 to 12:00
 - pm – 12:00 to 15:00
 - Evening – 16:00 to 19:00Success Academies will usually agree timeslots for live tuition sessions with the learner and family, although we welcome input from <customer> on this.
- Learners will be able to select their preferred slots and Success Academies will work to provide the learners preferences, this may not always be possible
- Success Academies will support all reasonable requests for consultations with <customer> staff on matters of attendance, progress, and safeguarding – meetings will be considered on a case-by-case basis with the preference always being online
- Success Academies does not offer the delivery of live online lessons during weekends or school holidays
- Most live online lessons offered to <customer> take place on Tuesday, Wednesday, and Thursdays
- Success Academies can offer a range of other subjects at KS4 and occasionally offers revision classes, although these do not form part of our 'core provision package' it is possible to add these on at any point and they will be invoiced retrospectively

Key exclusions of our services

- Success Academies will not provide equipment to learners. Learners require access to an electronic device e.g. smartphone, laptop, tablet etc. Learners require access to a Wi-Fi connection or stable mobile network in order to access live online classes
- Success Academies takes no responsibility for the equipment and Wi-Fi of learners and will not reimburse for loss of service unless a service is disrupted by the tutors equipment or Wi-Fi failing or a general failure of Success Academies learning platforms – Success Academies will compensate the above in line with its published policies

Payment

- Success Academies charges a flat rate of £35 per week for all customers per child for the above services
- Invoices for schools are served on either: ½ termly, termly or annually
- Invoices for our services are sent at least 4 weeks ahead of the commencement of our services
- Payment for our services is expected at least 1 week before a learner commences using our services unless agreed
- Once the service has commenced cancellations will be accepted up until the 'mid-point' of a ½ term – The following ½ term will then be refunded.
- A cancellation of the service is refundable in full at any point up to the delivery of the service (this is always a Monday at the start of a half term, unless an in-year request for our services is received – in which case, this will be agreed separately).

Key Personnel

Success Academies

Director, DSL, Link member of staff: Emlyn Hall: emlyn@successacademies.co.uk,
Mob - 07368558487

<customer>

DSL:

Link member of staff (and role):

Link member of SLT (if different to above):

Signatures

We agree to Success Academies providing the services as outlined above. The details above will remain valid for 12 months and are due for revision by both parties on 1st May 2025.

On behalf of <customer>:

Date:

Printed:

We agree to provide <customer> with the above services.

On behalf of Success Academies:

Date:

Printed: