

Name	IWYS Alternative Provision
Address	Fenton Town Hall, 1 Gimson Street, Fenton Stoke-on-Trent, ST43FF
Main Contact	Charmaine Baines
Position	Proprietor
Date	October 2026

Education Service Level Agreement (SLA)

Document Title: Education Service Level Agreement (SLA)

Organisation: IWYS Alternative Education Provision

1. Purpose

This Service Level Agreement (SLA) outlines the educational services, standards, responsibilities, and expectations between **IWYS Alternative Education Provision (IWYS AP)**, commissioning schools, local authorities, parents/carers, and learners.

The purpose of this agreement is to ensure that all learners receive a high-quality, safe, inclusive, and effective educational experience that supports academic achievement, personal development, wellbeing, and successful progression.

2. Mission Statement

IWYS Alternative Education Provision is committed to:

- Providing a safe, nurturing, and inclusive learning environment.
- Supporting learners who may be disengaged from mainstream education.
- Promoting positive behaviour, wellbeing, and personal development.
- Delivering tailored educational programmes that meet individual needs.
- Working collaboratively with schools, families, local authorities, and external agencies.

3. Scope of Services

IWYS AP will provide:

Educational Support

- Individualised learning programmes.
- Core curriculum delivery where appropriate.
- GCSE and accredited pathways (where commissioned).
- Literacy and numeracy intervention.

Personal Development

- Social and emotional learning.
- Employability and life skills.
- Personal, Social, Health and Economic (PSHE) education.
- Careers education, information, advice and guidance (CEIAG).

Behaviour and Engagement Support

- Positive behaviour support plans.
- Attendance monitoring.
- Mentoring
- Reintegration support where appropriate.

Safeguarding and Welfare

- Safeguarding monitoring and intervention.
- Pastoral support.
- Multi-agency collaboration.
- Referral to specialist services where required.

4. Service Standards

IWYS AP will maintain the following standards:

Area	Service Standard
Attendance Monitoring	Daily attendance recorded and reported
Safeguarding Concerns	Immediate reporting in line with statutory guidance
Parent Communication	Daily
School Communication	Response within 1 working day
Progress Reviews	Minimum once every half term
Incident Reporting	Within 24 hours of significant incidents
Individual Learning Plans	Developed within 15 working days of enrolment

5. Responsibilities of IWYS Alternative Education Provision

IWYS AP will:

- Deliver high-quality education in accordance with agreed programmes.
 - Maintain appropriate staffing levels and qualified personnel.
 - Ensure all staff receive safeguarding training.
 - Maintain a safe learning environment.
 - Keep accurate attendance, progress, and behaviour records.
 - Share relevant reports with commissioning bodies.
 - Comply with all relevant legislation and guidance.
 - Promote equality, diversity, and inclusion.
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6. Responsibilities of Commissioning Schools and Local Authorities

Commissioning organisations will:

- Provide accurate learner information.
 - Share relevant safeguarding and SEND information.
 - Attend review meetings where required.
 - Support learner attendance and engagement.
 - Make payments in accordance with agreed contracts.
 - Notify IWYS AP of any significant changes affecting the learner.
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7. Responsibilities of Parents/Carers

Parents and carers are expected to:

- Encourage regular attendance.
 - Maintain communication with IWYS AP.
 - Inform the provision of absences or welfare concerns.
 - Support learner engagement and achievement.
 - Attend review meetings when invited.
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8. Responsibilities of Learners

Learners are expected to:

- Attend sessions regularly and punctually.
 - Engage positively in learning activities.
 - Follow the IWYS behaviour contract signed by students and parents/carers on induction
 - Respect staff, peers, and visitors.
 - Follow health and safety requirements.
 - Use equipment and facilities appropriately.
 - Contribute positively to the learning environment.
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9. Safeguarding Commitment

IWYS AEP is committed to safeguarding and promoting the welfare of children and young people.

The provision will:

- Operate in accordance with current statutory safeguarding guidance, including Keeping Children Safe in Education.
- Maintain clear safeguarding reporting procedures.
- Ensure safer recruitment practices are followed.
- Provide regular safeguarding training for all staff.
- Work collaboratively with safeguarding partners and agencies.

Any safeguarding concerns will take precedence over confidentiality where there is a risk of harm.

10. Attendance and Engagement

Attendance will be monitored daily.

Where attendance concerns arise, IWYS AP will:

1. Contact parents/carers where appropriate.
2. Inform the commissioning school or local authority.
3. Implement intervention strategies.
4. Review support plans as required.

Persistent absence may result in a review of placement arrangements.

11. Behaviour and Conduct

IWYS AP adopts a restorative and trauma-informed approach to behaviour management.

Learners will be supported through:

- Clear expectations.
- Positive reinforcement.
- Individual support strategies.
- Behaviour intervention plans where necessary.

Serious incidents may result in temporary suspension or loss of placement from IWYS.

12. Progress Monitoring and Reporting

Learner progress will be monitored through:

- Ongoing formative assessment.
 - Attendance analysis.
 - Behaviour and engagement monitoring.
 - Accredited outcomes where applicable.
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13. Data Protection and Confidentiality

IWYS AP will:

- Comply with the requirements of the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.
 - Maintain secure learner records.
 - Share information only on a lawful and need-to-know basis.
 - Retain records in accordance with statutory requirements.
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14. Complaints Procedure

Complaints should be submitted in writing to the Provision Lead.

The complaint process will follow in line with our Complaints policy [IWYS-Complaints-Policy.pdf](#)

Where resolution cannot be achieved internally, complainants may be directed to the commissioning school or local authority.

15. Quality Assurance

IWYS AP will maintain quality through:

- Regular lesson observations.
 - Learner feedback.
 - Parent/carer feedback.
 - Staff supervision and professional development.
 - Internal audits and self-evaluation.
 - Continuous improvement planning.
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16. Review of Agreement

This SLA will be reviewed annually or when change in legislations

- Legislative requirements change.
 - Service delivery arrangements change.
 - Significant operational issues arise.
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17. Agreement and Acceptance

By signing below, all parties agree to work collaboratively in support of the learner and to uphold the commitments outlined within this Service Level Agreement. Our current agreed funding amount is £160 per day.

IWYS Alternative Education Provision

Name: Charmaine Baines

Position: Proprietor

Signature: 

Date: October 2026

Commissioning School / Local Authority

Organisation: _____

Name: _____

Position: _____

Signature: _____

Date: _____

All policies can be found at [Policies & information – www.iwys.co.uk](http://www.iwys.co.uk)