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# Service Level Agreement Example

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Turas Training

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Approval date:

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Revision date:

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## 1. Parties Involved

- 1.1. This contract is between Turas and

## 2. Overview

- 2.1. This agreement outlines how the two organisations will work together to (provide an overview of what the work is / the target group and other relevant introductory information).

## 3. Purpose

- 3.1. To outline the working relationship between the two organisations, with specific focus on the following:
  - 3.1.1. Aims and objectives of joint working
  - 3.1.2. Model and methods used
  - 3.1.3. Roles and responsibilities
  - 3.1.4. Service description
  - 3.1.5. Agreed policy framework
  - 3.1.6. Procedures to monitor and evaluate the work
  - 3.1.7. Procedures for managing interagency difficulties
  - 3.1.8. Financial arrangements

## 4. The Aims and Objectives of Joint Working

- 4.1. Objective: \_\_\_\_\_  
\_\_\_\_\_
  - 4.1.1. Aims \_\_\_\_\_  
\_\_\_\_\_
  - 4.1.2. Aims \_\_\_\_\_  
\_\_\_\_\_

## 5. Glossary of Terms and Definitions

- 5.1. As required.

## 6. Roles and Responsibilities

- 6.1. All staff have a responsibility to work within the procedures outlined in this policy and in accordance with agreed policies.
- 6.2. Staff should contact their supervisor should they have any concerns or are lacking clarity in relation to any aspect of the joint working arrangements.
- 6.3. Managers have a responsibility to review joint work in individual staff supervision.
- 6.4. Service managers agree to inform the manager of the other service should there be any issues in relation to any aspect of the joint working as soon as possible.

## 7. Service Description

Describe in detail all aspects of service provision.

- 7.1. Where
- 7.2. When
- 7.3. For who
- 7.4. What will be provided

## 8. Induction and Staff Management

- 8.1. Staff working as part of this project will need to be inducted prior to undertaking any work related to this project.
- 8.2. Induction will be undertaken by \_\_\_\_\_ (name role) and will consist of:
  - 8.2.1. Review of the Service Level Agreement
  - 8.2.2. Review of the following policies:
    - 8.2.2.1. Confidentiality

- 8.2.2.2. etc.
- 8.2.2.3. etc.
- 8.2.3. Opportunity for questions and discussion of the role.
- 8.3. Primary programme staff **can / can not** be substituted if the usual staff member can not attend. All substitution staff must be inducted prior to working as part of this service provision.
- 8.4. **While on the premises of \_\_\_\_\_name project, staff will be supported and will work under the immediate supervision of the manager for the time that they are working on the premises.**

## 9. General Policies Governing the Work

- 9.1. As the work is conducted in \_\_\_\_\_ (name venue if it is one specific venue) the policies governing the work will be those of \_\_\_\_\_ (name venue). In particular all workers should be familiar with the policies named in section 8.2.2.
- 9.2. Confidentiality will be maintained according to the Confidentiality Policy of \_\_\_\_\_.  
or
- 9.3. As the work is conducted through outreach (or name other common area) a policy portfolio has been agreed which covers all aspects of the work. This is appended to this agreement. All workers should be familiar with the contents of the policy.
- 9.4. If an event occurs which falls outside of the guidelines of the policies, taking into consideration the principles of the policy document/s, both workers should agree a course of action to be taken. If a decision can not be agreed upon by both workers, then the worker/s should contact their supervisor and seek advice.
- 9.5. The organisation where the work is being held will ensure that individuals working are covered under public liability insurance, employer's liability insurance and professional indemnity as appropriate.

## 10. Monitoring and Evaluation

- 10.1. This partnership project will be trialled for \_\_\_ (months) and will be reviewed after this point. A comprehensive review report will be provided for both managers upon completion of the project trial. This will include information on the following outcomes:
  - 10.1.1. **Outline outcomes for report**
- 10.2. The following information will be recorded:
  - 10.2.1. **Outline specific data information recorded.**
- 10.3. Information will be recorded in an agreed format (outline agreed format or appendix).
- 10.4. Both managers will receive a report every (name time frame) which will include (outline information required).
- 10.5. Managers will meet every \_\_\_ (months) for the first \_\_\_ (months) of the programme. Once the project has been reviewed managers will meet \_\_\_ times a year. **Meetings will aim to be 1 hour in length.**
- 10.6. The purpose of management meetings is:
  - 10.6.1. to review the successes of the joint working project,
  - 10.6.2. to manage any issues arising,
  - 10.6.3. to propose any improvements to the project.

## 11. Managing Interagency Difficulties

- 11.1. If a difficulty arises in relation to any aspect of the work, organisations will aim to address this as close to source and as quickly as possible. Specifically this means:
  - 11.1.1. Where an issue can be discussed and resolved between workers this should be done. If this is not successful or the issue is deemed too serious by a staff member, then they should contact **their supervisor** as soon as possible.
  - 11.1.2. Where management becomes aware of an issue they will contact the manager of the partner service and will seek to resolve the issue as soon as possible.
  - 11.1.3. If after a series of meetings the issues can not be resolved the service agreement may cease or alternatively the service may seek outside mediation to assist with the resolving any issues.

**12. Financial Arrangements**

- 12.1. This agreement relates to work completed without financial compensation exchanged between both parties involved.
- 12.2. Expenses will be paid by (detail which service will pay expenses and how these are approved).
- Or
- 12.3. \_\_\_\_\_ (name of organisation) agreed to pay \_\_\_\_\_ (name of organisation) \_\_\_\_\_ (name amount) for the services delivered above.
- 12.4. Payment is conditional upon the completion of the work package identified above, and will be paid as follows (outline payment method, date of payment etc)
- 12.5. Financial arrangements will be consistent with the organisations Procurement Policy.

**13. Changes to this agreement**

- 13.1. If either service needs to propose a change to this working agreement a meeting should be called between the two service managers as soon as possible. Once changes are agreed then the agreement will be revised, re-issued and signed.
- 13.2. If due to staff/budget reductions the service needs to be ceased or reduced, managers will aim to provide the other organisation with a minimum of one months notice.

**14. Intellectual Property**

- 14.1. Any resource or other written or recorded material will be the property of both organisations.
- Or
- 14.2. The resources developed as part of this project remain the property of \_\_\_\_\_.

Signed

\_\_\_\_\_  
Date \_\_\_\_\_

Name, role and organisation

\_\_\_\_\_

Signed

\_\_\_\_\_  
Date \_\_\_\_\_

Name, role and organisation

\_\_\_\_\_