**Service Level Agreement guide for grant recipients and training providers**

**November 2022**

**What is a Service Level Agreement?**

A Service Level Agreement (SLA) defines exactly what the grant recipient requires and what services the training provider agrees to provide. It should clarify the standards required to deliver a high quality, effective Bikeability delivery. An SLA should also highlight how Bikeability delivery data is measured and reported and define the duties and responsibilities of both parties and any penalties for breaches.

**What is the purpose of this guidance?**

The Bikeability Trust recognises that grant recipients and training providers use a variety of SLAs or contracts. We also understand that many grant recipients will create contracts and SLAs though their own legal departments.

This guidance will help you ensure your SLA reflects the terms and conditions defined by the Department for Transport, so the grant recipient can fulfil their grant conditions.

If you are a **grant recipient** please use this guidance to ensure your SLA has all the information required.

If you are a **training provider** please use this guidance to ensure the SLA you receive from your grant recipient includes all the information required.

**An SLA between a grant recipient and training provider should:**

**Defining relationships**

* define the objective of the SLA. For example: ‘to provide effective, efficient delivery of xx numbers of Bikeability training places.’
* confirm the roles and responsibilities of both parties, the grant recipient and training provider to ensure you adhere to the terms and conditions required by the Department for Transport in the grant letter.
* define timescale of SLA and ensure that this does not exceed the timeframe in the DfT grant letter
* ensure that you reflect termination clauses from DfT grant letter

**Delivery**

* clearly define the number of places the training provider is expected to deliver to each school/organisation.
* clearly define which Bikeability levels/modules are to be delivered and within what timeframe.
* clearly define the price paid for each place
* outline how the training provider will engage schools/organisations to ensure all relevant procedures are in place to deliver safely and effectively. This includes ensuring safeguarding procedures, adherence to GDPR, cancellation policy, rider characteristics collection and code of practice are in place.
* confirm every child or young person participating in a Level 1, 2 or 3 Bikeability Course will receive a Bikeability badge, certificate and Bikeability booklet. If applicable, certificate and stickers for Bikeability Balance and certificates for Bikeability Fix and Learn to Ride.

**Quality Assurance**

* agree systems to check training providers are delivering to the correct standards, including a review of the training providers quality assurance plan by the grant recipient

**Management and reporting**

* agree monitoring and reporting protocols and the evidence required.
* agree how you will manage and report complaints and incidents, this must include any complaints that meet the definition for serious incident reporting to the Information Commissioners Office and the Charity Commission. [Find out more.](https://www.bikeability.org.uk/for-training-providers/health-and-safety/)
* agree how you will monitor the number of places delivered and the milestones to ensure that the training provider is on track to achieve delivery outputs.
* agree how you will formally review the SLA and audit any evidence, including any procedures for support or any penalties in place for poor performance or conduct.
* agree procedures for low delivery numbers.
* define timeframes for the training provider to give information to the grant recipient to enable them to update the Link profile.

**Compliance**

* outline how the training provider and grant recipient will comply with all relevant law, including employment law and manage risk effectively. The training provider must have robust policies in place and ensure that required documents are uploaded to their Link profile and are reviewed annually. You can [find a guide to required documents on the Bikebaility website.](https://www.bikeability.org.uk/professionals/for-training-providers/required-documents/)
* confirm all Bikeability training will be delivered by Bikeability instructors who are registered on Link and have been trained and assessed to deliver Bikeability based on the national standard.
* highlight that the training provider will conform to the Bikeability delivery guide, Bikeability Plus delivery guide and Bikeability quality assurance system.

**Funding**

* agree protocol for requesting additional funding if delivery targets can be increased.
* agree payment protocols and evidence required to support the payment.

**Communications**

* clarify how the programme is promoted and communicated, ensuring all promotions are in accordance with Bikeability brand guidelines.