



School Service Level Agreements

2022/23

LIVERPOOL MAINTAINED SCHOOLS

Primary Modern Foreign Languages

Our Offer

Our award-winning service is delivered by a team of Foreign Language Tutors (FLT) with native level language skills, who are recruited and trained by a dedicated team of Advisory Teachers. For over a decade, Liverpool has been at the forefront of Modern Foreign Languages (MFL) in primary schools, delivering the MFL service via a vibrant and highly trained team. We have devised an ambitious curriculum based on the government programmes of study and which delivers all four language skills in an interactive style.

Team accolades include European Language Label for Outstanding Contribution to Languages in the Primary Sector, the European Award for Languages, Spanish School of the Year for four consecutive years and La Jolie Ronde Primary Language Prize.



Jane Halsall has an extensive background in language teaching and has been instrumental in developing the service over the last 15 years, and in its continued success.

Jane ensures the service embraces current developments in language teaching and remains cutting-edge in its approach to high quality and relevant methodology.

Acting as an ambassador for Primary Languages in Liverpool, Jane attends regional and national events and liaises with national agencies and language learning organisations.

A team of highly experienced advisory teachers supports Jane by visiting schools regularly to observe, feedback to tutors, provide demonstrations of best practice and to help schools to prepare for inspections.



Quality Assurance delivered by:

Jane Halsall | School Improvement Officer MFL

jane.halsall@si.liverpool.gov.uk



Primary MFL Service Level Agreement: What we offer

Teaching of French and Spanish on a weekly basis

This is available at all Key Stages as required. Delivered by a Foreign Language Tutor (FLT) with native level language skills.

Schemes of work

Detailed schemes of work, including weekly lesson plans, are provided for all Key Stages.

The Key Stage 2 schemes are designed to meet the needs of the statutory Programmes of Study and offer clear opportunities for the class teacher to monitor and evidence pupil progress against age-related expectations.

Relevant resources

Advice on resources, materials and courses.

Ongoing monitoring and training

Provided by the MFL Team to ensure quality in the delivery of MFL. The team receive 5 days of training per year in addition to team-teaching and training in school where necessary.

Monitoring visits

The MFL advisory team will visit the FLTs regularly to observe, monitor quality and provide training and advice. Schools will receive a minimum of one written observation report per year.

One formal observation per year

Accompanied by a written report.

How it works

The Service Level Agreement can be offered to all primary schools. Teaching is provided on a weekly basis and paid for annually.

What are my school's responsibilities?

- Schools should assign a Subject Lead, who will be responsible for the overall management of MFL in school, and who will liaise with and support the FLT
- It is expected that a member of staff is present during the language lesson and will remain responsible for the care and wellbeing of the pupils throughout. They will also support the FLT, and engage in the lesson to improve their own knowledge of the MFL curriculum and of language and methodology.
- Schools should allow the FLTs to attend three training days provided by the MFL Team during the first week of the Autumn term and one additional day per term.

Pricing

Prices are subject to VAT.

Primary MFL Service Level Agreement	
£3,460 based on 1.5 hours a week per year	£1,150 per year for each additional hour

All prices are subject to VAT.

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Additional Services: Tailored to you



As part of the Universal Offer, Liverpool primary & special schools can receive up to two days' support, teaching advice or training to enable them to deliver Modern Foreign Languages.

Themes could include:

- Subject Reviews
- Preparation for Inspections
- Developing Quality Teaching And Learning
- Professional Development
- Developing MFL Across the Curriculum
- Developing Effective Assessment
- Developing Effective Transition
- Support for Celebrations and Events
- Taster Sessions
- International Work / School Links

This list is not exhaustive and bespoke packages of support can be negotiated.

For more information, please contact Jane Halsall:
jane.halsall@si.liverpool.gov.uk

MFL Quality Mark

The Quality Mark rewards schools which demonstrate excellent practice in key areas;

- Strong subject leadership
- Excellence in teaching and learning
- Assessment, which informs future practice
- High profile of languages within an international context

It enables schools to evaluate, develop and celebrate their achievements and best practice in Foreign Language provision.

In addition to this, we offer a Gold Standard Quality Mark, which is available for schools who go 'above and beyond' the requirements of the standard Quality Mark.

Primary MFL Quality Mark		
£250 Valid for three years	Renewal cost: £100	Gold Quality Mark: Additional £100

All prices are subject to VAT.

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Next Steps

Should you wish to purchase any of our Service Level Agreements, please email marketing@si.liverpool.gov.uk.

If you have any questions or would like further information, please call our friendly team on **0151 233 3371**.

Bespoke services are available on request.

We look forward to hearing from you.

School Improvement Liverpool

Terms and conditions

Payment

- BY BACS
- If you are making a BACS payment, our sort code is 20-51-01 and our bank account number is 10837873
 - Please use your Invoice Reference as your reference and email your remittance advice to sil@si.liverpool.gov.uk quoting your invoice number.
- BY POST
- Payment by post should be addressed to:
School Improvement Liverpool
Toxteth Annexe Conference Centre
Aigburth Road
Liverpool
L17 7BN
 - Please make cheques payable to School Improvement Liverpool and crossed "A/C Payee"; cheques should not be made payable to individual officers
 - Please write your Invoice Reference on the back of your cheque
 - Bank notes and cash should not be sent through the post. A receipt will not be issued for a cheque payment unless specifically requested and accompanied by a stamped addressed envelope
- BY PHONE
- Please call 0151 233 3901 (Monday to Friday 9:00am to 16:00pm). Please have your debit/credit card and your invoice with you when you call.

Please ensure that payment is made in sufficient time for receipt by School Improvement Liverpool Limited by the due date (the due date is 30 days from the invoice date).

Difficulties in making payment

If you have difficulties in making payment or think the amount charged is incorrect, please call 0151 233 3901 before the due date, stating your account reference and invoice number. While we want to help our customers, we will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to agreed payment terms. Please note that payments for School Improvement Liverpool Limited should not be sent to or paid to Liverpool City Council.

Definition of Services

The validity period of these agreements covers the financial year 01 April 2022 to 31 March 2023. All aspects of the services are available between normal working hours 8.30am to 16.45pm and at other times; by negotiation with Schools, (such as evenings). The School Improvement Liverpool Limited Business Support Office provides telephone support between 8.30am and 4.45pm (4.15 pm on Friday). Prices for on-site training are based on one school. Bespoke quotations for the delivery of on-site training for clusters of schools are available on request. Please note, any 'hours' or 'days' purchased as part of the SLA include preparation and travel time. For example; if 3 hours are purchased, this will not mean the member of staff will be in the school for the full 3 hours.

Service Quality

School Improvement Liverpool Limited aims to provide a high quality service at all times. This is supported through continuous professional development of all staff, including a thorough recruitment process, a personalised induction programme to include a mentor and shadowing, performance management and regular progress meetings with teams and/or individual staff. Furthermore, feedback is given to all staff through a programme of regular appraisal. Feedback is always sought from schools about the quality of service delivery.

Performance Standards

The Service Managers for each team have the responsibility for ensuring that all Service Level Agreement activities are clearly planned, effectively implemented and fully evaluated and will work to ensure that the services offered are well matched to schools' needs.

Quality Assurance & Monitoring

Our services will be monitored using a range of mechanisms:

- Internal quality assurance systems including bi-annual Challenge Boards, work shadowing, monitoring of reports and post-visit evaluations
- Training evaluation forms
- Feedback from customers or their representative groups such as Headteacher Associations
- Analysis of complaints
- Individual appraisals

Cancellation

Without prejudice to any other right or remedy it may possess, the customer may immediately terminate this agreement without cause by written notice to School Improvement Liverpool Limited. In the event of termination, the Customer shall be liable to pay School Improvement Liverpool Limited the following:

- In the event of termination on or before 31st March 2022, 0% of the charges
- In the event of termination on or before 31st July 2022, 50% of the charges
- In the event of termination after 31st July 2022, 100% of the charges

Security

School Improvement Liverpool Limited will comply with any school health and safety rules and daily routines. All information received will be treated as confidential between the school and School Improvement Liverpool Limited. If, for any reason, a member of School Improvement Liverpool Limited would like to share information with a third party then permission will be sought from the school. Any printed documentation used elsewhere will be acknowledged if permission to share it has been granted by the school. The service operates within the Freedom of Information and Data Protection Acts.

Complaints

If you are not happy with any aspect of the services you buy please contact the relevant Service Manager of School Improvement Liverpool Limited. In the event of continued dissatisfaction, procedures exist by which a School may pursue a concern until an appropriate resolution is secured.

Schools' HR

Schools take full responsibility for the arrangement of interviews and hearings. Reasonable notice is required to ensure members of the Schools' HR team can attend formal meetings and hearings. Attendance at ad-hoc meetings is accommodated by mutual agreement. All Schools are required to ensure that they adhere to the employment policies and procedures adopted by their Governors; and, where advice is sought, that they provide full information to the designated Adviser before advice is given, and thereafter as circumstances require. Where the dismissal of staff is involved, Governors are reminded of the requirement to follow a fair procedure. In occupational health cases, schools will meet the additional costs of any medical examinations, reports from the employee's General Practitioner / Medical Specialist or authorised independent occupational counselling sessions. For GDPR purposes schools should have a Fair Processing or Privacy Notice in place covering the use of/sharing of staff data (including sensitive staff data) for legitimate employment purposes.

Where schools seek direct legal advice on any matter outside this offer (for example actual and/or potential Employment Tribunal Claims), separate contractual arrangements will be required. In order for the best possible level of service under this agreement, all establishments must adhere to the timescales and protocols as per relevant policies and procedures.

School Improvement Liverpool



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