**SERVICE LEVEL AGREEMENT**

This agreement outlines the terms and conditions of any contractual agreement between SEND5 Dyslexia Consultancy and clients purchasing or commissioning services.

**Services offered**

SEND5 Consultancy offers a unique, high quality service to schools on many aspects of [SEND](https://www.gov.uk/government/publications/send-code-of-practice-0-to-25). The team comprises 5, highly qualified practitioners with extensive experience of working with children and young people. Collectively we have the knowledge and expertise to work across all Key Stages and age ranges. Every member of the SEND5 team is a qualified teacher with a specialist post-graduate qualification in SpLD (Dyslexia), and is a member of [Patoss](https://www.patoss-dyslexia.org/). We undertake yearly safeguarding training and we each hold current, enhanced DBS certificates.

Assessment

The range of assessments offered involves the gathering of information through psychometric testing, consultation and observation as well inclusion of data and attainment levels held by the schools.

Intervention

Based on detailed information derived from a diagnostic assessment or previously identified areas of difficulties, our programmes of support provide specific focused teaching sessions.

Training

SEND5 provide advice, support and consultations for SENCOs, Teachers, TAs, Governors and Parents.

**Professional Standards**

Every member of the SEND5 team:

* is a qualified and experienced teacher
* holds a specialist post-graduate qualification in SpLD (Dyslexia)
* is a member of PATOSS
* holds an up-to-date enhanced DBS certificate
* undertakes regular and relevant Continual Professional Development
* is covered by professional indemnity insurance

**Responsibilities of both parties**

Referral

Schools are required to complete a referral form before any work can be undertaken with individuals. (Referral forms can be downloaded from [www.send5.co.uk](http://www.send5.co.uk)). Consultation between the SEND5 Consultant and the Senco or other relevant member of staff will then take place to agree upon the detail of the work to be carried out.

Consent

The written agreement of parents or carers must be obtained before any work is undertaken; this is the responsibility of the school. The referral form contains a space for parent consent signatures.

Parents and Carers

It is expected that Parents / Carers will be offered the opportunity to meet with the SEND5 Consultant and a member of school staff to discuss the assessment or intervention programme.

Communication with other agencies

SEND5 Consultants will liaise with other professionals where appropriate within the limits of the GDPR 2018.

Reports and feedback

Reports will be completed within six weeks of receiving the referral or sooner where possible.

Working environment

Schools should provide the SEND5 Consultant with a quiet space that is conducive to undertaking individual assessment or teaching.

**Data Protection**

The SEND5 Privacy Notice can be viewed at: <https://www.send5.co.uk/privacy-notice>

**Cancellations**

A minimum of 24 hours’ notice is required when a pupil is absent or unavailable due to school outing/activity wherever possible.

If a school receives notification of absence regarding a child who is booked to be seen by a SEND5 consultant that day, every attempt should be made to contact the SEND5 Consultant on their mobile number by 9.30am.

Sessions will be rescheduled wherever possible.

If notification of cancellation is not received in sufficient time, a cancellation fee (50%) will be charged.

If the SEND5 Consultant is unable to attend a pre-booked session, they will contact the school office at the earliest opportunity and where possible will provide at least 24 hours’ notice. Alternative dates will be offered for any sessions missed.

**Costs and payment**

Costs of services are published on the Consultancy’s website at [www.send5.co.uk](http://www.send5.co.uk)

The SEND5 Consultant will submit an invoice to the school and we kindly request payment within 30 days of the date of the invoice, by bank transfer or cheque.