

ARC Training Services Service Level Agreement



(Service Level Agreement for the provision of RQF qualifications)

Name of SLA Partner:			
Nature of Service	Detail	Performance	
		SLA Partner	ARC
Pre-registration	Processing of applications prior to qualification registration.	<ul style="list-style-type: none"> Identify potential learners and unit/s or qualification applying for. Provide accurate and complete information on the Qualification Application Form and ULN (Unique Learner Number) Registration Form. Ensure the organisation's Training Manager sees and verifies Learner identifying information and confirms by signing the ULN Application Form. Ensure Qualification Registration Form, ULN Registration Form, Initial Assessment Forms and the Declaration forms are submitted prior to Qualification Registration. https://arcengland.org.uk/qualifications/registration-process/	<ul style="list-style-type: none"> Maintain records on database. Process ULN information and either allocate learner's a ULN or confirm learner's ULN if already on the national database. Process information provided on ULN Registration Form in line with Data Protection Act. Contact potential learner and carry out initial assessment if form completion has not been done within the workplace to avoid unnecessary replication of qualifications and establish level of functional skills.
Registration	Processing of registrations.	<ul style="list-style-type: none"> Identify/provide and support the potential Assessor, Marker, Internal Quality Assurer of qualification and fund accordingly. Ensure Learners agree registration. Provide accurate and complete information about each learner to the ARC Training Services Centre on the Q1, a, b, forms. Ensure the learner provides a current CV/Profile plus a Skill Scan (if requested) with the Qualification Registration forms (Q1). Pay invoices on time to meet costs identified on the ARC Training Services (current) price list. 	<ul style="list-style-type: none"> Invoice for appropriate price. Register learner with City & Guilds and with the LA portfolio platform within 3 weeks of receipt of all required information/forms and payment of invoice. Maintain centre records and database.
Training	Delivery of training.	<ul style="list-style-type: none"> Liaise with ARC regarding location of any agreed training and ensure availability of staff. Learners to receive all required Organisation in-house mandatory training that will support their qualification. Release learners for training and agreed assessment activity. 	<ul style="list-style-type: none"> Set up and deliver any agreed training. Send out any pre-course materials. Inform learner of training dates. Keep CVs (Assessor and Internal Quality Assurer) on file as required by the Awarding Organisation.

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Support and assessment		<ul style="list-style-type: none"> • Ensure that learners attend any required induction or training sessions with their assessor. • Ensure learners & assessors have time to gather evidence and work on their portfolio. • Ensure learners and assessors have access to the equipment needed to use the electronic e-portfolio system LA (Learning Assistant) • Enable all learners and assessors to prepare for and provide opportunities for direct observation. • Ensure portfolios are available for assessment, internal and external verification when requested • Provide/fund countersigning assessor where necessary. 	<ul style="list-style-type: none"> • Provide support for learners during training days and workplace visits. • Provide direct observation of learners where required/agreed and complete assessment records. • Provide countersigning Assessor as agreed for learners when this cannot be provided by the organisation. • Provide ongoing assessment where required and agreed for qualifications. • Provide summative assessment of portfolios. • Provide feedback. • Provide Markers and Quality Assurance
Internal Quality Assurance	Workplace/ remote visits internal quality assurance.	<ul style="list-style-type: none"> • Ensure that all learners' portfolios are provided for internal quality assurance. • Ensure all active Assessors and IQAs meet quality assurance requirements of annual CPD/CV, attendance of ARC Standardisation, complete any review/plans received from verification processes and observation of Assessor and IQA practice as required. 	<ul style="list-style-type: none"> • Provide internal quality assurance as per Centre IQA strategy, QCA/ OFQUAL Codes of Practice and Awarding Organisation requirements, including observation of Assessor practice. • Give written feedback to Assessors.
External Quality Assurance	Arrangement for external quality assurance of qualifications by Awarding Organisation	<ul style="list-style-type: none"> • Ensure that learners portfolios are available for external quality assurance if required. • Ensure that learners, Assessors and IQAs are available if requested to attend an EQA visit. 	<ul style="list-style-type: none"> • Provision of portfolios and personnel for external quality assurance as required by the EQA plan. • Provision of accurate information to the External Quality Assurer to enable a fair EQA plan to be produced.
Completion and Certification	Arrange for certification of units or qualification.	<ul style="list-style-type: none"> • Submit relevant documents as required by Awarding Organisation and specified in the centre procedures. • Submit any paper portfolio to ARC for Final DO Check prior to being sent to Centre for claiming. • Receive certificates on completion unit/s or qualification and ensure these are disseminated to the Learners. 	<ul style="list-style-type: none"> • Claim unit/s or qualification with Awarding Organisation. • Maintain learner records.

Maintaining Assessor, Internal Quality Assurer, and Marker competence and currency of practice and other quality assurance requirements	Assessment, internal quality assurance and marking.	<ul style="list-style-type: none"> • Ensure all Assessors, IQAs and Markers maintain currency of competency by completing annual CPD activities, attending standardisation and quality assurance activities and being observed in practice meeting the National Occupational Standards. • Follow the Centre's policies and procedures relating to qualifications. • Ensure optimum use of workplace/remote visits by ARC Development Officers to ensure appropriate assessment and IQA activities take place, such as: <ul style="list-style-type: none"> - Sampling of portfolios. - Observation of learners. - Observation of Assessors. - Observation of IQAs. - Assessor and IQA CPD reviews. • Inform ARC of any changes to Assessor/IQA personnel, ie, leavers' and new starters. • Ensure at least one workplace visit occurs each year where there are active learners. 	<ul style="list-style-type: none"> • Monitor currency of Assessors and IQAs. • Provide standardisation and quality assurance events. • Provide CPD reviews and observations of practice when required. • Provide policies and procedures to meet regulatory and Awarding Organisation requirements. • Provide a service to organisations including advice and support to learners, Assessors and IQAs, such as: <ul style="list-style-type: none"> - Sampling of portfolios. - Observation of learners. - Observation of Assessors. - Observation of IQAs. - Assessor and IQA CPD reviews. • Support Assessors, IQAs and learners. • Support/provide Assessor and IQA meetings and standardisation activities. • Monitor qualification activity and ensure fair access and progression is maintained for learners.
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ARC Training Services Manager Signature _____

Name of Training Budget Holder (within Provider Service) _____

Signature _____ Date _____