

Herefordshire Computing Support
(Learning and Achievement Service)
Service Level Agreement for Primary Schools and Academies
2021 - 2022



herefordshirecomputing.com

Overview

The rapidly changing face of technology means that the potential it has to assist with learning constantly changes and grows. Difficult economic circumstances make it even more important that schools and academies keep abreast of new technological developments and make the right decisions. We help schools to do this. Mark Sanderson has a well proven track record and is highly respected by schools with a high proportion of Herefordshire's primary schools buying into this support each year.

This service level agreement offers schools and academies a fully developed and comprehensive range of backup services (detailed below) that are not necessarily available outside this SLA. Support is always tailored to the needs of the school / academy and individual teachers, and guided by priorities set in meetings with school leaders.

What the service provides

We provide support for all primary and special schools and academies for all aspects of computing across the curriculum and work with:

- Computing coordinators and subject leaders
- All classroom based staff (teachers, teaching assistants and volunteer helpers)
- Pupils
- School managers, governors and administrators

We work closely with local experts in other fields to provide properly coordinated support, often through joint projects.

The service offers:

- Whole day, half day or twilight training in schools through 1:1 support, groups or whole staff sessions
- Support for teachers, in their classrooms, with their children via model lessons

- Support for the computing curriculum, the *Herefordshire Primary Computing Progression* is available to assist with planning and support for its implementation
- Free access to a centre based course programme for all members of your school community
- Unlimited access to the Herefordshire Digital Leaders programme - termly pupil conferences held regionally around the county and follow-up support back in school (see website).
- Assistance with, and resources for, strategic planning and procurement
- Template policy documents for all areas of technology in school and assistance with translating good policy into good practise
- Support for computing coordinators
 - On-going support via face-to-face meeting, email, phone, newsletters ...
 - Termly computing subject leader meetings
- Advice and support in the procurement, deployment and most especially classroom use of tablet technology
- Online-safety guidance, support and training for all members of your extended school / academy community helping you to meet Ofsted's exacting Safeguarding requirements.
- Specific computing pupils' projects - for example:
 - Film projects
 - Herefordshire Digital Leaders programme (see above)
 - Animation and coding projects
- Free access to a comprehensive loan library of kit (iPad sets, film making kit, data logging, control, 3D printers, LEGO and other robotics resources, VR headsets, animation ...) and in-class support for its use.
- Brokering of extra services and support
- ... and anything else you may reasonably ask of the service.

How to access support

Subscribing schools / academies access support typically by email requests, these can be made by any member of the school community and no reasonable request will be denied.

Ideas for in-class support and the development of computing in school are communicated regularly with all schools / academies via email bulletins and newsletters, blogs and social media, the website and through termly computing conferences aimed at coordinators and Digital Leaders conferences (also termly) for pupils.

Support can be accessed at any point during the SLA year (April – March for schools, September – August for academies). It is not normally possible to carry over support into a new year.

Resources and online guidance can be found at www.herefordshirecomputing.com.

Benefits to your school / Academy

Herefordshire Computing Support will help you to create a well-developed and up-to-date technology strategy and to make the best use of your available resources for learning and teaching.

Our service enables schools to draw on support from highly regarded, enthusiastic and skilled consultants who provide a local tailored service to Herefordshire schools. Our service is cost effective and works on a non-profit making basis at highly competitive rates.

Service levels and expectations

Support detailed in this SLA will normally be provided by computing consultant Mark Sanderson, sometimes working with outside agencies. This service level is subject to the service being provided within existing resources.

If you contact us for advice, we aim to respond within two working days. If the query requires research or consultation we will respond within a maximum of five working days. Response times during school holidays may be longer.

Requests for support on specific dates will always be met if existing diary commitments permit. All reasonable attempts will be made to fit with a school / academy time frame. The further in advance requests are made the more likely they are to be met on specific dates and times.

Schools entering into this agreement are expected to:

- arrange support in good time so that overall work programmes can be planned in advance.
- ensure that all support requested is able to impact on school / academy improvement and capable of having some impact after the support has been received.
- be mindful of the fact that adults are the core audience for most support and that teachers / teaching assistants should be present when support is given in the classroom.

Members of the learning and achievement team are available during normal office hours and early evening. Support can be provided outside these hours by agreement. Contact may be made by email at any time.

Costs

The annual cost is £775 per school plus £5.40 per pupil (capped at 450 pupils). The SLA runs for 12 months (from April for schools and September for academies)

Federations or established formal collaborations (maximum of 7 schools) are able to purchase the service level agreement at a 10% discount on the above price.

The full range of backup support detailed in this SLA is offered on an on-going basis only to subscribing schools. In addition, an allocation of in-school support is provided for each school based on size. However, we have always met (and aim to continue to meet) all reasonable requests made by subscribing schools and have never refused support.

Who to contact

The service is provided by computing consultant, Mark Sanderson in the Learning and Achievement Service, to whom any questions can initially be directed:

- **Mark Sanderson** – Computing Consultant
msanderson@herefordshire.gov.uk - 07484 379894 – www.herefordshirecomputing.com

The Learning and Achievement Service is managed by

- **Alison Naylor** – Head of Learning and Achievement
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