

Governor Services Service Level Agreement

April 2019 – March 2020

Governor Services, Room G83 Sessions House,
County Road, Maidstone, ME14 1XQ



03000 417979



Governorservices@theeducationpeople.org



www.theeducationpeople.org

**THE EDUCATION
PEOPLE**

Governor Services

Professional Development Package Options April 2019 - March 2020

I am delighted to welcome you to the new service level agreement for Governors and Clerks.

Research shows that Governors need a range of important qualities if they are to be effective; governing boards are key strategic decision makers accountable for ensuring the best possible education for every child or young person. They play an important role in maintaining a successful and stable workforce and for financial management and efficiency.

Safeguarding and wellbeing remains at the forefront of Governors' accountabilities. Governors have duty to support and protect vulnerable children whilst preparing young people for adult life by building character and resilience and enabling them to access high quality work or study options.

The leadership and management of schools continue to change, with an increased focus on governance evident in the Ofsted leadership judgement. As we move towards a school-led education system, a central, defining role of successful governance is to maintain good or better outcomes and bring about sustainable school improvement.

Governor Services

Governor Services works strategically with governing bodies to help them lead their schools to improve and reach outstanding and good status through a professional programme of training, advice and support.

Governor Services operates rigorous quality assurance to ensure that all support is delivered by high caliber, experienced and credible professionals.

All our providers are expected to meet quality standards when delivering advice and support and uphold the values of The Education People.

The aims and benefits of Governor Services, including Support and Development and Clerking

- All schools are recognised by Ofsted as having effective Governing bodies;
- In every subscribing school, the leaders' and governors' vision, ambition and high expectations are communicated to staff, parents and pupils and they are able to create a culture which enables pupils and staff to excel;
- Good and outstanding school performance is maintained and, where required, improvement takes place quickly;
- Statutory responsibilities and core functions are fulfilled and implemented to a consistently high standard;
- Outcomes, the narrowing of performance gaps, the development of highly effective teaching, capacity to go on improving and pupil and staff well-being are prioritised;
- All schools are informed and supported with up-to-date knowledge on changes in legislation, guidance and policy direction affecting school leadership and local provision for school improvement.

We believe that gaining skills and knowledge through continued professional development is vital for governors and clerks to confidently undertake their roles. The Governors and Clerks Professional Development Programme aims to support governing bodies through the provision of a comprehensive series of training courses to equip both governors and clerks to carry out their roles effectively and enable them to strategically lead their schools and academies.

We produce an annual Training Programme, which caters for new governors as well as more experienced governors who want to further their knowledge in a specialised area. We review our courses regularly to reflect national initiatives, local need and changes in legislation. Courses are open to all governors as continued learning is vital in empowering governors to confidently undertake their roles.

To support governing body professional development we offer a Service Level Agreement (SLA) and we have kept this at a very competitive price following research with other authorities and looked at how we can support our small schools.

The Governor Training SLA is an agreement purchased directly by the governing body through The Education People and includes: -

- A countywide programme of training and development sessions for governors, chairs of governors and clerks with a focus on developing essential skills
- Annual conferences for Chairs of Governors, Clerks, and Governors
- GovernorHub – basic package
- Online E-learning programmes
- 5 hard copies and an electronic copy of 'The Governor' issued twice a year featuring key information, articles and case studies to improve practice
- Informative and timely e-mail based updates and bulletins to governors, covering the current issues facing school leaders and governors including statutory duties, changes in law and regulation and local strategies and initiatives
- Governor Monthly Bulletin
- Membership to the Kent Governors Association
- Initial telephone support (telephone support on statutory duties is free of charge).

We may have to cancel events at short notice as a result of unforeseen circumstances. We reserve the right to cancel or reschedule an event at any time. We will always try to inform delegates of any changes as soon as we are aware of them. Please note that we need at least 10 governors to make a course viable. All courses can be booked via CPD Online.

If you choose not to subscribe, governing bodies and clerks are welcome to choose the "pay as you go" option.

With many thanks for all you do for your school and improving outcomes for children and young people in Kent. The team looks forward to meeting you at one of our training events in the near future.

Suzanne Mayes
Governor Services Manager

For the year April 2019 to March 2020, there are two options; the inclusive package offering excellent value for money or a pay as you go option

Governor Services Package

Best value for money and the most popular package. The package includes:

- New Governor, Chair and Clerk induction training
- Unlimited attendance at any core training session from the published development programme for any member of your governing body.
- One free delegate place at any of our annual conferences for clerks, governors and chairs of governors
- Governor Monthly Update
- Reduced cost for e-learning packages
- Relevant and timely email based communication sharing key messages and information from the local authority relevant to the governor role
- 5 hard copies of The Governor magazine and an electronic version
- Basic GovernorHub membership for recording your Board's details to comply with Local Authority statutory duties (formerly met by CPD online)

Costs for the year April 2019 to March 2020 (all prices are subject to VAT)

	Included in Standard Package <small>(for all schools £414 for the first 130 pupils £1.81 per pupil thereafter)</small>	PAYG
All core courses in the training package with GV code	✓	£150
Governor Induction	✓	£250
Chairs Induction	✓	£100
Clerks Induction	✓	£250
GovernorHub – Basic package	✓	✓
Termly District Governor Briefing	✓	£100
Twice yearly Clerks Briefing	✓	£100
Conferences for: Clerks / Governors / Chairs	✓ for one Governor/Clerk/Chair £125 for subsequent Clerks, Governors and Chairs	£150 per delegate
Membership to the KGA – free to all Governors	✓	✓
Initial Telephone Support – statutory guidance is free of charge.	✓	✓ £25 after initial 30 mins
Governor Monthly Update (Electronic Copy)	✓	✓
The Governor Magazine – twice yearly	5 hard copies plus electronic copy	✓ Electronic copy only
GovernorHub Full Package	£150	£150
Access to Learning Link (formerly known as GEL)	£125 per GB	£125 per GB
Access to Modern Governor	£207 per GB this is discounted price via the LA	£207 per GB this is discounted price via the LA

Bespoke/In-house training courses		
<p>Governor Services in house training delivered by Governor Services Team (maximum number of delegates 20, if additional places required please see table below)</p> <p>Questions and Challenge Monitoring Ofsted Preparation Packtypes – Getting to know your Board Website Workshop Self-Evaluation for Good Governance Vision and Values Understanding Governance – Making the Connections</p>	<p>Prices vary from £125 - £300 please contact CPD on line for details</p>	<p>£175 - £400</p>
Board Improvement/Review		
<p>Membership, Agenda and Minutes Review with recommendations for improvement</p>	<p>£300</p>	<p>£400</p>
<p>GB Observation with feedback and short report with recommendations to improve practice</p>	<p>£450</p>	<p>£600</p>
<p>Ofsted recommended External Review of Governance:</p> <ul style="list-style-type: none"> • <i>A 2-hour development session held at your school followed by discussion, interviews and examination of a range of school governance documents, resulting in an action plan with recommendations for improvement</i> • <i>Final Progress and Impact Review Meeting with follow up actions if required</i> 	<p>£1200</p>	<p>£1800</p>
School specific bespoke review packages		
<p>RI schools (12-6 months prior to inspection) 3 half days</p> <ul style="list-style-type: none"> • <i>Review 1 years FGB and 1 years' committee mins</i> • <i>Collate ERG Questionnaire responses in advance</i> • <i>Review meeting with GB with questionnaire</i> • <i>Bullet point findings</i> • <i>Proof read the draft action plan that the GB produces.</i> 	<p>£900</p>	<p>£1200</p>
<p>Good Schools (12 months prior to inspection) 2 half days</p> <ul style="list-style-type: none"> • <i>Send ERG questionnaire in advance and collate answers.</i> • <i>From response, request evidence to support for areas of concern.</i> • <i>Review evidence</i> • <i>Hold review meeting</i> • <i>Bullet point report</i> 	<p>£600</p>	<p>£900</p>

Outstanding schools (any time after 3 years have passed) 2 half days <ul style="list-style-type: none"> • Send ERG questionnaire in advance and collate answers. • From response, request evidence to support for areas of concern. • Review evidence • Hold review meeting • Bullet point report 	£600	£900
A negotiated bespoke governance review commissioned by SIA or GB – appropriate for good and outstanding schools which may have been judged under a former Ofsted framework or as part of a general leadership review 1 day <ul style="list-style-type: none"> • Review 1 years FGB minutes • ERG questionnaire used at FGB meeting. • Bullet point report on findings • For GB commissioned as per tailor made bespoke package 	£600	£900
Commissioned hourly rate work/Bespoke Sessions		
Hourly rate for Area Governance Officer for chargeable support work (outside of statutory duties)	£65	£80
Bespoke sessions (delivered in your school on subjects delivered by other KCC and The Education People Teams)	Price on application from the relevant service	Price on application from the relevant service

Summary of costs for commissioned services for collaborations		
Duration	SLA Subscriber	PAYG
	Minimum cost for 11 and up to 20 people from a single or multiple school/s	
Full day courses (6 hours)	£700	£800
Half day courses (3 hours)	£450	£550
Twilight courses (2 hours)	£300	£400
1-hour sessions (ideally before an FGB)	£125	£175

Duration	SLA Subscriber	PAYG
	Prices per additional delegate over and above 20 people from single or multiple schools (Numbers capped at 40)	
Full day courses (6 hours)	£15 per delegate	£20 per delegate
Half day courses (3 hours)	£10 per delegate	£15 per delegate
Twilight courses and 1-hour	£5 per delegate	£10 per delegate

Email Addresses for Governors and Clerks

The General Data Protection Regulation (GDPR) does not specifically require governors to use a school email account when communicating on governing board matters however Principle 5 states:

1. Link to the GDPR principles (article 5) on the ICO website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/principles/>

(f) is the principle we should specifically reference in respect of security of personal information that we collect and use:

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

However, the GDPR does mean you should be doing everything in your power to keep personal information secure and prevent a data protection breach. This means the use of school email accounts by all governors is strongly advised and **we have made this a requirement as part of signing up to both our Governor Training and Clerking Service Level Agreements.**

A school-based email account will ensure the security and integrity of the information:

- Personal data is kept encrypted and secure, as you will have more control over the email service and settings used
- Any requests to see data contained in emails can be fulfilled quickly, as you will be able to access these accounts more easily

The process of obtaining a secure school email account can be undertaken by the school's IT department and is quick and easy to action. This will also form part of many school's Acceptable Use Policy.

To Order Governor Service Training Package

Details of our current training programme can be found on The Education People website: <https://cpdgovernors.theeducationpeople.org/>

To purchase the governor training packages and/or e-learning packages please contact cpd@theeducationpeople.org

Please email governorservices@theeducationpeople.org with all other additional training / review requests.

Leading Governance Programmes

National Development Programmes and workshops are delivered under license by both Hampshire County Council and The National Governance Association. Kent along with other South East Coordinator of Governor Services are delivery partners of Hampshire County Council and the NGA.

Access to any of the Leading Governance Chairs Development Programmes must be made through NGA. <https://www.nga.org.uk/LeadingGovernance/Chairs.aspx>
There is a link from KELSI to the NGA Website.

The Department for Education funded supported development Programmes that we offer:-

- The Leading Governance Development Programme for Chairs and Aspiring Chairs
- The Professional Clerk

Full funding of £500 is available for Development for Chairs in most circumstances
The Professional Clerk currently attracts a scholarship towards the cost.

Terms and Conditions

CPD Online

We use CPD Online searchable directory and booking system to support our development and training programme.

Your access and password are sent to you when you are appointed to the governing board. If you have not received a password please contact the Leadership and Governance team at governorservices@theeducationpeople.org or telephone **03000 417979**.

Alternatively, if you have problems with your CPD account once you have activated it please contact the CPD helpdesk email cpd@theeducationpeople.org

The site supports the provision of a co-ordinated CPD programme to meet the needs of school staff, governors and multi-agency workers.

CPD Online offers the following benefits:

- You can view an up to date directory of courses (under the menu on home page)
- Book places online with ease
- No repetitive form filling
- Access your Training record at any time
- Receive alerts for events and opportunities that match your needs

N.B Only courses beginning with course code GV are applicable to the Governor training SLA package. Any other courses not beginning with GV may attract a charge.

Booking Training

Please pre book all your training events via your CPD online account at <https://cpdgovernors.theeducationpeople.org/> via your CPD Training and Development Governor. This allows us to be able to plan enough resources to be available at the session and also importantly to inform you of any amendments to the event should we need to cancel or amend a venue. Failure to pre-book could result in your being turned away if the course is full and you will incur an administration fee.

N.B Governors do not need to enter a budget code or approving manager therefore bypass these boxes when booking, you will be taken onto the next screen which will provide you with a booking reference number as confirmation of your booking.

Attending Training

On arrival to any training course please ensure that you sign the register.

This is important as the attendance to all courses is accredited to the governing bodies overall training and development records but also if you do not sign the register a non-attendance charge will be made (see below non-attendance). If you attend any courses without a booking confirmation an administration charge of £15 will be made.

IF YOU DO NOT SIGN THE REGISTER A CERTIFICATE OF ATTENDANCE CANNOT BE ISSUED

Non-Attendance

We will make a charge for non-attendance of £50 for twilight/half day sessions and £100 for a day course or conference where no cancellation has been received.

Non-attendance to any course has an effect on the overall outcome of that session for other participants and the presenter in planning and facilitating the session.

If you find after booking a training session that you are unable to attend, please cancel your training session by going into your CPD account and the 'my CPD online' tab where you will find an icon to cancel your training. Where possible please manage your training by cancelling two weeks prior to any courses that you have booked and find you can no longer attend. Failure to cancel your place denies someone else from the waiting list from benefitting from the session.

Non-attendance charges will apply to any delegate not attending for an event for which a confirmed place has been allocated to them where they have not cancelled the place. [We are happy to accept your cancellation up to the day of the event.](#)

Training Evaluation

Your honest views on our training courses are invaluable to us in planning future training. We use an electronic evaluation system which allows us to more easily evaluate our courses. Following your attendance to any course or conference, you will be sent a link to access the evaluation form which can be accessed by your PC or mobile. We have simplified the form as much as possible and we would encourage you to provide us with feedback as soon as possible after the training event.

[On completion of the electronic evaluation a certificate of attendance to the training can be downloaded.](#)

Currently the register is not processed until after it has been returned to the office by the tutor (this may take up to 7 days to action).

Manage Your Training

How to set up an account on Kent CPD Online

To go to CPD Online [click here](#)

From the home page,



[Home](#) [User Guide](#) [eLearning](#)

Menu

[eLearning](#)

[Frequently Asked Questions](#)

[Contact Us](#)

Welcome to CPD Online

Professional development and training for people who work with children.

Select the appropriate service to search for professional development and training for you and your workforce



Schools Training Courses



Governor Training Courses



E-learning



Multi Agency Training



Early Years Training Courses



School Improvement Services



Local Authority Training Courses

click on your Governor portal



Governor Training Courses

Click Login Here and you will be automatically taken to The Education People's log in screen



Login Here



Log in to CPD Online

If you used CPD Online before summer 2018, you'll need to merge your old account with a new The Education People account.

Log in

If you have an account with **The Education People**, please log in:

[Forgotten your password?](#)

New? Register now

Are you new to **The Education People**?

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Click **Create a new account**

Complete the form (guidance shown below form)

Register with The Education People

- I agree to the [Terms & Conditions](#)
- I agree to the processing of my personal data entered on this form in order to create an account with The Education People.
- I would like to receive The Education People's e-newsletters*
- I would like to receive communications about products and services from The Education People and their partner providers*

Job role

Under **Job role** click on Governor or work with Governors:

Teacher or school staff
School Leader
In School Finance
Work in a childcare or early years organisation
A young person
A member of the public
Governor or work with Governors
SENCO or Inclusion Lead
Working in safeguarding
Psychologist or social worker
Educational visit organiser
Other

Organisation type

Under **Organisation Type** click on the type of school you are a governor for:

Early Years
Primary school
Secondary school
Academy / MAT
College / Higher Education
Training Providers
Business
Council or Local Authority
Youth Group
Other


Organisation

[I can't find my address](#)


Under **Organisation** type your school postcode

Enter your postcode to search for your address

If the address does not show up, click on [I can't find my address](#) and fill in your address details

Type your email address, phone number and create a password. Your password can be checked by clicking on the  Symbol and remember this is case sensitive.

Tick at least the top two statements and then on Register now

- I agree to the [Terms & Conditions](#)
- I agree to the processing of my personal data entered on this form in order to create an account with The Education People.
- I would like to receive The Education People's e-newsletters*
- I would like to receive communications about products and services from The Education People and their partner providers*

[Register now](#)

Once you have completed the registration process above, you will be taken back to CPD Online homepage where you can log in with these details. Please enter your email address and password you have just created.

Once you have logged into the system, you will be asked to 'Sign in' and you will need to put your original CPD Online details here if you have had a previous account. Once you have put these details in, you will have successfully linked your Education People account to your CPD Online account and will be logged in. If you are unaware of these details, please contact cpdonline@theeducationpeople.org or contact us on 03000 418000.

If you have never used CPD Online, click on Create Account and continue with this guide.

Sign In

If you already have a CPD account please enter your username and password below to link this account to your The Education People account.

[Forgotten username or password?](#)

Username

Password

[Log In](#)

If you do not already have a CPD account please click below to create an account.

[Create Account](#)

Please complete **New Establishment** details by typing your organisation postcode into the Postcode box and click Search..

If your organisation address cannot be found, please click on the purple writing of **No establishment found** – please click here to enter your establishment name and address details.

New Establishment

> Complete the form below to create your new online account

Your name Victoria Parker

Organisation/Establishment *Please find your organisation/establishment using either the keyword box or postcode box below.*

Postcode: Keyword: *

No establishment found - please click here to enter your establishment name and address details.

Job title (for this establishment) or My job title is not listed *

Start Date

End Date

Type your organisations full postal address in the boxes provided. Please use the drop down list to find your job role or tick the box My job title is not listed and add the information. Leave the start date as shown and the End date blank and click Submit.

My establishment

Local Authority: *

Portal: *

Establishment: *

Address 1: *

Address 2:

Address 3:

Town:

County:

Postcode: *

Telephone: *

Fax:

Job title (for this establishment) or My job title is not listed *

Start Date

End Date

Your organisation will be authorised by our helpdesk before you will be confirmed on an event.

Complete the equality and diversity form and click submit.

New Online user account - Step 2	
<p>Please could you complete the following information before proceeding with a booking.</p> <p>We will only ask you to complete this information once, you will then be able to make event booking requests.</p> <p>The Council has an Equal Opportunities Policy to ensure that all employees are treated fairly and have equal access to training. Therefore, we ask you to help this process by filling in the section below.</p> <p>If at any point you wish to update this information, you can do so by logging into your CPD Online account and clicking on the 'My CPD Online' menu within the Training homepage. The information you supply will be used by staff monitoring the Equal Opportunities Policy, and is held in strict confidence. At no point will we be able to view your individual response.</p>	
Ethnic Origin: I would describe my ethnic origin as (please select ONE from the following groups):	
White:	White Ethnic Origins <input type="radio"/> British <input type="radio"/> Irish <input type="radio"/> Any other white background (please specify): <input type="text"/>
Disability, age and gender We welcome all legislation to protect the rights of people. The Disability Discrimination Act defines a person as having a disability if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.	
Your Gender:	Gender Status <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> I prefer not to respond
Your Religion / Belief:	<input type="text" value="Select"/>
Your Sexual Orientation:	<input type="text" value="Select"/>
Do you consider yourself to have a disability?	Disability Status <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I prefer not to respond
<input type="button" value="Submit"/>	

If you wish to receive email alerts regarding events, please tick the relevant subjects and target audiences and click Submit. If you do not want to receive email alerts about courses, please untick the 'Activate event alerts by email' and click Submit

New Online User Account - Step 2	
> (BETA) Schools CPD Online can keep you up to date with new events as they are added. Complete the form below to indicate areas you are interested in.	
Your name	Victoria Parker
Your service(s)	<input type="text" value="Governor Training Courses"/>
Subjects	<input type="checkbox"/> Clerk's Training <input type="checkbox"/> Governor Strategic Role <input type="checkbox"/> Induction <input type="checkbox"/> Leadership & Management
Target audiences	<input type="checkbox"/> Adviser/Consultant <input type="checkbox"/> Chair of Governors <input type="checkbox"/> Clerk <input type="checkbox"/> Deputy Head <input type="checkbox"/> Governor <input type="checkbox"/> Headteacher <input type="checkbox"/> SEN Co-ordinator <input type="checkbox"/> Training & Development Governor
Activate event alerts by email	<input type="checkbox"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Your account has now been fully created and you will need to login using your email address and the password you created earlier in the process.

New Online User Account - Step 2	
> Your user account has been created	
> Click here to login	

Additional Courses

Where we find that demand is high for any course, we will consider putting on additional courses. Therefore, if you try to book a course that is full please do continue to register your interest by booking a place on the reserve list. Once we have more than 15 governors on a waiting list this will trigger further sessions to be considered.

We will also offer additional courses throughout the year as the need arises in response to changes in government legislation. Additional courses will be uploaded onto CPD and also advertised by email to all governors registered on our data base. Setting up alerts in your 'my CPD online' will ensure you are alerted timely when a course is added.

Amendments to the Programme

Course details in the programme may be subject to change for example in bad weather or if the numbers interested in the session are too low to ensure the session is viable. Any changes will be communicated to individual governors booked on to that course by email.

In-house Governing Body Training

In house training is an effective way of developing the whole governing body on a specific topic. Where appropriate we will tailor the session to reflect the schools information/data.

In house sessions delivered by the Governor Services Team are a chargeable extra to the Governor Services Service Level Agreement. For schools who buy into the Standard package of the Governor Services Service Level Agreement the in-house training will cost from £125 - £300 depending on the course. Schools who buy training on a 'pay as you go' basis will cost from £175 - £400.

In-house sessions offered by the Governor Team include:

- Questions and Challenge
- Monitoring Visits
- Website Workshop
- Ofsted Preparation
- Packtypes – Understanding your Board
- Self-Evaluation for Good Governance
- Vision and Values
- Understanding Governance – Making the Connections

In-house sessions on other topics can be arranged on request, but please be aware that they may not fall under the SLA and prices will be available on request. We are always happy to discuss your individual training needs and agree a session that will meet your requirements wherever possible.

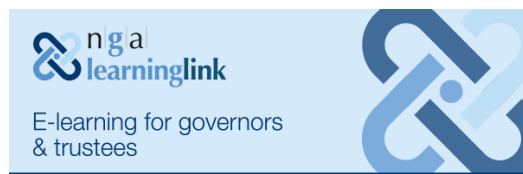
To enable us to process your request efficiently please include

- Governing body name
- Contact name, email and telephone number
- Preferred date and time (please provide a couple of options and preferably make your request a term in advance)
- The title of the session and what you would like to achieve from the session
- If you are inviting other schools state which schools (please note if you are sharing your training the school requesting the training will incur the cost through Direct Debit and should make their own arrangements with the invited schools for their share.)

N.B a max of 20 governors will be allowed per session for published cost but additional numbers can be discussed, and prices are as published.

Please email your request to governorservices@theeducationpeople.org

E-learning Training for Governors' and Clerks'



E Learning provides an opportunity for governors to access training more easily from their own homes, offices and schools and can also be used promote discussion about a range of topics or whole governing body training in governors meetings.

E learning can supplement conventional face-to-face training, rather than replace it and can be useful both as an introduction for governorship and continued professional development for more experienced governors.

Both Learning Link and Modern Governor Packages can be purchased at a reduced cost through the Governor Services Service Level Agreement.

Your Clerk or Training and Development Governor should be able to advise you if your governing body have bought any of these packages. If so you can log on at the email addresses below and following the instructions on the website set up an account for yourself under your school name.

If your governing body wish to purchase either or both of these e-learning please email your request and school details to governorservices@theeducationpeople.org

The following email links will provide you with more information and sample of courses available from either Learning Link or Modern Governor. Both of these options also offer a free month trial from their website.

<http://www.moderngovernor.com/>

<http://www.nga.org.uk/ConsultancyandTraining/NGA-Learning-Link.aspx>