

Service Level Agreement

Description of service provided

- To facilitate restorative approaches training which will allow staff to conduct their work in a restorative manner.

We will seek to arrange dates for delivery as soon as you accept the quotation. Delivery will need to be delivered in the timeframe agreed. If your needs change during the contract timeframe, please contact us as we will endeavour to meet your needs. Both organisations will play a part in shaping provision as all W.R.A.P. activity is bespoke to needs; specific roles and responsibilities are as indicated below.

Client responsibilities

- Managers will make all participants and their colleagues and line managers aware of why and how the restorative approach is being adopted and embedded.
- W.R.A.P. is founded on principles of participation and inclusion. Participation and involvement should be maximised and all parties agree to work together to this end.
- Disclose to W.R.A.P. any learning difficulties, disabilities or other needs of participants and any request to participate through the medium of Welsh as early as possible before provision begins.
- Provide a risk assessment for the training space and any necessary health and safety information.
- Inform the W.R.A.P. office of any changes or cancellations to agreed appointments as soon as possible.

W.R.A.P. responsibilities

- Ensure there is a risk assessment for training space already or that one is carried out and that an assessment is carried out in respect of W.R.A.P training specifically.
- If abuse or violence is disclosed related to child protection issues and the protection of vulnerable adults, the W.R.A.P. team member has a responsibility to report this to the designated safeguarding representative; we are obliged to refer any concerns to Social Services and/or the Police.
- Provide an End of Training Feedback Report.

Working Together

The working relationships of W.R.A.P. and its team members are underpinned by restorative values. Our work is governed by Restorative Justice Council standards, including our policies and procedures. All team members hold current Disclosure and Barring Service certificates and are fully insured.

Cancellation Policy

If you need to cancel a training course, we will require payment in respect of course preparation and resources produced. If you cancel at any time following acceptance of the Service Level Agreement (SLA), the following amount will be payable:

Term	Amount payable
Following acceptance of the SLA	10% of the total balance
Within 30 days of the agreed delivery date	50% of the total balance
Within 14 days of the agreed delivery date	100% of the total balance