

# Service Level Agreement for Curriculum and Content Support Services

## Terms of this Agreement

### **1 The Parties**

This agreement is between Broadband Sandwell and schools who have contracted to receive the curriculum and content support services.

### **2 Period of Agreement**

- This Agreement shall commence on 1 April for a period of one year and shall continue thereafter until terminated by either party.
- This Agreement can be terminated by either party subject to notice in writing to the other by 30 November in any year to terminate the contract on 31 March the following year (i.e. 4 months' notice)

### **3 Service Contact Details**

Broadband Sandwell can be contacted via the following methods:

Telephone: 0121 569 2400

Fax: 0121 511 1022

Email: [helpdesk@broadbandsandwell.org.uk](mailto:helpdesk@broadbandsandwell.org.uk)

### **4 Service Overview**

- A single annual subscription of £950 for up to three days of support in addition to on-going support through the website, email and telephone.

#### **4a Support**

Support under this agreement may be taken through the activities listed below:

- **Pupil projects**

Pupil projects cover any area of the ICT curriculum. Control projects have been particularly beneficial with Primary schools as have website creation and digital video projects with Secondary schools. Projects may take place at Broadband Sandwell's training rooms or in your school.

- **Classroom support**

Broadband Sandwell's team has many years experience of introducing new ideas, technologies and practices into classrooms. Changing pedagogies put added pressure onto busy teachers. We will help your school to successfully implement ICT in the classroom.

- **Centre-based courses**

Courses are provided to support the identified needs of Sandwell schools for the delivery of the ICT curriculum. Course places are charged at a reduced rate for subscribing schools, as shown on our website.

- **ICT co-ordinator support**

Broadband Sandwell hosts ICT co-ordinator events providing opportunities for co-ordinators to meet, discuss current issues, share experiences and view a range of software and hardware. Attendance at these events is not charged to subscribing schools. On going support for ICT co-ordinators is available by telephone and email.

- **Educational software evaluation, implementation and support**

As an active support centre for major educational software suppliers, Broadband Sandwell is well placed to provide high quality advice to schools on a wide range of products and their use in the classroom. These include most software titles from Clicker, Black Cat, Granada Learning, Inclusive Technology, Logotron, Resource, Semerc, Sherston, Topologika, Wigit and Microsoft. To assist schools we also maintain a library of the current software of these suppliers, which can be viewed by arrangement.

- **Assistance in planning and delivering the ICT curriculum**

Broadband Sandwell's team has wide experience of many software titles used in education and most hardware systems. This depth of knowledge and experience together with familiarity of Sandwell's schools provide a unique and coherent perspective to assist the planning and delivery of your schools ICT curriculum. Broadband Sandwell will provide independent advice to ensure best value and future proofing of planning decisions.

- **Professional development days**

Our experienced team can assist your school to plan and implement a successful ICT development day. In addition to whole days we can contribute to thematic sessions that address e-learning in other curriculum areas.

- **Piloting new developments**

Broadband Sandwell will initiate and support new hardware and software developments in the curriculum within individual schools or across a number of schools.

## **5 Digital video creation and editing**

We can film school events and create edited digital video files for use as educational content which may be presented as a DVD or be hosted on the web. A similar service can be provided for a school's existing video. The charges for this service are negotiable.

## **6 Non subscribing schools**

Schools that do not subscribe to the content and curriculum support services may purchase support at the rate as advertised.

## 7 Limitation of Liability

- In so far as the law allows Broadband Sandwell will not be liable for any direct, indirect, special or consequential damages, or any loss of revenue, profits, or data, arising in connection with this agreement.
- In so far as the law allows Broadband Sandwell cannot be held responsible for acts or omissions.

**Force Majeur:** Clearly, some matters are beyond our control – for example; suppliers occasionally fail to deliver in the time-scale expected or sudden staff illness, fire or flood may result in unavoidable delays. We will always endeavour to alert schools whenever such problems arise, however, in such circumstances we cannot be held responsible.