

Please amend/add as required

**SERVICE LEVEL AGREEMENT (SLA)
FOR THE PROVISION OF MENTORSHIP OF HEALTHCARE ASSISTANT
APPRENTICESHIP**

This Service Level agreement should ensure that all parties are clear about their respective roles, responsibilities and obligations in providing medical services.

[Host Organisation and contact details]

**SERVICE LEVEL AGREEMENT (SLA)
FOR THE PROVISION OF MENTORSHIP OF HEALTHCARE ASSISTANT
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This SLA is between [Host organisation] and [Mentor Organisations].
It will commence from week beginning [Date] and terminate / review [Date]

1. Introduction

1.1 Purpose of the Service Level Agreement

To ensure that [Host Organisation] and [Mentor Organisations] are clear about their respective roles, responsibilities and obligations in providing mentorship to a Healthcare Assistant Apprentice.

1.2 Purpose and objectives of the service

The aim is to provide a Healthcare Assistant Apprentice mentorship and training in practices to enable them to fulfil apprenticeship criteria.

1.3 Cost of the service

The hourly rate is [£] per hour
The charge to the practice includes:-

- Gross salary
- NHS pension employer contribution
- NI employer contribution
- Service administration
- Overhead contribution
- Training contribution

Additional charge for travel will be invoiced to the practice in line with HMRC rates

1.4 Parties to the agreement

[Host Organisation] is providing a Healthcare Assistant Apprentice to deliver medical service to GP practices

[Host Organisation] named contact and signatory to this agreement is [Named Contact] and [Other Mentor Organisations] is the Customer. [Named Contact] is responsible for ensuring apprentice carries out duties as outlined in the attached job description.

1.5 SLA commencement date

[Commencement date]

1.6 Duration of SLA

This SLA is in line with the agreement for an apprentice in England in a sector/occupation for which there is an approved apprenticeship standard and ends on [End Date]

2.0 Roles and responsibilities

The apprentice is provided with mentorship is being competently trained as per apprenticeship training criteria [see appendix 1]

2.1 Standard / core services

These services are provided as outlined in section 1.2 of this document.

The services will also include any other tasks which [Host Organisation] and the [Mentoring Organisations] may agree.

2.2 Non-standard / chargeable services

[Host Organisation] will not incur any maintenance costs of [Mentoring Organisations] premises/building.

2.6 Management of the service

[Host Organisation] will have responsibility for :-

- The terms and conditions of employment of staff
- Invoicing practices and payment of apprentice
- Recruitment process as to CQC standard (includes DBS check)
- [Monthly, Annually] appraisal
- Liaising with [Mentoring Organisations] to ensure quality and satisfaction of service

Practices have responsibility for:-

Providing :-

- Mentoring apprentice in accordance to job description
- An induction as per practice protocol
- Providing an EMIS log in
- Safe working environment
- Signposting to policies and procedures

To raise any concerns around clinical practice with [Host Organisation]

3.0 Financial arrangements

The individual apprentice will be paid by [Host Organisation] as per hours agreed by [Mentoring Organisations]. [Mentoring Organisations] will be invoiced monthly on the [Date] by [Host Organisation].

Payment should be submitted to [Finance Manager] by the [Number] day of the following month to which it is related.

4. Signatories

DATED this [Day] day of [Month] [Year]

On behalf of [Host Organisation]

Name _____

Role _____

Signature _____

Date _____

On behalf of

[Mentoring Organisation]

Name _____

Role _____

Signature _____

Date _____

On behalf of

[Mentoring Organisation]

Name _____

Role _____

Signature _____

Date _____

On behalf of

[Mentoring Organisation]

Name _____

Role _____

Signature _____

Date _____

On behalf of

[Mentoring Organisation]

Name _____

Role _____

Signature _____

Date _____