



SLIC Training Ltd, Bradbury House, Goytside Road, Chesterfield, Derbyshire, S40 2PH
Tel: 01246 505144

SLIC Training – Service Level Agreements (Employer).

The Government Train to Gain initiative is fully funded (subject to eligibility) and through this there will be no monetary commitment needed from your company (Employer) or the individual candidate(s) who is undertaking our qualifications and/or short courses.

Please note however that there are some minimum standards to which we would like your mutual agreement:

- As an Employer allowing Train to Gain qualifications for your staff to be delivered on your premises, you are committing to allow an Assessor from SLIC Training Limited (on a predetermined time) access to your company premises and the candidate(s) that the Assessor has come to assess for qualification purposes.
- Additionally as an Employer you are also committing to the appointments set, and mutually agreed between yourself and the Assessor (SLIC Training). We understand that appointments can not always be met; however there will be a level of commitment expected by SLIC Training to allow the qualifications to be completed comfortably within the timescales predetermined at the beginning of our training provision.
- Whilst the candidate(s) is undertaking a qualification with SLIC Training you are to give your help, support, and guidance to the candidate if required so that the qualifications can be completed. It is in your interest to do so as a further understanding of your company's policies and procedures will only benefit the long term commitment and loyalty to realising the company's predetermined goals.
- The units that are chosen to complete the candidate's qualification are done so through mutual discussion and input from the employer, candidate, and SLIC Training. These units may be subject to change between our first contact and the second appointment by our Assessor. This is due to suitability of the unit to your working environment and whether there is sufficient evidence to allow all units to be completed to the required standard.
- During busy periods it can be very easy to cancel an appointment with the Candidate's Assessor; however we would urge you against this action if at all possible. As most of our qualifications are assessed using both Knowledge and Performance evidence, a busy period can be an ideal opportunity for our Assessor to remain out of the way but observe and produce vital evidence for how a candidate performs in their working environment. SLIC Training Limited, however do recognise that there may be times that an appointment cancellation is a necessity.
- It is also important that both your company and the candidate give feedback to our company with regards to our training provision. This will be predominantly done by our office contacting you during the life of the qualification, however this also allows you to give any feedback you feel is necessary during the qualification.

- **Cancellation of Appointment**

If you are aware that you will be cancelling an appointment with our Assessor we ask that this be done with a minimum of 48 hours notice prior to the planned appointment. This can be done by telephone either directly to the named Assessor or through our Head office on 01246 505144. SLIC Training Limited understands that 48 hours notice is not always possible, and we would urge you to contact our office as soon as possible so that our Assessor does not have a wasted journey to your premises.

Although there is no cost to your company, and standard costs incurred by our company are met by the Train to Gain initiative. Our Assessors **do** incur additional costs in travelling, petrol, mileage, and time which are not reimbursed through the initiative. Unfortunately this means that if **two consecutive appointments are missed without a valid reason or prior notification to our company**, then your company may be charged by SLIC Training to meet these outstanding costs.

I have read and understood the conditions as set out above, and furthermore I agree to the expected level of commitment detailed therein.

Signed

Date:



SLIC Training Ltd, Bradbury House, Goytside Road, Chesterfield, Derbyshire, S40 2PH
Tel: 01246 505144

SLIC Training – Service Level Agreements (Candidate).

The Government Train to Gain initiative is fully funded (subject to eligibility) and through this there will be no monetary commitment needed from your company (Employer) or the individual candidate(s) who is undertaking our qualifications and/or short courses.

Please note however that there are some minimum standards to which we would like your mutual agreement:

- As a candidate undertaking a Train to Gain qualification on your Employer's premises, you are committing to allow an Assessor from SLIC Training Limited (at a predetermined date) time in order to assess you for qualification purposes.
- Additionally as an Employee you are also committing to the appointments set, and mutually agreed between yourself, your Employer, and the Assessor (SLIC Training). We understand that appointments can not always be met; however there will be a level of commitment expected by SLIC Training to allow the qualifications to be completed comfortably within the timescales predetermined at the beginning of our training provision.
- Whilst you are undertaking a qualification with SLIC Training you will have the help, support, and guidance of both your Employer and your Assessor. If you require this support you are to take the relevant proactive steps to gain this support.
- Missed appointments due to work set being incomplete is not a problem in the short term of the qualification, but should be brought to the attention of the Assessor prior to the appointment and the appointment should not be cancelled due to this reason.
- The units that are chosen are done so by you, your Employer, and our Assessor. These units may be subject to change between our first contact and the second appointment by our Assessor. This is due to suitability of the unit to your working environment and whether there is sufficient evidence to allow all units to be completed to the required standard.
- During busy periods it can be very easy to cancel an appointment with your Assessor; however we would urge you against this action if at all possible. As most of our qualifications are assessed using both Knowledge and Performance evidence, a busy period can be an ideal opportunity for our Assessor to remain out of the way but observe and produce vital evidence for how you perform in your working environment. SLIC Training Limited, however do recognised that there may be times that an appointment cancellation is a necessity.
- It is also important that both you and your company give feedback to our company with regards to our training provision. This will be predominantly done by our office contacting you during the life of the qualification, however this also allows you to give any feedback you feel is necessary during the qualification.
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Although there is no cost to you or your employer, and standard costs incurred by our company are met by the Train to Gain initiative. Our Assessors **do** incur additional costs in travelling, petrol, mileage, and time which are not reimbursed through the initiative. Unfortunately this means that if **two consecutive appointments are missed without a valid reason or prior notification to our company**, then your company may be charged by SLIC Training to meet these outstanding costs.

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