

Service Level Agreement (SLA)

Between:

Tree of Life Educational and Therapeutic Ltd

[Commissioning School / Local Authority / Organisation] (Please highlight as appropriate)

Effective Date: 16/09/25

1. Purpose

This agreement sets out the terms and conditions under which the Provider will deliver educational and therapeutic services to service users, supporting reintegration, sensory regulation, mental health, wellbeing, and closing gaps in learning caused by absence or disruption to education.

2. Scope of Services

The Provider agrees to deliver the following services:

- Educational Support

- Personalised learning programmes designed to address gaps in core subjects.
- Small-group or one-to-one tuition to support progress in line with national curriculum expectations.
- Regular progress tracking and reporting to the Client.

- Therapeutic Interventions

- Access to evidence-based therapies (e.g., IEMT- Reiki Therapy sessions, art, six bricks, sand tray, play, water, sound, music and movement, emotional and social interventions and mentoring, counselling sessions).
- Therapeutic interventions to support mental health, resilience, and wellbeing.
- Strategies to enable positive reintegration into mainstream or alternative education pathways.

- Wellbeing Support

- Safe and supportive environment to nurture confidence and self-esteem.
- Social, emotional and behavioural support tailored to individual needs.

3. Service Standards

The Provider will:

- Ensure all staff are suitably qualified and trained.
- Deliver services in line with safeguarding and statutory guidance.
- Maintain regular communication with the Client regarding attendance, progress, and outcomes.
- Provide a termly progress report for each service user.

4. Responsibilities of the Client

The Client agrees to:

- Provide accurate referral information including safeguarding, educational history, and therapeutic needs.
- Support engagement and attendance of service users.
- Maintain communication with the Provider to ensure continuity of provision.

5. Payment Terms

- Fees will be agreed prior to the commencement of provision.
- Invoices will be issued [monthly/termly] in advance and are payable within [30] days.
- Fees remain payable for staff training days and inset days.

6. Notice Period

- The Client must give half a term's written notice to terminate provision for a service user.
- If such notice is not given, fees for the remainder of the notice period will remain payable in full.

7. Monitoring and Review

- This SLA will be reviewed annually or earlier if required.
- Any amendments must be agreed in writing by both parties.

8. Confidentiality & Safeguarding

- The Provider will comply with data protection legislation and safeguarding responsibilities.
- Information will only be shared on a need-to-know basis, with the safety and wellbeing of the service user as priority.

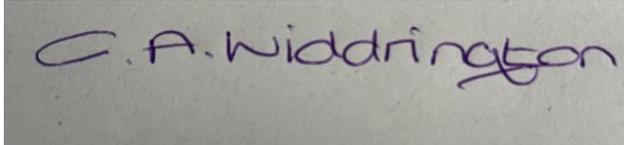
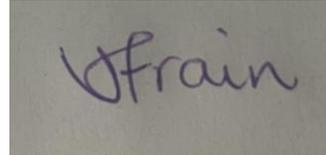
9. Dispute Resolution

- Any disputes arising under this agreement will be addressed through discussion between the Provider and Client in the first instance.
- If unresolved, the matter may be referred to mediation.

10. Agreement

Signed on behalf of the C/O Heads and Proprietors:

Names: Catherine Widdrington and Laura Frain

A photograph of a handwritten signature in purple ink that reads "C.A. Widdrington".A photograph of a handwritten signature in purple ink that reads "L. Frain".

Date: 08/09/25

Signed on behalf of the Client:

Name: _____

Position: _____

Date: _____

Non return with 7 days equates to an agreement in principle