

### Service Agreement

We would like to take this opportunity to welcome you to Milestones Training.

We would like to draw your attention to the content of this Service Agreement as we feel it is important for the Candidate, Assessor and Setting to know what to expect from a training programme undertaken with Milestones.

Please read the document and ask your Assessor any questions that you may have.

Please keep a copy of this document for your future reference.

Milestones will be responsible for the delivery and administration of the training programme. The Candidate will require support from their Assessor and Setting to achieve their qualification. Please read the Service Agreement and raise any queries with your assessor.

#### The Candidate's Roles & Responsibilities:

The Candidate will be expected to:

- Follow the policies and procedures of the Setting at all times.
- Plan assessment visits with their Assessor and keep accurate records in their portfolio.
- Keep assessment appointments to the best of their ability. If appointments need to be cancelled, please give the Assessor as much notice as possible.
- Work within the terms and conditions of their employment.
- Work to the targets set by the Assessor or highlight any problems with meeting those targets.
- Follow Health & Safety Procedures within the Setting.
- Implement anti-discriminatory practice and treat everyone fairly, equally and respectfully.
- Take responsibility for their training and inform Milestones if they are experiencing any problems with their programme.



## Milestones Training - Roles & Responsibilities

We will be expected to:

- Treat all Candidates equally and fairly during the Assessment process and support Candidates who feel they are being treated unfairly.
- We will support Learners with additional needs to achieve their award to the best of their ability.
- We will provide every Candidate with a full induction and a Candidate Handbook (paper or CD-Rom) which explains the Centre's policies and procedures.
- Explain how the qualification works and the best way for the Candidate to achieve their award.
- Assess the Candidate's current job role, skills and knowledge to ensure they will be able to realistically achieve their award.
- Identify any learning/training needs that the Candidate may have in order to achieve their award.
- Organise assessment appointments with the Candidate and Setting that are convenient and provide help and advice on planning any necessary workplace activities.
- Assist the Candidate and Setting to understand the assessment process.
- Assist the Candidate and Setting to understand the strongest ways to collect evidence and assess the Candidate and their evidence against the current Standards and EYFS requirements.
- Give the Candidate and Setting feedback on the Candidate's performance and progress through a regular review process.
- Motivate the Candidate.
- Identify any problems/concerns at an early stage and discuss them with the Candidate and Setting, working towards the best way to overcome them.
- Act upon any complaints received from the Candidate or Setting and follow the Milestones' Complaints procedure and/or CACHE Appeals Procedure.



## Setting/Employer's Roles & Responsibilities

We expect you to:

- **Allow Candidate's sufficient time with their Assessor to receive feedback on their performance and plan for their next appointment.**
- Fully induct Learners/Employees and issue them with terms and conditions of their employment/placement.
- Ensure the Candidate has up to date knowledge about your Setting's policies and procedures, with special attention paid to Health & safety and Safeguarding.
- Identify appropriate learning opportunities within the Setting. Please identify any gaps in the Candidate's skills, knowledge and training and address with appropriate learning opportunities.
- Support Candidate's to collect evidence and use their assessment appointments productively.
- Encourage Candidates to keep their assessment appointments or notify their Assessor of cancellations as soon as possible.
- Encourage Candidates and other staff to follow statutory and legal requirements within the workplace.
- Provide the Candidate with the necessary protective equipment to fulfil their role.
- *Due to the structure of some funding payments, Candidates who withdraw from their training before the halfway point may be liable for the cost of their training on a pro-rata basis. This will be discussed at induction.*

If any party has any questions or queries about the above agreement, please ask your Assessor.

Signed: ..... (Candidate)

Signed: ..... (Manager)

Signed: ..... (On behalf of Milestones)

Date: .....

