



Service Level Agreement (SLA)

HR Administration



1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between HR Connect and the Customer for the provisioning of the HR Administration services, required to support and sustain the product or service throughout the duration of the contract.

This Agreement will continue unless revised by HR Connect to ensure compliance with legal and commercial developments throughout the duration of the contract.

This Agreement outlines the parameters of all services covered, as understood by all parties and are accepted in accordance with HR Connect General Terms of Sale (which can be found at www.hrconnect.org.uk).

Together with the Order and the General Terms of Sale this document provides a binding agreement between both parties.

If it is found that there is an inconsistency between this Agreement and the General Terms of Sale, then detail as defined within this document will take precedence.

2. Purpose

The purpose of this Agreement is to ensure that all elements and commitments are in place to provide a consistent service, support and delivery to the Customer by HR Connect.

The objectives of this Agreement are to:

- Define the service / product that the Customer is purchasing
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

Service Provider: HR Connect

Customer: Customer (“Customer”)

HR Connect reserve the right to support this contract through third party sources where appropriate. System operators employed by HR Connect may be changed by from time to time at its discretion.

4. Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Contents of this Agreement may be amended by HR Connect as required and communicated to all affected parties through publishing on our website.

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service to be provided

The following Services are covered by this Agreement;

- Support the full employee lifecycle:
 - Initial creation of record of employment, including provision of contractual documentation.
 - Changes to employment and personal status covering contractual and non-contractual amendments, issuing of confirmation and reflecting those changes on the system.
 - Record and apply end of employment including appropriate liaison with pension provider where applicable.
 - Ensure full legislative and policy requirements are met during the employee lifecycle.
- Validation and Auditing
 - Carry out suitable checks on data input in accordance with best practice auditing of process, including compliance, self-audit and checking.
 - Consider and unless otherwise agreed implement audit recommendations from internal or external audit reports.
- Advice, Customer Support and Information
 - Provision of a comprehensive and expert first and second-line advice service to all customers. Recording and reporting of queries for analysis and improvement of services and to influence policy or procedural changes.
 - Respond in a timely manner to day to day ad hoc requests for information.

6. Customer and Service Provider Responsibilities

Customer and Service Provider responsibilities and/or requirements in support of this Agreement include:

Supporting the Employee Lifecycle Appointment of New Employees

Service	Who	Activity	Target
HR Record	Customer	Complete all relevant employment checks and submit details of new appointment.	By published submission deadline
	HR Connect	Ensure new employee is set up correctly on HR system and creation of electronic file for each employee in compliance with relevant legislative requirements.	By required deadline

Service	Who	Activity	Target
Contract of employment	HR Connect	Provide contract of employment (Customer to despatch to employee) in accordance with relevant terms and conditions and statutory requirements.	On submission of New Appointment E-Form/or direct input to HR system or within 20 working days from date revised or full info is received (where automation is not in place) or within statutory provisions

Contractual and Non-Contractual Amendments / Changes

Service	Who	Activity	Target
Contract variations	Customer	Submit changes to contractual terms (e.g. re-grading, change in contractual hours)	By published submission deadline
	HR Connect	Provide a contract employment variation and ensure record has been changed in accordance with submission.	On submission of contractual change/or input to HR System or within 20 working days from date full information is received or within statutory provisions
Policy	Customer	Liaise with / Notify HR Connect regarding proposed changes to Policy or Procedures at kick-off stage.	At initiation of project / proposal

Service	Who	Activity	Target
	HR Connect	Agree system or procedural changes including the timetable for delivery and any cost implications, to give effect to the Policy change proposed to an agreed timetable	As agreed
	HR Connect	Deliver changes to agreed timelines	As agreed

Terminations / Leavers

Service	Who	Activity	Target
Resignations	Customer	Submit end employment through Manager Self-Service with manual submissions by exception.	By submission deadline
	HR Connect	Ensure system is updated accordingly and if employee is a member of pension scheme, notify appropriate pensions provider.	Within 1 month of termination date, following receipt of necessary information from school/payroll provider, whichever is sooner.

Service	Who	Activity	Target
Redundancy / Retirement / Ill Health	Customer	<p>End employment through Manager Self-Service with manual submissions by exception. Include in submission a copy of any relevant retirement / redundancy / ill health letter where applicable.</p> <p>NB: if in LGPS, include in the comments of MSS that an estimate has been requested / received.</p> <p>If in TPS, include in the comments Retirement Application on TP Portal has been made.</p> <p>Inform your payroll provider separately of leaving information and obtain PLD (Pension Leaving Details) from them (for LGPS).</p>	By submission deadline
	HR Connect	Update system, produce and send letter to employee, including relevant pension forms for completion if in LGPS.	Within 5 working days from receipt of full and complete termination information and confirmation that estimate has been requested.
	Customer	If in the LGPS, Return to HR Connect via customer portal as 'General Enquiry selecting Leaving Employment' the completed pension forms along with relevant certificates and Pension Leaving Details form (PLD) usually obtained from payroll provider.	As soon as possible

Service	Who	Activity	Target
	Customer	If in the Teachers' Pension Scheme, employee to complete Retirement Application form on Teacher's Pensions Portal.	4 months ahead of retirement date
	Customer	Respond to HR Connects salaries enquiries upon receipt of application that may be required from payroll provider.	As soon as possible
	HR Connect	For LGPS members – submit retirement pack to Pension Fund For Teachers' Pensions members – complete Part B of the retirement application form and submit to Teachers' Pensions	Within 5 working days from receipt of full and complete information

Service	Who	Activity	Target
Pension Estimate	Customer	Request an LGPS estimate via your payroll provider	No earlier than 6 months before retirement date.
Death in Service	Customer	<p>Submit via Manager Self-Service in the leaving employment area and advise HR Connect Consultancy and/or appropriate HR team providing relevant Information</p> <p>Inform your payroll provider separately of leaving information and obtain Pension Leaving Details (PLD) from them (for LGPS only) to provide to HR Connect.</p>	Upon notification of death
	HR Connect	Contact customer to obtain the next of kin information if this has not been provided and provide contact information of where to send the PLD.	Within 1 working day
	HR Connect	<p>Contact LGPS Pension provider (and liaise with HR as appropriate and school) and forward correspondence received from Pensions to the customer for forwarding to the next of kin.</p> <p>For Teachers, Submit Form 22A on Teachers' Pensions Portal.</p>	Within 2 working days

Service	Who	Activity	Target
Other leavers	HR Connect	For LGPS members, provide all relevant information to the Pension Provider where applicable once next of kin has returned appropriate LGPS forms.	Within 2 working days of receipt of full and complete information.
	Customer	<p>Shall end employment through Manager self-service with manual submissions by exception.</p> <p>Inform your payroll provider separately of leaving information and obtain PLD from them (for LGPS only) to provide to HR Connect.</p>	By submission deadline
	HR Connect	Ensure system is updated accordingly and if employee is a member of pension scheme, notify appropriate pensions provider where applicable.	By submission deadline and within 1 month of final payroll
	HR Connect	Notify LGPS Pensions Provider as appropriate of Leavers.	Within 1 month of termination date (or following receipt of appropriate information from school/payroll provider) whichever is sooner.

Annual Pay Award Process

Service	Who	Activity	Target
Annual Pay Award Process – Support Staff Teacher Assessment Process	HR Connect	Support the annual pay award process in accordance with the relevant terms and conditions/school / Trust policy.	By published deadlines and in line with Policy
	Customer	Submits via the Salary Assessment Portal	By published deadlines in line with Pay Award timescale
	HR Connect	Update salary information as per submissions via the salary assessment portal.	By published deadlines in line with Pay Award timescale

Validation and Auditing

Service	Who	Activity	Target
Compliance	Customer	To consult and liaise with HR Connect on policy and procedural change requirements at the planning stage and provide with requirements once finalised	Continual
	HR Connect	Provide on-going service ensuring compliance with statutory obligations, policy and procedures. Provide advice on whether proposed policies or single actions are compliant with legislation and best practice and obtain confirmation in writing that the action should proceed where this may be contrary to that advice	In line with statutory obligations and policies
Validation and quality control	HR Connect	Carry out suitable checks on data input in accordance with best practice auditing of process, including compliance, self-audit and checking. HR Connect shall consider and unless otherwise agreed implement audit recommendations from internal or external audit reports	Monthly

File maintenance	HR Connect	Ongoing maintenance of electronic file.	Within 2 working days of action
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Advice and Information

Service	Who	Activity	Target
Provide information	HR Connect	Provide relevant information to Customer as requested	3 working days
		More complex queries will follow an escalation process within the team	5 working days
Advice	HR Connect	Respond to requests for advice that require factual information pertaining to HR Connect issues	3 working days
	HR Connect	Respond to queries from LGPS on current and previously employed staff	20 working days
Subject Access	HR Connect	Respond to requests to Personal information (under UK GDPR or Freedom of Information Act)	Response provided within agreed timescales to ensure achievement of statutory requirement
Legislation changes	HR Connect	Advise Customer on legislative changes and possible impact on service or organisations	As appropriate

In addition, the Customer is responsible for the submission of accurate and correctly authorised information in accordance with the published payroll deadlines. All information should be submitted by the Customer via the HR Connect Customer Portal (E-Forms) or via Manager/Employee Self Service.

7. Service Performance

Assumptions related to in-scope services and/or components include:

Measure	Target
Respond to Emails	Within 3 working days
Resolve calls at first contact	90% of all calls
Customer Satisfaction	92% positive

8. Service Feedback

At HR Connect we are committed to delivering high quality services and we strive to exceed our customers' expectations.

We value our customers' feedback and want you to let us know when we've done something well; where you think we can make an improvement or other services we could offer.

All feedback is taken seriously and provides us with an opportunity to continuously improve all aspects of our services.

In the unlikely event things go wrong and our service does not meet your expectations, we aim to put this right as quickly as possible and use what we've learnt to make operational improvements. We will always try to resolve any concerns without the need for a formal complaint by working with you to find a satisfactory resolution. Where this is not possible and you wish to pursue it further, you can put your feedback in writing by e-mail to:

accountmanagement@hrconnect.org.uk

Please cover the following points:

- Your reason for feedback.
- An overview of the feedback and its handling to date.
- Your view on what should happen next.
- The names of any staff involved.

When your feedback is received, we will:

- Endeavour to rectify any problems caused within 20 working days.
- Acknowledge your correspondence within 5 working days.

Where we are unable to meet the proposed 20 working day deadline, if for example further investigation is required, we will contact you to inform you of the progress of the matter raised and agree a completion date with you.

In all instances your feedback will be investigated by a senior member of staff and that person will contact you. We will also ensure that if required, additional training and development will be provided to our staff and that lessons are learned from what has happened, to prevent it happening again.

9. General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.

For the purposes of this agreement the following party will be responsible for adherence to the legislation referred in Annex A

1. **Data Controller: Customer**
2. **Data Processor: HR Connect**
3. **Sub Processor: N/A**

Schedule of Processing, Personal Data and Data Subjects (Annex A)

1. The contact details of the Controller's Data Protection Officer (or representative) are:
[See Order Form]
2. The contact details of the Processor's Data Protection Officer (or representative) are:
Email: DPO@csLtd.org.uk
Post: Data Protection Officer, Commercial Services Group, 1 Abbey Wood Road, Kings Hill, West Malling, ME19 4YT
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

Data processing details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and HR Connect is the Processor as defined in the Contract.

Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the service(s) as outlined in the Contract and Service Level Agreement.
Duration of the processing	Processing will take place as for the period defined in the contract.
Nature and purposes of the processing	<p>The nature of processing will include all operations required in the delivery of the Services. This shall include any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Meeting statutory obligations • Ensuring policies are adhered to • Employment processing • Payroll and pensions administration • HR casework • Staff transfers / TUPE • Customer / client account management including billing, handling helpdesk queries and provision of management information as agreed • Review of current practice or services and how they could be improved <p>Information may be obtained from and shared with third parties with whom we liaise in providing the Services (i.e. HMRC / LGPS / Teachers' Pension Scheme / Disclosure and Barring Service / Legal Advisors) or by a representative acting on behalf of the data subject (trade union representative / solicitor), as appropriate.</p> <p>Information may be shared with other parties where a transfer of the business takes place (i.e. TUPE).</p> <p>Information may be shared with law enforcement or other authorities if required by applicable law.</p>
Type of Personal Data being Processed	<p>Personal data relating to the categories of Data Subject below, including:</p> <ul style="list-style-type: none"> • Name • Unique identifiers e.g. employee number • Contact details including email address, phone number, address and address history • Date and place of birth

	<ul style="list-style-type: none"> Information relating to protected characteristics as defined in the Equality Act 2010 e.g. age, racial or ethnic origin, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity, religious or similar beliefs, disability, gender reassignment Information required for recruitment and vetting processes e.g. job applications / CV, referee contact details, criminal record and certificates of good conduct, ID document details, nationality and immigration status information, licences or permits held including a copy of driving licence (where applicable). Current and historic employment and/or educational details including training, academic and professional qualifications and registrations, details of any conduct, grievance, disciplinary or performance issues, reviews and appraisals, time and attendance Health information e.g. occupational health, sickness and absence records Continuous service information Redundancy information Trade union membership Financial information including details of salary / benefits, bank details, tax information, student loan status, statutory third-party payments e.g. court orders / attachment of earnings orders or voluntary payments and National Insurance Number Details of pension and benefit arrangements including all information necessary to implement and administer these Details of spouse / partner and dependants Emergency contact information Information relating to use of public social media (in very limited circumstances, to check specific risks for specific functions within the Controller's organisation) – if applicable. Survey information from participation in surveys and / or qualitative research
Categories of Data Subject	<p>These will include:</p> <ul style="list-style-type: none"> Prospective, current and previous employees (including volunteers, agents and temporary workers and those undertaking work for, or on behalf of the Controller) Parents, dependants and those with legal responsibility for the service users – if applicable Employees of the Controller's 3rd Party suppliers Students / pupils – if applicable Website users
Specific processing instructions for Sub-Processing	N/A
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>In line with the contract, at the written direction of the Controller, unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data</p>

Technical and organisational security measures

The Supplier shall implement and maintain the following technical and organisational security measures to protect the Protected Data:

- 1.1 In accordance with the Data Protection Laws, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with the Contract, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, the Supplier shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.