



Mentoring Service Level Agreement

Date of Current Policy	Review Cycle	Author(s) of Current Policy	Review Date
01/01/2024	Annual	Matt Sheppard	01/01/2025
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1. Application for Mentoring Services

- 1.1. In order to begin the application process for mentoring services schools should contact Switch Coaching & Mentoring (Switch) via email on hello@switchrugby.com with an expression of interest.
- 1.2. We will then arrange a meeting with the school, either in person or online, to discuss the needs of the young person and the scope of support required to determine if our services are suitable.
- 1.3. In cases where we agree that our services are suitable we will provide an estimate of costs based on the individual needs of the young people discussed.
- 1.4. We will also provide access to our policy documents and provide all information required by the school to enlist our services.
- 1.5. In addition, we will provide details of the mentoring slots available at that time. If the available slots fit in around the young person/school timetable, we will hold the slots for one week whilst we work with schools to complete and submit the requisite paperwork.
- 1.6. Should we be unable to provide any time slots at the time the school will have the option to place that student on the waiting list. We will then contact the nominated person at the school when a mentoring slot(s) become available.
- 1.7. Submission of Mentee Referral Form
 - 1.7.1. A referral form will need to be submitted for each mentee prior to the commencement of mentoring sessions. This form will provide us with the following information:
 - 1.7.1.1. Mentee Details, including date of birth, medical and additional need information
 - 1.7.1.2. Contact Details for Parents of the mentee
 - 1.7.1.3. School contacts responsible for the mentee
 - 1.7.1.4. Background information
 - 1.7.1.5. Goals for mentee
 - 1.7.2. On-site/Off-site Mentoring
 - 1.7.2.1. Off-site mentoring will involve an agreement where we take the mentee away from the school site and transport them to a venue in the local area to take part in an activity or visit as part of the mentoring session.
 - 1.7.2.2. On-site mentoring takes place at the mentees school and will not involve visits elsewhere unless agreed with both the school and parents in advance.
 - 1.7.2.3. Schools are obliged to provide a quiet area for mentoring to take place when on-site.
- 1.8. Parental Permission
 - 1.8.1. School to gain agreement in principle from parents prior to submitting a mentee referral form
 - 1.8.2. Parental permission form
 - 1.8.2.1. Switch will contact Parents using the contact details provided on the referral form with a permission form. Parents are asked to complete this form online to demonstrate that they are aware of our risk assessment for transporting young people and are happy for their child to take part in mentoring sessions with this in mind.

2. Mentoring Sessions

2.1. Co-construction of activity.

2.1.1. When we meet with each mentee for the first time we will complete a Termly Mentoring Overview document with them to co-construct the activities that we would look to take part in over that term.

2.2. Sporting/Cultural Activity

2.2.1. Part of the Off-site weekly mentoring session will be made up of a sporting or cultural activity where we will transport the student to a venue, in order to take part in an activity or visit.

2.2.2. Risk assessments are in place for all external venues we use.

2.3. Mentoring Activities

2.3.1. Mentoring activities are specific tasks and activities completed during the session between mentor and mentee based on the goals and needs of the mentee.

2.4. Mentoring Conversations

2.4.1. Mentoring conversations consist of both the general and targeted conversations that take place between mentor and mentee during the mentoring session. These are recorded in the mentoring notes document.

3. Attendance

3.1. Mentee

3.1.1. On-site

3.1.1.1. For mentoring sessions that take place on-site, attendance is the responsibility of the school where mentees should already have been marked as present at the beginning of the relevant session.

3.1.1.2. Should a mentee leave during a mentoring session without permission, the mentor will notify the appropriate member of staff at the school immediately to alert duty teams and ensure the safety and whereabouts of the mentee.

3.1.2. Off-site. For mentoring sessions that take place off-site we will monitor attendance as follows:

3.1.2.1. In cases where we pick up a mentee from the school we would expect that individual to have already registered their attendance for that session/day and we would sign them out via the school system.

3.1.2.2. If a student who is scheduled to be picked up from school is not present on arrival of the Mentor at the school, we will where directed drive to their home and attempt to pick them up from there. Should the student not be at home or refuses to attend the mentoring session with us we will notify the designated attendance officer for the school immediately.

3.1.2.3. In cases where we have agreed to regularly pick up the student from their home we will immediately contact the designated attendance officer for the school if the mentee is not present or refusing to take part in the mentoring session. If the mentee takes part as usual we will confirm their attendance after the mentoring session.

3.1.3. Exclusions. In cases where a mentee receiving off-site mentoring has received a fixed term exclusion on the day of the mentoring session we would still be available to run the mentoring session and would be able to pick up the student from home as directed by the school.

3.2. Mentor

3.2.1. If a mentor is off work unwell, we will notify the school as soon as we are able to and in circumstances where it is appropriate, we will, where possible, provide a replacement mentor to work with that mentee. If this is deemed inappropriate e.g. where a mentee does not respond well to new people, we will not provide a replacement mentor. There may be occasions where we are unable to provide a replacement mentor and schools will need to make internal arrangements for the mentee in this situation.

4. Monitoring & Feedback

- 4.1. Google drive. Each mentee will have a separate folder on the Switch Google Drive area. This can only be accessed by the relevant Switch staff and the designated school personnel identified on the Mentee Referral form. The documents stored in this area are updated on a weekly basis and are live documents that can be viewed by those who have access whenever they wish to access them.
- 4.2. Mentoring Notes. This is a summary of the mentoring session and consists of the following:
 - 4.2.1. Mentoring notes - includes details of the mentoring conversation, sporting/cultural & mentoring activities.
 - 4.2.2. Concerns & Actions. A summary of concerns and actions for mentee, Switch staff or school staff to be aware of or undertake. Prior to the next session
 - 4.2.3. School Comments. A column for the designated school contact to acknowledge the comments made by Switch staff and share any ingoing information with us that might be useful in future mentoring conversations.
 - 4.2.4. Mid-term statement. Approximately half-way through a term we will summarize our thoughts about the mentee at that point for schools to consider.
 - 4.2.5. End of Term Summary. At the end of each term we will summarize the progress made by the mentee over the term and provide school with some recommendations for consideration.

5. Payments

- 5.1. Mentee absence.
 - 5.1.1. If a mentee is absent for any reason the school will still be charged for the session missed.
 - 5.1.2. If a mentee refuse to take part in the mentoring session for any reason the school will still be charges for the session missed.
- 5.2. Mentor absence.
 - 5.2.1. If a mentor is absent and either it is not appropriate to offer a replacement mentor for the mentee or a replacement mentor is not available, the school will not be charged.
- 5.3. School INSET Days
 - 5.3.1. If a mentoring session falls on an INSET day and the school has not highlighted this at the point of referral then we reserve the right to charge for the session missed. We are happy to work with mentees on INSET days if they are willing to engage.
- 5.4. Other School Activity
 - 5.4.1. If a mentee is unavailable due to any unusual school activity e.g. year group visits, half days at the end of term etc. we reserve the right to charge the school for these days unless they are highlighted in the initial referral document.

6. Cancellation of Agreement

- 6.1. The Mentoring Agreement can be cancelled in the following ways:
 - 6.1.1. The end date of the original agreement passes and the school no longer want to continue with that particular mentee or with a new mentee within that time slot.
 - 6.1.2. The school no longer want the current mentee in a slot to continue to access mentoring services but they wish to replace that student with a new student.
 - 6.1.3. The school can, at any point, provide a 4 week notice period to Switch to terminate the agreement. In this case if we are able to fill a slot with a mentee from waiting list then we will work with the school to end the agreement sooner than 4 weeks.