



# Senior Leaders Apprenticeship (MBA) for School Business Professionals

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## **Terms and Conditions for SLA for SBPs Programme**

**January 2023**

Version history			
Version	Date	Reason for release / version update	Issued by
v1	Jan 2023	Programme start	DH

## Glossary

<b>Phrase /abbreviation</b>	<b>Definition /description</b>
SLA for SBPs	Senior Leaders Apprenticeship (MBA) for School Business Professionals
UoG	University of Gloucestershire – awards the MBA
Programme	Includes all learning for SLA for SBPs
Module	A component of the full MBA programme, with specific learning outcomes for each module.
ESFA	Education & Skills Funding Agency – responsible for overseeing funding for education and skills training.
Learning Centre	Serco Education web platform used for the SLA for SBPs application process <a href="http://www.leadershiplearningcentre.com">www.leadershiplearningcentre.com</a>
Workshops	Face-to-face sessions (full or half days) which are included in the programme.
LoA/BiL	Leave of Absence/Break in Learning. An approved period of absence (deferral) from the programme for up to 12 months.
Apprenticeship Levy fund	Under the government's 'trailblazers' apprenticeship scheme launched in April/May 2017, employers over a certain salary threshold are required to contribute monthly to a levy fund ('levy pot') which can then be used to pay for eligible apprenticeships. The government also contributes to the employer's levy fund.

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## Terms and Conditions

The following is a contract between the applicant (you) and Serco Education (us). Serco Education is a trading name of Serco, and is part of Serco Group plc.

Serco Education offers the Senior Leaders Apprenticeship (MBA) for School Business Professionals (SLA for SBPs) which includes a master's degree in Administration by the University of Gloucestershire. The End-Point Assessment organisation for the SLA for SBPs is the Chartered Management Institute (CMI).

The aim of this Terms and Conditions document is to provide you with information you need to know before applying for SLA for SBPs or other apprenticeships provided by Serco Education.

It explains whether you are eligible to apply, how we will deal with your application, how we use your data and what penalties you may or may not incur.

**We recommend that you download or print a copy of this document.**

**Note: In making an application you are agreeing to be bound by the contents of this document and policies.**

You may apply to join the SLA for SBPs via the website: [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education)

Should you have any queries regarding the contents of this document, please e-mail [cmdaschools@serco.com](mailto:cmdaschools@serco.com)

### 1. Eligibility for SLMDA for SBPs

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In order to be eligible to join the SLA for SBPs there are four specific criteria that you are required to meet. These are:

- You must be employed in a senior leadership role in a school with a minimum of two years' experience. Please note that we use the term 'school' to refer to all forms of educational establishment.
- You must have the support of your line manager and employer.
- You must have English and Maths qualifications to Level 2 (GCSE A\*- C equivalent) or be prepared to work towards certification at this level prior to completing the SLA for SBPs.
- You must be able to commit to a maximum of 27 months of study to complete the SLMDA for SBPs and to 100% attendance at workshops, WebEx/Skype sessions, mentor visits, and annual reviews.

#### **In addition:**

- You should have a first degree, although we will accept applications from SBPs who do not have this level of qualification but are very experienced in the role.
- Your workplace must be based in England for the cost of your SLA for SBPs training to be funded by the Apprenticeship Levy.
- You will be asked to provide original certificates for your qualifications.

Part-time employees are eligible to join the SLA for SBPs. The length of their apprenticeship studies may be extended if working less than 30 hours a week.

**Please contact us if you need to discuss your eligibility for this programme.**

### 2. Applicant Responsibilities

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You are required to complete a Personal Statement & Line Manager Support form in addition to the application form (two-part application process). This includes a requirement for your line manager to sign a declaration supporting your application. We are unable to consider applications without a completed personal statement signed by both the applicant and line manager

Your success on the programme will be helped considerably by the support and mentorship you will receive from your line manager as well as your programme tutor/s and mentors. It is essential that your line manager confirms

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that you will be released to attend the workshops and WebEx/Skype sessions. More detailed information for your line manager can be found in the document *Guidance for Line Managers* available on our [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education) website

You may be required to attend a telephone/skype interview as part of the application process. You will be given reasonable notice to attend the interview. Non-attendance will mean that your application is transferred to the next cohort when you will be asked to attend an interview before being accepted.

If you wish to retract your application before accepting a place then you must email us at [cmdaschools@serco.com](mailto:cmdaschools@serco.com) immediately to do so. If you wish to apply again at a later date, you will need to complete a new application form. See also the Withdrawal section below.

### **3. Participant Responsibilities**

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You will also need to read the following documents before you apply:

- Personal Statement & Line Manager Support
- Frequently Asked Questions (FAQs)
- Line Manager Guidance

They are all located under Key Documents on the main SDA for SBPs web page within the [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education) website.

You will be required to complete an Apprenticeship Agreement before commencing the SLA for SBPs. The Agreement must also be signed by your line manager. In addition, you will also be required to sign a Commitment Statement, an Individual Learning Plan (ILP) and an Enrolment Form/Individual Learning Record (ILR) which and other documentation. These documents are all required by the ESFA and a delay in submitting the above documents may result in your deferral to a later cohort. You will also be required to take an online initial assessment to assess your current MATH and English academic level, regardless of whether you are able to provide evidence of successful completion of these subjects at GCSE (or equivalent).

Your employer's funding manager will be sent a Training Services Agreement before the start of the apprenticeship. This is a legal document and must be signed and returned to us by the specified date.

100% attendance is required for all elements of the programme (workshops, WebEx/Skype sessions, workplace assessments, End-Point Assessment). You are required to inform us a minimum of 2 weeks prior to any workshop if you are unable to attend and to make appropriate arrangements with your tutor/s and/or mentor to cover any elements not attended due to unavoidable circumstances.

You are required to meet the deadlines set for submission of assignments, projects, coursework and to submit these in the format required by your tutor/s. Late submission of assignments without prior arrangement will result in capping the grade for a particular assignment.

If you work under 30 hours per week (averaged over a full year) then you may be entitled to an extended study period, which will be discussed with your mentor or tutor. You should inform Serco Education immediately of any permanent change to your normal working hours (i.e. the number of hours worked per week/month) as this could affect the length of your apprenticeship.

#### **3.1 Confidentiality**

Please respect the confidentiality of your study group. Matters discussed in study group online communities and workshops should remain private to the group and not be shared with wider audiences without prior consent.

You will be asked to undertake a range of work-based study and activities as part of the SLA for SBPs. This element of the programme has been designed to develop your skills and benefit your school. It is your responsibility to ensure that colleagues and managers in your school are made aware that these activities will be discussed with your mentor and, if part of an assignment, will be available to your tutor.

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### 3.2 Time management

You are responsible for managing both your work commitments and study for the Master's as well as developing a portfolio of evidence. You must be able to commit the time to study. You should be able to complete the work within your normal working hours although you may need to allow extra time for completing assignments. Your line manager will need to allow you time to attend off-site events, workshops and workplace assessments.

You will be required to conduct your own research into subjects relevant to your role and will need to be able to motivate yourself and direct your own learning. The SLA for SBPs will be demanding. It has been designed to challenge your thinking. You will at times be required to explore these challenges on your own, although you will have the support of your line manager, tutor(s), mentor and other participants.

### 3.3 Feedback

You will be asked to complete evaluation questionnaires at different stages of the programme to help inform future development. Hard copy evaluation forms for workshop sessions are normally issued at face-to-face events and you and your line manager will be asked to complete evaluation forms from time to time.

If you are approached by another party to comment on your participation in the SLA for SBPs, or any work you have conducted whilst on it, we ask that you advise us of this before responding.

The programme materials remain the intellectual property of Serco Education and the University of Gloucestershire and we require you not to use them or share them for anything other than your programme of study.

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## 4. Programme Funding

The cost of the SLA for SBPs can usually be covered by the Apprenticeship Levy introduced in April 2017. This covers the cost of the training only and does not include the salary of the apprentice or any travel or accommodation costs, where relevant. Please contact us if you are from a non-levy paying employer, as you should be able to apply for the programme through the employer co-investment scheme (you can also search for details of the scheme online).

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## 5. ICT Requirements

Much of the SLA for SBPs is online, i.e. e-learning modules supported by workshops, assessments, work-place learning and self-directed research and study. You should be familiar with using a computer and the internet. You will need broadband/Wi-Fi internet access at home or at work (preferably both).

You will need to access materials and submit assignments electronically using a laptop or desktop.

You will be given access to the relevant e-learning areas on both Serco Education and the University of Gloucestershire's learning platforms which is where you will access your learning materials, resources and activities.

Pop up blockers in your web browser should be either disabled or configured to allow the opening of pop ups from Serco and the University's Learning platforms.

You must ensure that your email address is entered accurately onto the application form as all communication relevant to your application will be made this way. It is your responsibility to provide a valid and functional email address for yourself. If your email address changes, you must inform us as soon as possible via email: [cmdaschools@serco.com](mailto:cmdaschools@serco.com). Please note that we may need to contact you outside of term time so if you are using your work email address you should also provide an alternative for when you are not at work.

It should be noted that some email mailboxes apply automatic filters to bulk or group e-mails. We may notify participants of course information via group emails so please add [cmdaschools@serco.com](mailto:cmdaschools@serco.com) to your 'safe senders' list (or equivalent) to allow our emails to reach you.

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## 6. Leave of Absence/Break in Learning

Should you find that you are unable to continue with your SLA for SBPs studies or you are struggling to meet deadlines please contact mentor in the first instance to discuss your options. You should also notify [cmdaschools@serco.com](mailto:cmdaschools@serco.com).

You may be eligible for a Leave of Absence (LoA)/Break in Learning (BiL) from the SLA for SBPs but you must resume your studies within 12 months of the start of the LoA/BiL. We will advise you of opportunities to re-join the programme, but it is your responsibility to do so within 12 months. You may only take a leave of absence once. You will be required to complete a Break in Learning form which must indicate an anticipated return date.

### 6.1 Grounds for Leave of Absence

All LoA/BiL requests will be considered on an individual basis but are likely to be favorably considered where one or more of the following circumstances apply:

- You are on maternity or long-term paternity leave
- You are seriously ill
- Family bereavement
- Significant family illness
- Change of role

Please note that the demands and pressure of work, and Ofsted inspections, are not normally sufficient grounds for a LoA/BiL.

### 6.2 Effects of a Leave of Absence

Should you wish to take a LoA/BiL from the SLA for SBPs, the following conditions will apply:

- Programme materials are subject to change and the onus is placed upon the participant to refresh their knowledge if they have previously begun a module which has been updated.
- You will be unenrolled from both Serco and the University's learning platform until you resume your studies

### 6.3 Re-joining the SLMDA for SBPS

Participants who have been granted a Leave of Absence have a **maximum of 12 months** to re-join the SLA for SBPs. In the event that this period is exceeded, participants will be automatically withdrawn and will need to reapply should they wish to complete the SLA for SBPs in the future.

Once you have formally accepted an opportunity to infill back into the SLA for SBPs you are unable to defer again. Should you fail to submit the associated work by the set deadline, you will be withdrawn from the programme immediately.

You will be required to complete a Return from Leave of Absence form (guidance will be provided).

### 6.4 Requesting a Leave of Absence/Break in Learning

Should a LoA/BiL be requested, the following procedure will apply:

- You will be required to complete the formal LoA/BiL form (guidance will be provided)
- All requests must be completed within **7 days**
- Failure to complete the LoA/BiL form within this timeframe may have consequences for your return to the programme.
- Serco Education will contact you with opportunities to infill at the appropriate point. Please note that there will usually only be a maximum of two opportunities to infill back into the SLA for SBPS during

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your agreed 12 month deferral period. When you re-join the programme you **MUST** complete a Return from Leave of Absence form. **We will be unable to register you with the University without this completed form.**

## 6.5 Additional guidelines

LoA requests cannot normally be completed retrospectively. Retrospective LoAs will only be considered in very exceptional circumstances (e.g. you miss a workshop due to serious illness).

## 7. Withdrawal Policy

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### 7.1 Before Acceptance of a Place (Application Withdrawal)

Should you wish to withdraw before your application has been accepted and registered, your application will be deleted. If you wish to apply again at a later date, a new application will need to be completed. Your new application will be considered within the next allocation process and will not be given elevated status within that process.

### 7.2 After Acceptance (Withdrawal from Programme)

In the weeks before the start of your programme you will be asked to complete an Apprenticeship Agreement and Commitment Statement. You and your line manager must sign and return these documents to accept and confirm your place on the SLA for SBPs.

If, after completing the Apprenticeship Agreement you wish to withdraw from the SLA for SBPs then you will need to complete a withdrawal form. Your line manager, tutor and mentor will be advised of your withdrawal from the SLA for SBPs. Access to the Serco learning centre will be withdrawn.

Should you wish to re-join the SLA for SBPs at a later date you will need to re-apply.

If you fail to follow the deferral/withdrawal policy Serco Education has the right to contact your line manager for further information.

### 7.3 Enforced Withdrawals

Participants can be forced to withdraw from the SLA for SBPs under the following circumstances:

- If the participant has not completed the Apprenticeship Agreement, or Commitment Statement, within 30 days of receipt.
- Serco Education can enforce the suspension or withdrawal of a participant if the individual is:
  - Intoxicated at workshops, displays disruptive, aggressive or other inappropriate behaviour towards other participants on the SLA for SBPs or the delivery team.
- Uses disruptive, aggressive or other inappropriate language or comments towards other participants, tutors/mentor, within online forums (or within any other forms of electronic communications).
- Serco Education may also withdraw a participant if the participant fails to submit required work by the agreed deadlines on more than one occasion.
- If the participant has requested a withdrawal or deferral and we do not receive the completed withdrawal/deferral form within 7 days, Serco Education will assume that the participant does not wish to be involved in the SLA for SBPs any longer. The participant will automatically be withdrawn from the SLA for SBPs, even if the original request was to defer.
- If participants have agreed to infill following previous deferral and either do not attend workshops or submit work by the required deadlines.



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Note: should Serco Education make an enforced withdrawal the line manager will be informed of this action and the reason for doing so.

**NOTE: In making an application you are agreeing to be bound by the content of these Terms and Conditions.**

## 8. Information Security

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As a user of the Serco learning centre web platform [www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com) and the University of Gloucestershire learning platform, you are responsible for all the activities that occur under your login and password and for keeping your passwords confidential at all times. You will be required to set a security question at registration stage on the learning centre web platform and this will be used to verify your details, together with appropriate checks, should you need to re-set your password.

You will be enrolled onto the relevant apprenticeship before the start date and will be unenrolled from the programme (and forum area if applicable) usually soon after the finish of the apprenticeship. You will remain registered on the learning centre site after you finish a programme.

If you defer or withdraw you will also be unenrolled from the e-learning and forum areas.

If you suspect or are aware of any breach of your account, contact the learning centre web team immediately (01452 341829, office hours) or email [learningcentre.info@serco.com](mailto:learningcentre.info@serco.com).

You can update your email address or password on the Serco learning centre by accessing your My Profile area on the learning centre. Required fields are shown by a red asterisk (please do not attempt to change other pre-defined settings that may be displayed under My Profile). This only updates your details on the learning centre system. Please notify Serco Education separately of any email address changes as well. E: [cmdaschools@serco.com](mailto:cmdaschools@serco.com).

## 9. Copyright

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Website content and programme materials are the intellectual property of Serco and the University. Duplication or sharing of any content or materials with any third parties not directly involved in the programmes or services provided by Serco or its partners is prohibited. See our online Copyright Notice for further details ([www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com)).

## 10. Personal Data

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We will store your personal details securely at all times and keep them on file for the duration of the SLA for SBPS and for purposes of communicating any further relevant programmes to you afterwards.

In addition, your preferred email address and phone number will be shared with UoG, CMI and your tutor(s) and mentor for academic purposes only so that they can contact you regarding SLA for SBPS activities.

### 10.1 Data Protection

We have legal obligations, under the latest data protection legislation, to collect any personal information that you provide to us fairly. Both Serco Education and the UoG are fully compliant with the GDPR/Data Protection Act (2018).

We do not pass on any personal data or contact details to any third parties for marketing purposes. Please also review our [Privacy Policy](#).

Serco Education will store your personal details securely at all times and use them for monitoring recruitment information and site usage, for administering and delivering apprenticeships, for drawing on the Apprenticeship

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Levy (once you have formally accepted a place on the SLA for SBPs) and for occasional, relevant communications concerning associated courses we may offer. You can opt out of this last process by emailing us once registered on the SLA for SBPs.

Academic records will be stored by Serco Education and UoG for as long as records are deemed necessary for Levy funding or academic purposes (such as requests for lost certificates or verification of historic qualifications, etc.), but no longer than 10 years from the end of your SLA for SBPs.

## 11. Completion

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Once you have successfully completed all of the academic modules, the work-based projects and the portfolio of evidence, you will be invited to attend a remote assessment with CMI (End-point assessment). Upon successful completion of the final assessment you will receive notification of how to obtain your MBA certificate, your Apprenticeship Certificate and Chartered Manager status.

All details and policies contained herein may from time to time be subject to change without notice as part of our normal programme and policy review process and therefore they should be regularly checked. The continued use of the site or a programme activity after a change has been made is your acceptance of the change.

Latest programme details are available on the Serco Education website  
[www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education)

We recommend that you download or print a copy of this document together with the relevant programme FAQ (frequently asked questions) and guidance. All are available online.

### Enquiries to:

Serco Education – E: [cmdaschools@serco.com](mailto:cmdaschools@serco.com) T: 01452 341829 (office hours)  
Main office: Serco Education, Kestrel Court, Waterwells Drive, Quedgeley, GL2 2AT