

**Service Level Agreement:**  
**Access to DfE's International Teacher Recruitment Provision**

This Agreement is made on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_  
(date) (month) (year)

Between: Department for Education (DfE)

DfE authorised signatory name: \_\_\_\_\_

Signature: \_\_\_\_\_

And: \_\_\_\_\_  
(name of school)

Of: \_\_\_\_\_  
(address of school)

School authorised signatory name: \_\_\_\_\_

Signature: \_\_\_\_\_

## **1. Purpose**

- 1.1 The purpose of the Service Level Agreement ('SLA') is to set out the requirements for a school or academy ('School') to access the Department for Education ('DfE') International Teacher Recruitment and Associated Services Framework ('ITR Framework').
- 1.2 The SLA details the procedures that must be followed, a description of key services the ITR Framework will provide, and the quality standards that have been agreed with international Recruitment Providers ('Recruitment Provider') and Teaching School-led Regional Networks ('Regional Network') for service delivery. The Regional Network will design and deliver a full acclimatisation package to the overseas teacher, and support the School.
- 1.3 The SLA will be reviewed annually as a minimum part of the DfE's annual planning process. This allows for further enhancements and clarifications should the need arise. Any changes made to the SLA will be agreed and signed by both the School and a representative of the DfE. If an overseas teacher continues within employment after a year, the current SLA will remain in place unless otherwise agreed with the DfE.

## **2. Summary of what is included in the SLA**

- 2.1 An overview of responsibilities for the DfE, School, Recruitment Provider and Regional Network.
- 2.2 Description of the service provided to the School by the Recruitment Provider and Regional Network.
- 2.3 The obligations on the School including, the support that must be provided to overseas teachers.
- 2.4 The process to be followed by the School if issues arise.

## **3. Objectives of the ITR Framework and Regional Networks**

- 3.1 To support teacher recruitment in maths and physics, the DfE have launched the ITR Framework and selected Regional Networks to support Schools with their recruitment and provide an acclimatisation package to overseas teachers.
- 3.2 In addition, following a thorough bidding and evaluation process, the DfE have selected specialist Recruitment Providers to source overseas maths and physics teachers. The DfE's selection process for the Recruitment Providers included assessing previous experience and capabilities, to ensure the School and overseas teacher receives the help and support needed for international recruitment.

#### **4. Overview of responsibilities**

- 4.1 The School, Recruitment Provider and Regional Network will be responsible to meet all agreements in place with the DfE.
- 4.2 DfE will have overall responsibility to manage the ITR Framework. To support this, the School, Recruitment Provider and Regional Network must deliver feedback to the DfE as outlined within the key services provided to the School by the Regional Network and school obligations in paragraphs 6 and 7.
- 4.3 The Recruitment Provider and Regional Network will deliver the services as outlined within the SLA.
- 4.4 The School will work collaboratively with the Recruitment Provider, Regional Network, overseas teachers and any other relevant stakeholders. The School will share responsibility for the success of the international recruitment.
- 4.5 An International Recruitment and Acclimatisation Process Map is outlined in Appendix 1.

#### **5. Key services provided to the School by the Recruitment Provider**

- 5.1 Complete all checks as contractually obliged with the DfE. This may include, but is not limited to safeguarding and qualifications checks to ensure overseas teachers comply with any legal and professional requirements.
- 5.2 To screen, sift and select a pool of appropriately qualified overseas teachers.
- 5.3 Tailor the recruitment service to meet the specific requirements of the School.
- 5.4 Provide a shortlist of appropriate overseas teachers to the School including but not limited to, CVs, and information from any interviews and assessments carried out as a part of the process.
- 5.5 Coordinate interviews at the request of the School - the School will have the final decision on which overseas teacher is recruited.
- 5.6 Deliver feedback to the overseas teacher and manage the contract offer process.
- 5.7 Ensure the smooth transition from the recruitment to acclimatisation service.
- 5.8 A list of mandatory requirements for the Recruitment Provider to include services to be supplied to the Schools are outlined in Appendix 2.

#### **6. Key services provided to the School by the Regional Network**

- 6.1 An Acclimatisation Support Package will be made available to the overseas teacher recruited and recruiting School, which includes, but is not limited to:-
  - 6.1.1 pre-arrival support – online community for networking, video talks, information on the education system in England, electronic handbooks on

the English school system and information on the practicalities of living in England;

- 6.1.2 on-arrival support (prior to starting in classroom) – residential support, support on lesson planning, safeguarding, behaviour management, national curriculum, interactive sessions, cultural and social diversity; and
- 6.1.3 on-going support – bespoke training services for Continuing Professional Development (CPD) to include, training for the in-school mentor provided by the recruiting School, regular training webinars for both the overseas teacher recruited and in-school mentor, development of materials and resources, networking and social opportunities, electronic communication with all overseas teachers, feedback from overseas teachers and face to face events.

## 7. School obligations

- 7.1 Work collaboratively with the DfE, assisting with continuous improvement by providing feedback upon request, which will feed into lessons learnt as a part of the DfE's evaluation process. The DfE will take school feedback into account, when developing the strategy for future delivery of international recruitment.
- 7.2 To work with the Recruitment Provider and Regional Network, by confirming vacancies, outlining the recruitment requirements and supporting an efficient matching service.
- 7.3 To complete all legal checks including but not limited to confirmation of ID, DBS, criminal record checks from country of origin, references, relevant experience and qualifications.
- 7.4 To enable an efficient recruitment process, all Schools in the programme must adhere to the following timescales, with the support of the Recruitment Provider:-
  - 7.4.1 Certificate of Sponsorship to be obtained by the School for applicable visas only, prior to the recruitment service commencing;
  - 7.4.2 all appropriate information on the vacancy to be provided to the Recruitment Provider **within two working days** of informing them of the vacancy – agreeing selection criteria including, qualifications and experience with the Recruitment Provider;
  - 7.4.3 all Recruitment Provider requests to be responded to **within two working days**;
  - 7.4.4 all shortlisted candidates to be reviewed by the school and feedback given to the Recruitment Provider **within two working days** of the shortlist being received by the School;
  - 7.4.5 available dates and times to be provided to the Recruitment Provider to enable interviews to take place **within 5 working days** of the request to interview being made;
  - 7.4.6 the overseas teacher and Recruitment Provider must be notified of the outcome of the interview, including the decision to make an offer of

employment, and feedback provided where appropriate, **within two working days. These timelines will ensure the best candidate is secured for the recruiting School;**

- 7.4.7 a contract of employment must be sent to the teacher **within two weeks** of their acceptance of an offer of employment;
- 7.4.8 visa applications to be made by the overseas teacher in advance, to allow sufficient time for the overseas teacher to commence employment on the agreed start date – support to the overseas teacher to be provided by the School and Recruitment Provider; and
- 7.4.9 once a teacher commences employment, the recruiting School **must** claim the teacher via TRA Employer Access (formally known as NCTL Teacher Services) and update it accordingly once the teacher leaves employment from the school. Schools can check against teachers, using one of two routes:
- Visit <https://teacherservices.education.gov.uk/> and click on 'Employer Access Schools' – this will direct Schools through to the DfE Secure Access for identity verification, and onto the correct web portal
  - Login to Secure Access at <https://sa.education.gov.uk/idp/Authn/UserPassword> and click on 'Teacher Services – Employers'

**N.B. it is up to the School to make the final decision on employing an overseas teacher and to be satisfied in all respects of the overseas teacher's competence, integrity, authenticity of qualifications and suitability for the role.**

- 7.5 To ensure the hired overseas teacher receives the full resources and information needed prior to the first day of employment. This includes, but is not limited to:-
- 7.5.1 employment contract (agreed and signed no later than the first day of employment);
- 7.5.2 a full job description;
- 7.5.3 support to secure suitable accommodation;
- 7.5.4 induction plan that includes, but is not limited to details of key staff, timetable and tutor group (if applicable);
- 7.5.5 Behaviour management in the classroom, e.g.: planning for behaviour for learning, the school's behaviour policy – rewards and sanctions, what support is available and when it should be sought;
- 7.5.6 school safeguarding policy; and
- 7.5.7 any changes to the overseas teacher's job description.
- 7.6 To work with the Regional Network to ensure the recruited overseas teacher receives a comprehensive acclimatisation package (smooth transition into the

workplace and relocation to England). This includes, but is not limited to:-

- 7.6.1 help and advice on accommodation;
- 7.6.2 completion of all on-arrival processes;
- 7.6.3 preparation of the overseas teacher for the first day of employment;
- 7.6.4 assistance with national curriculum;
- 7.6.5 a comprehensive induction to the school that includes, but is not limited to:
  - assessment and reporting systems: expectations, standards, frequency;
  - managing workload;
  - safeguarding;
  - roles of other staff and sources of support, e.g. SENCo, pastoral support staff;
  - rationale and pedagogy of subject teaching;
  - working with LSAs/TAs;
  - the role of the form tutor;
  - lesson observations; and
  - provision of key materials/resources.
- 7.7 To provide one-to-one mentor support to the hired overseas teacher as part of the acclimatisation package. Mentor support must include, but is not limited to:-
  - 7.7.1 time committed to support the overseas teacher with one-to-one sessions;
  - 7.7.2 mentor's attendance at training organised by the Regional Network or DfE; and
  - 7.7.3 completion of monthly monitoring surveys to agreed deadlines highlighting key successes, any causes for concern and if required, engagement with the Regional Network via face-to-face or telephone meetings.
- 7.8 To work in partnership with the Regional Network, who is responsible for acclimatising the overseas teacher, via the provision of additional support where required, specifically focussing on Continued Professional Development ('CPD') and retention.
- 7.9 To allow a minimum of one day per term for the recruited overseas teacher to undertake appropriate termly CPD events organised by the Regional Network to support in adapting to work in England. There will be no cost to the School for this training however, the School will be responsible for any supply costs incurred to cover the overseas teacher. The overseas teacher should also be reimbursed if applicable; in line with existing School policies e.g. travel costs etc.
- 7.10 To deliver a clear summary of teacher performance to the DfE when requested. This will include internal performance monitoring processes carried out by the School and support provided by the Regional Network as part of the acclimatisation package.

- 7.11 To raise any performance and retention issues with the Regional Network as soon as they occur, providing quantitative and factual information.
- 7.12 To work with the Regional Network to tailor internal or external support / intervention in order to improve teacher performance and retention where necessary.
- 7.13 To provide termly feedback to the Regional Network on the ITR Framework services.

#### **8. Reporting process and requirements for the DfE, Recruitment Provider and Regional Network**

- 8.1 The DfE will have oversight of the recruitment process through the monitoring of KPIs for the Recruitment Provider; management information for Regional Networks, and the School Obligations as outlined in the SLA.
- 8.2 The DfE will only intervene in the delivery of the services should the School, Regional Network or Recruitment Provider escalate issues.
- 8.3 The School, Recruitment Provider and Regional Network must respond to all requests made by the DfE within two working days.
- 8.4 The Recruitment Provider must commit to all deadlines and timeframes agreed with the Regional Network or School.

#### **9. Escalation process**

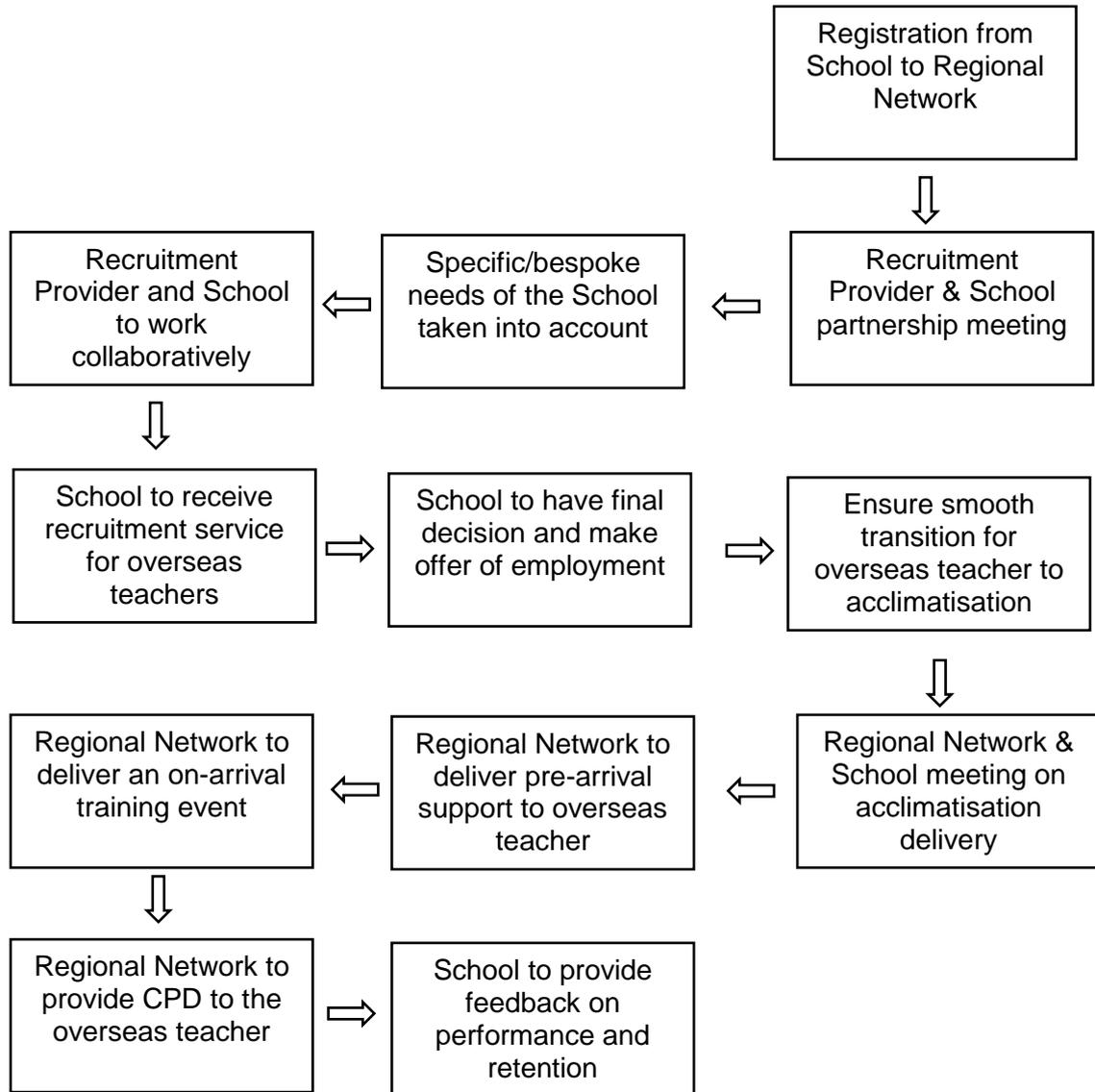
- 9.1 In the first instance, the School and the Recruitment Provider or Regional Network should attempt to resolve issues directly. Should any issues be left unresolved the issue is to be escalated by either party to the DfE.

**Access to the Regional Networks is dependent on compliance with the SLA and breach of it could result in removal of the service and may include recovery of associated DfE costs.**



APPENDIX 1

International Recruitment and Acclimatisation Process Map



## APPENDIX 2

### **Mandatory requirements for the Recruitment Provider, to include services to be supplied to the Schools**

***Please note the overall responsibility lies with the hiring school to ensure all safeguarding checks have been completed as per the School's policies.***

The Recruitment Provider will have in place a policy that establishes safer recruitment practices, which minimise the risk of harm to children and ensure the suitability of personnel who will administer and deliver the programme(s). The Recruitment Provider should make clear to prospective Schools, which safer recruitment checks the Recruitment Provider will be carry out.

For any overseas teacher who will be engaging in regulated activity with children and those who manage any overseas teachers who are engaging in regulated activity, as a minimum, the Recruitment Provider must carry out the following checks and consider the relevance of information obtained to determine the individual's suitability.

#### **Before the overseas teacher begins working in regulated activity the Recruitment Provider must:**

1. Establish the overseas teacher's identity.
2. Establish the overseas teacher's legal right to work in the UK  
<https://www.gov.uk/legal-right-work-uk>.
3. Obtain an overseas police check for the overseas teacher and offer the School advice and support in obtaining an enhanced criminal record certificate, which must have been issued by the Disclosure and Barring Service not more than three months before the overseas teacher is due to begin work. Where information is returned, the Recruitment Provider and School must determine whether that information indicates the overseas teacher is not suitable to work with children.
4. Support the School in establishing that the overseas teacher is not barred from engaging in regulated activity relating to children (Disclosure and Barring Service bar).
5. Establish that the overseas teacher is not subject to any direction, prohibition or restriction made under previous misconduct 'regimes' (e.g. General Teaching Council for England restrictions) that would prevent them from taking up the position applied for, and for those employed in teaching positions is not prohibited (by prohibition order or interim prohibition order) from teaching by the Secretary of State.

6. Verify the overseas teacher has the appropriate qualification(s) the Recruitment Provider considers are necessary for the position applied. The candidate will apply to the Teaching Regulation Agency (TRA) for the award of Qualified Teacher Status (QTS) and the recruitment provider will access the 'DQT Secure Access – Other organisations' database at..., to check on a teacher's status) or ensure the school has confirmed the check against the Database of Qualified Teachers to verify the QTS award;
7. Request an equivalent of our Letter of Professional Standing (LoPS) from the educational competent authorities from either Australia, Canada, USA or New Zealand. This will ensure the candidate has completed their professional practice and are fully qualified to teach in state schools within their own respective country and state.
8. Obtain at least two references, one of which should be from the overseas teacher's most recent employment. References must be obtained directly from the referee, expected to be a senior person with appropriate authority, and 'to who it may concern' references cannot be accepted, unless the referee can verify the full content of the reference. References obtained via email must be sent from verifiable email addresses. Any issues of concern arising from references should be explored further with the referee and, where necessary, discussed with the overseas teacher.
9. Scrutinise the overseas teacher's employment history and investigate any inconsistencies or unexplained gaps. To help identify any non-disclosed employment, the Recruitment Provider should seek to verify from the most recent employment the overseas teacher's reason for leaving the employment.
10. Where the overseas teacher has lived outside of the UK, apply for, and obtain, criminal records checks or 'Certificates of Good Character' to enable any non UK criminal record related information to be identified - the Home Office's application process guidance provides advice on the processes to be followed to obtain that information<sup>1</sup>.  
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants> . Where it proves impossible to obtain this information if a teacher is already resident in the UK, e.g. where the overseas teacher must be resident in a country at the time of application, the Recruitment Provider must obtain at least two references from verifiable sources, ideally senior officials at a previous employer.
11. The Recruitment Provider should carry out additional searches that it considers appropriate in order to help assess the suitability of the overseas teacher to work with children.

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<sup>1</sup> Although the presumption is this information will be obtained before the overseas teacher begins work, where this proves impossible, the Recruitment Provider must ensure that the School is made aware this information is outstanding and consideration whether additional safeguarding measures should be put in place pending the return and consideration of this information.

**Information that must be supplied to School:**

1. Where a School agrees that the Recruitment Provider will supply an overseas teacher to work with one or more of its pupils, the Recruitment Provider must:
  - Confirm in writing to the School that in respect of that overseas teacher, the required safeguarding checks have been completed, the information returned by the checks has been considered and the overseas teacher is judged to be suitable to work with children.
2. The Recruitment Provider must arrange for the overseas teacher to provide the School details to prove their identity and:
  - For maintained schools – where their Disclosure and Barring Service certificate shows any information, a copy of that certificate.
  - For independent schools (including academies and free schools) a copy of their Disclosure and Barring Service certificate.
3. Where a School has concerns about an overseas teacher's suitability to work with its pupils, the Recruitment Provider will need to decide how the contractual arrangements may be met using other personnel. Hiring schools will have ultimate responsibility in relation to all checks and will have the final decision on whether to employ a candidate or not.
4. For any overseas teacher who will not be engaging in regulated activity with children, but will have access to children's personal data, as a minimum the Recruitment Provider must carry out the following checks and consider the relevance of information obtained to determine the individual's suitability.

**Before the overseas teacher begins working in a role that allows access to children's personal information the Recruitment Provider must:**

1. Establish the overseas teacher's identity.
2. Establish the overseas teacher's legal right to work in the UK <https://www.gov.uk/legal-right-work-uk>.
3. Obtain an overseas police check for the overseas teacher and offer the School advice and support in obtaining a basic criminal record certificate. Where information is returned, the Recruitment Provider and School must determine whether that information indicates the overseas teacher is not suitable for the role.
4. Support the School in establishing whether the overseas teacher is subject to any direction, prohibition or restriction made under previous misconduct 'regimes' (e.g. General Teaching Council for England restrictions) or is subject to a teacher prohibition order or interim prohibition order imposed by the Secretary of State. Whilst these sanctions will not themselves prevent the

overseas teacher from being appointed, the Recruitment Provider will need to determine whether the circumstances that led to the 'sanction' is relevant to the overseas teacher's suitability for the role.

5. Verify the overseas teacher has the appropriate qualification(s) the Recruitment Provider considers are necessary for the position applied.
6. Obtain at least two references, one of which should be from the overseas teacher's most recent employment. References must be obtained directly from the referee, expected to be a senior person with appropriate authority, and 'to who it may concern' references cannot be accepted, unless the referee can verify the full content of the reference. References obtained via email must be sent from verifiable email addresses. Any issues of concern arising from references should be explored further with the referee and, where necessary, discussed up with the overseas teacher.
7. Scrutinise the overseas teacher's employment history (CV) and investigate any inconsistencies or unexplained gaps. To help identify any non-disclosed employment, the Recruitment Provider should seek to verify from the most recent employment the overseas teacher's reason for leaving the employment.
8. Where the overseas teacher has lived outside of the UK, apply for, and obtain, criminal records checks or 'Certificates of Good Character' to enable any non UK criminal record related information to be identified - the Home Office's application process guidance provides advice on the processes to be followed to obtain that information<sup>2</sup>.  
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants> . Where it proves impossible to obtain this information if a teacher is already resident in the UK e.g. where the overseas teacher must be resident in a country at the time of application, the Recruitment Provider must obtain at least two references from verifiable sources, ideally senior officials at a previous employer alongside their most recent overseas check.
9. The Recruitment Provider should carry out additional searches that it considers appropriate in order to help assess the suitability of the overseas teacher to work with children.

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<sup>2</sup> Although the presumption is this information will be obtained before the overseas teacher begins work, where this proves impossible, the Recruitment Provider must ensure that the School is made aware this information is outstanding and consideration whether additional safeguarding measures should be put in place pending the return and consideration of this information.