**Service Level Agreement**

**Purpose**

The purpose of the Service Level Agreement (SLA) is to formalise the roles and responsibilities of all parties involved in the delivery of training and assessment for Dental Nurses working towards the National Examination Board for Dental Nurses (NEBDN) National Diploma in Dental Nursing/Post Registration Qualification, i.e. NEBDN, Course Provider, Student and the employer.

This SLA sets out the guiding principles necessary for the establishment of an effective training and working environment consistent with health and safety legislation, NEBDN mandated documentation current GDC guidelines.

**Instructions for completion**

The SLA must be completed prior to the course provider accepting a student on to the training course. Failure of any party to complete and sign the SLA may result in the student not being accepted onto an NEBDN accredited course. This will be checked as part of NEBDN’s candidate registration process, i.e. there will be an expectation for Course Providers to confirm this has been completed when submitting the candidate registration form (CRF).

The Course Provider must complete the administration section and sign to say that all relevant CQC checks have been completed.

The Course Provider and Employer must keep a copy of the completed SLA for their own records. These will be reviewed for each candidate as part of NEBDN’s Quality Audit process and could be requested by NEBDN at any point if there is cause for concern i.e. if a student complaint is raised, or there are concerns over the quality of the programme.

**Services and Requirements to be provided under this agreement by:**

**Course Provider**

All course providers are required to go through an approval process with the NEBDN to ensure their course provision meets the NEBDN Standards for Accreditation. Course Providers must ensure all employers and students are made aware in the course information that if full accreditation status is not met students will be unable to sit the final examination.

………………… *(insert Course Provider name)* is committed to providing the following services for as long as training towards a NEBDN National Diploma in Dental Nursing/Post Registration qualification is being provided on behalf of the employer andwill ensure compliance with the NEBDN Standards for Accreditation.

It is the Course Providers responsibility to ensure that a witness status list is completed for each student and that the course tutor checks each witness to confirm that they have been checked against the relevant register and that they are current registrants. All witnesses should be made aware that their registration is at risk if they knowingly make false declarations within the RoE/RoC.Guidance and training tools to support Course Providers and witnesses be found a***t*** [www.nebdn.org](http://www.nebdn.org)

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| Name representative: Aida Kromelyte |
| Signed: Aida Kromelyte |
| Date: 12 09 2020 |
| Course Provider Name: Dental Tutors |
| Course Provider NEBDN Number: GL01725 |
| Course Provider Address:  130 Old Street  London  EC1V 9BD |
| Course Provider Contact Number: 07969347015 |

**Employer**

………………………………………. *(insert Employer/ placement name)* is/are committed to providing continual support to the student whilst training towards the NEBDN National Diploma in Dental Nursing/Post Registration Qualification is being provided by the Course Provider and will commit to the following:

* Allow the student to attend the training course according to a pre-notified timetable.
* Provide a workplace induction, which includes GDC Standards for the Dental Team, Health & Safety, Cross Infection and Medical Emergencies.
* Ensure that students do not assist in any procedures until they have successfully completed the Mandatory Modules of study delivered by the Course Provider.
* Ensure that all witnesses are registered healthcare professionals with an appropriate qualification in the relevant subject matter i.e. National Diploma or Post Registration Qualification.
* Ensure that the student will receive appropriate workplace training and supervision.
* Ensure all patient ranges within the eRoE/RoC can be facilitated to enable students to meet all requirements.
* Ensure that all Patients are made aware that they are being treated by students and give consent
  + Patients must be provided with information about the student’s and supervisor’s roles, what standards they can expect from student dental nurse, what they should do if they wish to provide feedback and/or are unhappy with the care they have been given.
  + Trainee dental nurses are clearly identifiable to patients and other Dental Care Professionals within the clinical environment. An appropriate name badge confirming the students name and trainee’s status is always to be clear within the clinical environment
* Inform the Course Provider of any Student Fitness to Practise issues.

By signing this you are also permitting the Course Provider to monitor the practice CQC report/s following inspections of any type, to ensure students have access to a suitable clinical learning environment.

**Employer Details:**

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| Employer name: |
| Employer GDC Registration No. |
| Signed: |
| Practice Mentor name: |
| Practice Mentor GDC No. |
| Date: |
| Employer Address: |
| Employer Contact Number: |
| Type of Practice e.g. GDP, Private, Hospital or Specialist (please give details): |
| CQC Certificate Number:  Date of inspection visit: |
| Witness/s Name: |
| Witness/s GDC Registration Number: |
| Witness checks completed by Course Provider: Yes ❑ No ❑ |

**National Examining Board for Dental Nurses (NEBDN)**

NEBDN are committed to providing the following services for as long as the Course Provider remains accredited.

**NEBDN will provide:**

* Valid and reliable assessments and processes.
* Equality of opportunity (within safe guidelines) as outlined in the Equality Act 2010
* Information, policies and documentation to support the student journey from registration through to award of qualification
* Support and guidance for our accredited Course Providers and for their students and their employers.

**General Terms and Conditions:**

**Course Provider**

Should any issue arise in relation to the quality, amount and type of services being offered by the Employer attempts should be made to resolve them directly with the Employer. If there is no resolution, or if the course provider has serious concerns, and or a risk has been identified then the NEBDN Workplace Observation Policy must be implemented.

**Employer**

Should any issue arise regarding the quality of the education being offered by the Course Provider, attempts should be made to resolve them directly with the Course Provider in the first instance following their documented complaints procedure. Only then if the issue is not resolved can the Employer contact NEBDN.

**NEBDN**

Should any issue arise in relation to the quality, amount and type of services being offered by NEBDN attempts should be made to resolve them directly with NEBDN following their documented complaints policy which is available at [www.nebdn.org](http://www.nebdn.org)