

Randstad HR Solutions - Service Level Agreement for University of Liverpool

This document builds on the Randstad HR Solutions Terms and Conditions to tailor the service offering to University of Liverpool, hereafter referred to as the Client.

1) Information Flow

Before the commencement of the first pay period, University of Liverpool will provide Randstad HR Solutions with the following information:

Employee/Support Worker Information

- Surname
- First name
- Title
- Home address including postcode
- Contact telephone number
- Date of birth
- National Insurance number
- Bank details: Account number and Sort Code

The above can be provided directly by the client, or by allowing Randstad HR Solutions access to the employee.

Student receiving non-medical help (NMH)

- Surname
- First Name
- Date of Birth
- Support entitlements broken down by total for year as well as weekly/monthly allowances (Type, hours & monetary value)
- Local Authority or Funding Body

The above information should be provided to Randstad HR Solutions through the completion of the Student Entitlements & Details spreadsheet (Appendix I). Any subsequent changes to student details and entitlements must be provided to Randstad HR Solutions at the earliest opportunity but at the latest the 15th of each month. To facilitate this the client will email an up to date spreadsheet on the 15th of each month.

Support Worker/Student relationships

Each week on a Friday, the client will provide Randstad HR Solutions (Alex Hall, Consultant) with details of NMH relationships arranged in that week. To do this the client must complete the NMH arrangements spreadsheet (see Appendix II) and forward it to Randstad HR Solutions. This will enable Randstad HR Solutions to provide the client with details of support entitlements used and provides the basis for payment.

2) Payroll

Randstad HR Solutions will be responsible for the administration of all payroll activities for the support workers. As a standard, payments will be made to support workers based on hours worked on production of an authorised timesheet. In addition, payroll services may include as appropriate, the administration of:

- Statutory sick pay
- Statutory maternity pay
- Tax credits
- Earnings attachments

All support workers will work under conditions of work, which are applicable to temporary workers. Under these conditions there is no obligation from either Randstad or the client to guarantee any set amount of work, likewise, there is no obligation from the support worker to accept all work offered by either Randstad or the client.

Employee Payment Date

Subject to the availability of information as described above, support workers paid by Randstad HR solutions will receive payment on a monthly basis, on the 24th of each month. Where this date falls over a weekend or public holiday, payment will be made on the working day preceding the weekend or public holiday.

Timesheets

A timesheet must be completed by the support worker to enable payment. The timesheet confirms the number of hours worked, and must be signed by the student receiving NMH, this will be regarded by Randstad HR Solutions as due authorisation to make payment to the support worker. Timesheets should be forwarded to the client for validation and signing, before being submitted to Randstad HR Solutions (Alex Hall, Consultant) for payment.

To ensure payments are made to support workers on the 24th of each month, Randstad HR Solutions must receive validated timesheets from the client by the 8th of each month.

Queries

Once payment has been made to support workers, a pay advice will be forwarded to them. Any queries arising from the support workers will be raised with their Randstad HR Solutions Account Manager (Alex Hall, Consultant), who will investigate and resolve the query.

3) Invoices

Invoices will be sent to the appropriate local authorities or funding bodies, on an individual student basis as guided by the information provided by the client in the Student Entitlements & Details spreadsheet. Invoices will be sent monthly following the running of the payroll. Each invoice will be accompanied by the timesheet(s) used to generate the invoice.

Queries

Randstad will in the first instance seek to resolve any queries without recourse to the client. However, should the need arise Randstad HR Solutions will contact University of Liverpool, who in turn may need to carry out investigations to resolve the matter.

Management Information

Randstad HR Solutions provides a set portfolio of Management Information enabling University of Liverpool to manage employee/student relationships. This information will be derived from the payroll data, and hence will be available to the client via email by the 2nd of each month. An example of the information can be found in Appendix III.

4) Price Agreement

The following pay and charge rates have been agreed between Randstad HR Solutions and the client:

The job roles below will be included as part of the agreement and the rates above will be applied to the relevant levels:

Level One	N/A
Level Two	Notetakers (unqualified), Readers and Researchers, Study Buddies,
Level Three	N/A
Level Four	N/A
Level Five	N/A
Level Six	Study Skills Tutor

Client Admin Fee

The Client Admin Fee/Rebate component of the charge will be accrued on a monthly basis and advised to the client, along with the management information by the 2nd of each month. Payment of the Client Admin Fee will be on presentation of an invoice from the client, and will be on a three monthly basis from the start of the academic year.

Should any situation arise whereby any invoices are payable to Randstad by the client rather than the LEA/Funding body, this will be paid by the client within 30 days of receipt. Examples of these situations may include, but are not limited to permanent placement fees incurred, instances where the client has allowed students to overspend their Non-Medical Help entitlement, instances where the client agrees to fund interim support for a student whilst funding is being agreed by the LEA/Funding body, or any other services provided by Randstad at the clients request.

Payment of the Client Admin Fee may be delayed should Randstad HR Solutions experience difficulties obtaining payment from Local Authorities or Funding Bodies as a result of inaccurate information provided by University of Liverpool.

Permanent Placement Fees

Any employee recruited by Randstad HR Solutions or any other Randstad group company for permanent work at the client will be charged at a rate of 20% of the first year's annual salary of the employee. All candidates are introduced subject to our standard Terms and Conditions of Permanent Business (available on request) unless otherwise agreed in writing by a Director of our company. Any changes in legislation that also affect costs will be discussed as and when applicable.

Rebate Structure

To confirm our position on the rebate structure for permanent recruitment:

- 0 to 4 weeks employment = 100% rebate or a free replacement
- 4 to 8 weeks employment = 50% rebate

Rebate will only be paid if the original invoice has been settled in line with our payment terms as stated above.

Payment terms

Should the need arise to directly invoice the client full payment is due within 30 days of receipt of invoice.

VAT

The contract and service level agreement are between Randstad HR Solutions and the client. Invoices raised as a result of this relationship are sent to the Local Authority or Funding Body of the student for whom NMH was provided. The charge made to the client incorporates the employee's remuneration, national insurance, the flex worker charter, the Randstad admin fee (plus VAT) and the client rebate (plus VAT). By signing this service level agreement the client accepts the terms and conditions as laid out in the Randstad HR Solutions - University of Liverpool contract dated 28 September 2006.

5) Recruitment

Randstad HR Solutions will recruitment and screen new support workers on behalf of the client as a minimum twice per academic year, or as agreed with the client. The recruitment & selection process will include, but not be limited to:

- Advertising and attracting potential candidates
- Pre-screening
- Testing as agreed with the client
- Interviewing to validate experience and skills

- Referencing
- CRB checks (this applies to all Support Workers and the cost of the CRB's will be invoiced directly to the client on a quarterly basis)
- Eligibility checks

6) Account Management

Randstad will provide a single point of contact to the client. Your account manager, Alex Hall will take responsibility for all aspects of the relationship between Randstad HR Solutions and the client, including, but not limited to:

- Ensuring delivery of service standards
- Ensuring resource/recruitment requirements are met
- Providing on site presence when required
- Monthly/Quarterly review meetings

In the event that an issue arises that the client believes cannot be resolved adequately by the account manager, the client should refer to the Randstad Customer Complaints policy. This document is available on request.

Signed on behalf of University of Liverpool

Name_____Signature_____

Position_____Date_____

Signed on behalf of Randstad HR Solutions

Name_____Signature_____

Position_____Date_____