



SERVICE LEVEL AGREEMENT

Between

Mid Ulster
Volunteer Centre

and

«Name_of_Organisation»

Revised March 2020

Section 1 – The Agreement

Introduction

The purpose of this agreement between **Mid Ulster Volunteer Centre** and «**Name_of_Organisation**» is to set out the terms under which both parties will agree to comply when handling personal information during the AccessNI disclosure process.

This agreement is made on *13 March 2020* and will commence at the same time.

Unless the Agreement is specifically amended, altered or withdrawn it will be automatically agreed to have rolled over on the 1st April each year.

Background

Umbrella Bodies cannot take a recruitment decision on the basis of information contained on a Disclosure Certificate unless the applicant will be directly working for the Umbrella Body (*Mid Ulster Volunteer Centre*). This Agreement recognises that AccessNI provides one copy only of a Disclosure Certificate to the applicant. However, the on-line case tracking system enables Mid Ulster Volunteer Centre to know when a Disclosure Certificate has been issued and whether there is any information in that Certificate.

Scope

The terms of this agreement shall not be varied or amended unless agreed to and confirmed in writing by authorised representatives of **Mid Ulster Volunteer Centre** and «**Name_of_Organisation**» or AccessNI. AccessNI may, given appropriate notice, withdraw an organisation's designation of Umbrella Body or request they do not offer their service to 3rd parties.

Assumptions

This agreement is based on the following assumptions:

- A volunteer / organisation has approached the Umbrella Body to assist with the processing of an AccessNI disclosure application form;
- The volunteer / organisation requires Standard or Enhanced disclosures for individuals who they may seek to recruit;
- The Umbrella Body / organisation has established that there is a legal entitlement to request Standard / Enhanced disclosures from AccessNI;
- If a charge is applicable for the Disclosure, both parties to this SLA will have agreed the means by which payment will be made, prior to submitting a disclosure to AccessNI;
- All disclosure applications will be submitted to AccessNI via the NI Direct on-line portal;
- That the information supplied in Disclosure Application is correct.

Section 2 – Roles & Responsibilities

Mid Ulster Volunteer Centre will;

- Make available via our website or on request paper version of the AccessNI Code of Practice (May 2018) to organisations;
- Ensure there is a legal entitlement for the type of disclosure requested by the applicant;
- Assist «**Name_of_Organisation**» through the AccessNI Disclosure process; including providing the appropriate personal identification number (PIN) for applicants to enable them to use the on-line application process;
- Ensure Disclosure Application form is completed properly;
- Verify the Identification of applicants per AccessNI guidance, or ensure the ID validation form is completed by «**Name_of_Organisation**»;
- Retain the ID validation form; and a copy of the ID documentation for at least 90 days after the disclosure certificate has been issued
- Be first point of contact with AccessNI; on matters relating to Disclosure Applications submitted through them;
- Gather any additional information AccessNI request by either directly contacting «**Name_of_Organisation**» or the applicant;
- Advise the organisation to ensure that on sight of a Disclosure Certificate containing information they handle such information in line with the AccessNI Code of Practice and the Data Protection Act 2018;
- Provide «**Name_of_Organisation**» with guidance on secure handling and storage of information;
- Monitor «**Name_of_Organisation**» is complying with AccessNI Code of Practice.

«**Name_of_Organisation**» will;

- Provide any information requested by **Mid Ulster Volunteer Centre** to provide assurance that the position applied for meets the necessary legal entitlements for the type of Disclosure requested;
- Ensure that the appropriate Personal Identification Number (PIN) is supplied to the applicant to complete the on-line application form;
- Use the on-line application process on the NI Direct portal to submit applications to AccessNI;
- Pass the PIN Notification and ID Validation form to **Mid Ulster Volunteer Centre** along with a copy of the ID documents;

- Agree that only those authorised by **Mid Ulster Volunteer Centre** will undertake the checking of Applicants identification documents;
- Comply with provisions set out in AccessNI Code of Practice;
- Ensure the information on Disclosure Certificates provided by applicants is retained in a secure manner, accessible only by those with authority to see them. Details of non-court convictions, convictions, police information or barred list information should not be retained after the recruitment decision is made;
- Ensure that Disclosure information is not passed to persons unauthorised to receive it;
- Comply with recommendations made by the Umbrella Body.
- Issue all applicants with a copy of the Applicant Information Leaflet
- Complete and return to **Mid Ulster Volunteer Centre** the SLA checklist form along with a copy of your policy on
 1. Recruitment of ex-offenders and
 2. Secure handling, use, storage and retention of disclosure information.

**Please provide details below of authorised persons to sign off ID's for
«Name_of_Organisation»
(You can have up to 4 persons nominated)**

MAIN CONTACT:	
Full Name	
Position in Organisation	
Email	
Contact Number	

CONTACT 2:	
Full Name	
Position in Organisation	
Email	
Contact Number	

CONTACT 3:	
Full Name	
Position in Organisation	
Email	
Contact Number	

CONTACT 4:	
Full Name	
Position in Organisation	
Email	
Contact Number	

Section 3 – Authorisation and Agreement

The Services detailed in this Agreement have been authorised and agreed by the following parties

PART A

For **Mid Ulster Volunteer Centre**

Signed _____

Name _____

Position _____

Date _____

PART B

For **«Name_of_Organisation»**

Signed _____ Date _____

Name: _____

Position: _____

Contact Address: _____

Email: _____

Phone: _____

Service Level Agreement – Checklist

In order to evidence compliance with the provisions within the Service Level Agreement, this form should be completed by «**Name_of_Organisation**» and returned to **Mid Ulster Volunteer Centre** along with the signed SLA and copy documentation as indicated below.

I confirm that «**No**»«**Name_of_Organisation**» will:

Requirement		Yes	No
1	Make all Applicants (who require an AccessNI check) aware of the AccessNI Code of Practice and provide them with a copy of the CoP (upon request).		
2	Comply with AccessNI guidelines for ID checking.		
3	Comply with provisions in Data Protection Act 2018, and will not retain disclosure information for any longer than is required for the specific purpose.		
4	Ensure that all applicants for relevant positions are notified in advance of the requirement for an AccessNI check.		
5	Clarify with applicants if there is any reason why they cannot work in Regulated Activity prior to them commencing an application for an Enhanced check with a Barred List check.		
6	Notify all potential applicants of the possible effect of a criminal record on the recruitment and selection process, and any recruitment decision.		
7	Discuss any matters revealed in disclosure information with the person seeking the position before withdrawing an offer of placement.		

I further confirm that «**Name_of_Organisation**» has the following policy documents in place, and that copies of same have been provided to **Mid Ulster Volunteer Centre**:-

Requirement		Yes	No
1	Policy on recruitment of ex-offenders.		
2	Policy on secure handling, use, storage and retention of disclosure information		

To be signed by «Name_of_Organisation».

Signed:

Date:

Print Name: