




PROCEDURE: Service Level Agreement

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Inception Date	1 July 2018		
Procedure Owner	Executive: Business Development		
Review Register		Date	Signature
Approved by EXCO	EXCO Chairperson	28/02/2019	Name: Benjamin Anderson Signature: 
Revision Frequency	Annually		
Review Date	20/11/2018		
Review History	01/07/2018		

Related documents

<p>Da Vinci internal (e.g. Policies, Regulations, Guidelines, Contracts)</p> <ul style="list-style-type: none"> • Policy: Business Development • Policy: Application, Admission and Registration • Policy: Curriculum Design and the Development of Learning and Assessment Resources • SOP for Moderation Practices • Policy: Appointment, Management and Development of Faculty • Policy: Programme Management 	<p>Other/External (e.g. Legislation, DHET and CHE directives and guidelines)</p> <ul style="list-style-type: none"> • Constitution of the Republic of South Africa: 1996 • Higher Education Act (Act 101 of 1997) • CHE: Higher Education Quality Committee (HEQC) Criteria for Programme Accreditation: November, 2004 • Labour Relations Act (Act 66 of 1995) as amended • CHE: Distance Higher Education Programmes in a Digital Era: Good Practice Guide, 2014 • SAQA: National Policy and Criteria for Designing and Implementing Assessment for NQF Qualifications and Part Qualifications and Professional Designations in South Africa, 2017
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Website address of this document:	www.davinci.ac.za
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Procedure Description

This procedure document will be followed when signing a Service Level Agreement

Step	Description	Notes
1	Business Development Office to draft a formal Service Level Agreement (SLA) on approval of Industry Faculty or acceptance of a Client Proposal	
2	Industry Faculty to agree SLA in principle	
3	Business Development Office then ensures that the SLA is signed and initialled on each page by: Business Development Manager, Registrar, Dean: Teaching and Learning, Finance Manager and the respective Programme Co-ordinator	The Business Development Manager is the custodian of all SLA's, in his absence the Business Development Executive can sign a SLA
4	Upon approval by the Academic Board and ratification by the Council of the framework, the Business Development Office ensures 1 original SLA is received signed and initialled on each page by the Industry Faculty or Client	The Industry Faculty SLA is valid for a period of 5 years Client SLA is valid for the duration of the programme
5	Business Development Office ensures the signed SLA is sent electronically to the Industry Faculty or Client	
6	The Office Manager files the signed document both electronically and in a physical file	
7	The Office Manager ensures that the Programme Co-ordinator receives an electronic copy of the signed SLA	
8	The Office Manager ensures that the Finance Office receives an electronic copy of the signed SLA for invoicing	

Stakeholders

#	Stakeholder
1	Executive: Business Development
2	Business Development Manager
3	Dean: Teaching & Learning

4	Registrar
5	Finance Manager
6	Office Manager
7	Programme Co-ordinator

Version Control

Procedure Owner	Version #	Date	Reason
Executive: Business Development	001	01/07/2018	
Executive: Business Development	002	20/11/2018	Revision