



**ROSEDALE**  
A C A D E M Y

## Managing Academic Services Quality: Service Level Agreement

As a valued Rosedale Academy partner, we are committed to providing your staff and students with the highest quality academic programs and services. Our Service Level Agreement ensures that our professional relationship operates with excellence and efficiency. We look forward to our continued collaboration.

For all questions regarding program administration or specific course information, please contact the following:

ITEM	CONTACT
Academic Administration <ul style="list-style-type: none"> <li>Including course scheduling, student registration, course enrolment/withdrawal, report card, transcript, enrolment certificate, etc.</li> </ul>	Leslie Chan: <a href="mailto:leslie.chan@rosedaleacademy.com">leslie.chan@rosedaleacademy.com</a>
Program Operation <ul style="list-style-type: none"> <li>Including Rosedale Assigned Classroom Teacher resources, general program management, financials, etc.</li> </ul>	Celia Feng: <a href="mailto:celia.feng@rosedaleacademy.com">celia.feng@rosedaleacademy.com</a>
Online Teacher Inquiries, SLA issues, Grade Appeals, Academic Integrity	Senior Academic Manager (SAM): <ul style="list-style-type: none"> <li>Asim Sayed: <a href="mailto:asim.sayed@rosedaleacademy.com">asim.sayed@rosedaleacademy.com</a></li> </ul>
Course Content and Grading Inquiries	Program Managers (PM): <ul style="list-style-type: none"> <li>ENGLISH/ESL - David Boughton: <a href="mailto:david.boughton@rosedaleacademy.com">david.boughton@rosedaleacademy.com</a></li> <li>ALL OTHER SUBJECTS - Asim Sayed: <a href="mailto:asim.sayed@rosedaleacademy.com">asim.sayed@rosedaleacademy.com</a></li> </ul>

## SERVICE LEVEL AGREEMENT

### Definition of Key Terms in this Agreement:

- Business Day: Monday to Friday EST, excluding Canadian public holidays
- Christmas and New Year Close: Rosedale Toronto office is closed for two weeks during Christmas and New Year. The exact dates may vary from year to year. An early announcement will be distributed to Partner Schools at the beginning of December each year.
- Course Start Date: Courses starts 10 Business Days after receiving the Course Enrolment Form (with complete and accurate information) from the Partner School
- Response Time to Inquiries/on Grading/Report Cards: These response times have been calculated for class cohorts of 24 or fewer students. Class cohorts with more than 24 students may require a longer response time.

### PART I: ACADEMIC ADMINISTRATION

ITEM	ACCOUNTABLE PARTY	TIMELINE
Create and maintain School Year Calendar	School Admin & Rosedale Admin	<ul style="list-style-type: none"> <li>• No later than <b>14</b> calendar days <u>before</u> the start of the school year, School Admin sends the School Year Calendar to Rosedale.</li> <li>• Rosedale reviews and approves the Calendar. School Admin is contacted if changes are required.</li> <li>• Once the School Year Calendar has been approved, School Admin must contact Rosedale if any changes are required.</li> </ul>
Enroll School Admin and Classroom Teachers in courses	School Admin	<ul style="list-style-type: none"> <li>• No later than <b>14</b> calendar days <u>before</u> the start of the school year, School Admin submits the School Profile form.</li> <li>• School Admin contacts Rosedale if <i>School Profile</i> requires updating at any time during the school year.</li> </ul>
	Rosedale Admin.	<ul style="list-style-type: none"> <li>• No later than <b>5</b> business days <u>after</u> receiving complete and accurate info from the Partner School, Rosedale will enroll School Admin and Classroom Teachers in relevant courses.</li> </ul>
Register new students	School Admin.	<ul style="list-style-type: none"> <li>• No later than <b>7</b> business days <u>before</u> the student's first course start date, Partner School submits the student registration including required documents: student photo ID, translated local transcripts, and ESL &amp; Math Placement Test results (where applicable).</li> </ul>
	Rosedale Admin.	<ul style="list-style-type: none"> <li>• No later than <b>3</b> business days <u>after</u> receiving complete and accurate information from the Partner School, Rosedale will send each student a Welcome email with Moodle usernames and passwords.</li> </ul>
Enroll students in course	School Admin.	<ul style="list-style-type: none"> <li>• No later than <b>10</b> business days <u>before</u> course start date, the Partner School provides complete and accurate information on the Course Enrolment Form</li> </ul>
	Rosedale Admin.	<ul style="list-style-type: none"> <li>• No later than <b>2</b> business days <u>before</u> course start date, Rosedale enrolls the student(s) in the specific course(s).</li> </ul>
Rosedale Course Teacher Introduction	Online Course Teacher	<ul style="list-style-type: none"> <li>• No later than <b>1</b> business day <u>before</u> course start date, an introduction message is sent through Moodle to Classroom Teachers and students.</li> </ul>
Response to Students/Classroom Teachers' Queries	Online Course Teacher	<ul style="list-style-type: none"> <li>• No later than <b>36</b> hours <u>after</u> receiving inquiries, students/Partner School Classroom Teachers receive replies from Rosedale Online Teacher.</li> <li>• If a response is not received after 36 hours, refer the query to the course Program Manager.</li> </ul>
Course Timeline/ Assignment Submissions	Classroom Teacher	<ul style="list-style-type: none"> <li>• No later than <b>7</b> business days <u>after</u> the course starts, Classroom Teachers submits a planned schedule for assignment deadlines to Rosedale Online Teacher.</li> <li>• Advise the Online Teacher no later than <b>48 hours</b> of any changes on the assignment deadlines.</li> </ul>

		<ul style="list-style-type: none"> <li>Classroom Teacher ensures the students have submitted their assignment by the deadline set in the timeline</li> <li>Classroom Teacher communicates to students who have not submitted (with legitimate reasons) that they need to submit <b>within 48 hours</b> of the deadline, otherwise the Online Teacher will assign a zero.</li> </ul>
Assignment Grading	Online Teacher	<ul style="list-style-type: none"> <li>No later than <b>3</b> business days <u>after</u> the assignment deadline, or longer if multiple assignments are submitted at the same time, students will receive scores and/or feedback.</li> </ul>
Project Assignment Grading	Online Teacher	<ul style="list-style-type: none"> <li>No later than <b>5</b> business days <u>after</u> the submission deadline, or longer if multiple assignments are submitted at the same time, students will receive scores and/or feedback.</li> </ul>
Unit Test Scheduling	Classroom Teacher	<ul style="list-style-type: none"> <li>No later than <b>3</b> business days <u>before</u> the planned test date, Classroom Teacher submits a test request email to the Rosedale Online Teacher/Program Manager.</li> </ul>
	Online Teacher/Program Manager	<ul style="list-style-type: none"> <li>No later than <b>1</b> business day before the planned test date, the Online Teacher/Program Manager will send the test to the Classroom Teacher.</li> </ul>
Unit Test Grading	Online Teacher	<ul style="list-style-type: none"> <li>No later than <b>5</b> business days <u>after</u> the test submission.</li> </ul>
Grade Appeal	Classroom Teacher	<ul style="list-style-type: none"> <li>No later than <b>48 hours</b> after the grade is awarded, the Classroom Teacher must submit the Grade Appeal to the Senior Academic Manager.</li> </ul>
	Senior Academic Manager	<ul style="list-style-type: none"> <li>No later than <b>3</b> business days <u>after</u> the Grade Appeal form is submitted, the Senior Academic Manager will communicate the results of the re-assessment to the Classroom Teacher.</li> </ul>
Final Exam Scheduling	Classroom Teacher	<ul style="list-style-type: none"> <li>No later than <b>5</b> business days <u>before</u> the planned test/exam date, Classroom Teacher submits an exam request email to the Rosedale Online Teacher/Program Manager.</li> </ul>
	Online Teacher/Program Manager	<ul style="list-style-type: none"> <li>No later than <b>1</b> business day before the planned exam date, the Online Teacher/Program Manager will send the exam to the Classroom Teacher.</li> </ul>
Final Exam/Project Grading	Online Teacher	<ul style="list-style-type: none"> <li>No later than <b>5</b> business days <u>after</u> the exam/project submission, students receive scores and/or feedback.</li> </ul>
Learning Skills Checklist	Classroom Teacher	<ul style="list-style-type: none"> <li>Submitted to the Online Teacher at the mid-term point and with the final exam for each student.</li> </ul>
Mid-Term and Final Report Cards	Rosedale Admin.	<ul style="list-style-type: none"> <li>No later than <b>10</b> business days <u>after</u> the mid-term or final point, School Administrators receive report cards.</li> </ul>
Transcript	Rosedale Admin.	<ul style="list-style-type: none"> <li>No later than <b>5</b> business days <u>after</u> receiving the formal request via email, Rosedale sends the transcript(s) upon approval.</li> <li>*Fees apply for any additional copy more than 3</li> </ul>
Enrollment Certificate	Rosedale Admin.	<ul style="list-style-type: none"> <li>No later than <b>5</b> business days <u>after</u> receiving the formal request via email, Rosedale sends the Enrollment Certificate(s) upon approval.</li> <li>*Fees apply for any additional copy more than 3</li> </ul>
Course Withdrawal	Rosedale Admin.	<ul style="list-style-type: none"> <li>No later than <b>3</b> business days <u>after</u> receiving Course Withdrawal Form, Rosedale withdraws the student(s) from specific course(s) in Moodle.</li> <li>The mark will show on student transcript if course is withdrawn after midterm mark is issued.</li> </ul>
Program Withdrawal	Rosedale Admin.	<ul style="list-style-type: none"> <li>No later than <b>3</b> business days <u>after</u> receiving Program Withdrawal Form, Rosedale disables students' records in Moodle and Maplewood.</li> </ul>

## ESCALATION OF ISSUES:

For any issue that arises, please follow the following process in sequential order:

1. Confer with the Service Level Agreement and check relevant guidelines.
2. Communicate with the Online Teacher. You should receive a response within 36 hours.
3. If the issue remains unresolved, forward the inquiry to the Senior Academic Manager, Asim Sayed.

## PART 2: PROGRAM SERVICES AND OPERATION

ITEM	ACCOUNTABLE PARTY	TIMELINE
Request for Rosedale to provide Classroom Teacher to the Partner School	School Admin	<p>School Admin submits request for Rosedale-assigned Classroom Teacher:</p> <ul style="list-style-type: none"> <li>• <b>As soon as possible</b> <u>after</u> the signing the contract, for the 1<sup>st</sup> school year;</li> <li>• <u>Before</u> <b>April 30</b> of the previous school year, for all subsequent school years;</li> <li>• No later than <b>3 months</b> <u>before</u> the Teacher's expected onboard date, for any request during the school year</li> </ul>
Terminate the assignment of Rosedale-assigned Classroom Teacher	School Admin.	<ul style="list-style-type: none"> <li>• <b>60 calendar days</b> advance written notice must be provided by the Partner School to Rosedale.</li> </ul>
Training Schedule and Professional Development (PD) Sessions	Rosedale Admin	<ul style="list-style-type: none"> <li>• Before <b>September 15</b> of each school year, or <b>3 weeks</b> before the planned PD session, Rosedale will send the training /PD schedule</li> <li>• No later than <b>3 business days</b> <u>before</u> the planned training/PD session, Rosedale will send a reminder email with the confirmed date and time.</li> </ul>
	School Admin	<ul style="list-style-type: none"> <li>• No later than <b>24 hours</b> <u>before</u> the scheduled training session, School Admin advises of any known absences.</li> </ul>
Financial Payment	School Admin	<ul style="list-style-type: none"> <li>• No later than <b>3 business days</b> <u>after</u> receiving the invoice(s), School Admin sends email to Rosedale if there is any disagreement on the invoiced value.</li> </ul>
		<ul style="list-style-type: none"> <li>• No later than <b>20 calendar days</b> <u>after</u> the invoicing date, payment is received from the Partner School.</li> </ul>



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