



## Specification and Service Level Agreement (SLA)

Gain a comprehensive introduction to writing specifications and service level agreements on this practical one-day course.

This course provides a comprehensive introduction to service level agreements (SLAs) and specification writing, focusing on the essential skills and knowledge required to create clear, actionable and legally binding documents for services and product specifications.

Participants will learn how to define expectations, establish measurable criteria, and draft effective agreements and specifications that ensure both parties are aligned in their goals, performance standards and deliverables.

Through a combination of theoretical insights, practical exercises and real-world examples, this course aims to equip professionals with the tools they need to write SLAs and specifications that are precise, enforceable and conducive to successful outcomes in service-provider and client relationships, project management and contract negotiations.

### COURSE DURATION

1 day

### CPD

Equivalent to 7 hours

### COURSE PRICE

From £2195 + VAT

### IN-COMPANY TRAINING

[Check availability](#)

### CERTIFICATES

All delegates will receive a certificate on completion.

## Who should attend?

- Those new to procurement and non-technical staff who need to understand what specifications and service level agreements are and how they are created
- Stakeholders who wish to enhance their understanding of specifications and SLAs to be in a better position to review documentation and negotiate terms
- Those in procurement or contract management roles who wish to understand how to develop specifications and SLAs

## Key topics

Topics covered on the course include:

- Introduction to specifications and service level agreements
- Where specifications and service level agreements fit within the procurement process
- Specification types
- Developing specifications and service level agreements
- Writing specifications and service level agreements
- Using service level agreements in supplier performance management

## Skills gained

On completion of this Specification and Service Level Agreements writing training course delegates will understand:

- why specifications and service level agreements are required
- what specifications are and the differences between 'input' specifications and 'output' specifications
- what typical specifications and service level agreements should contain
- how specifications and service level agreements should be developed
- where specifications and service level agreements fit within the procurement cycle and contract management cycle



Delegates will receive a Certificate of Completion which will serve as a testament to their new knowledge and skills in Specification and SLAs.

The instructor was extremely informed and answered all our questions. He was great to do the online course. The course was very informative, interactive and interesting.

#### English Language Learning

Our tutor was very knowledgeable and able to convey the course content in a way that make sense to me and how I could practically apply the learnings. He also made sure it was an interactive course including everyone in the conversations.

#### International Beverage

The tutor was absolutely incredible! Very knowledgeable and really engaging. Genuinely one of the best courses I have been on.

#### Plus 1 Communications

[Read our Contract Management training course reviews](#)

## Why train with Bywater?

Bywater is the leading independent provider of professional management systems training in the UK.

Our expert training offers practical understanding of how to realise the benefits and assess the success of implementing and operating successful management systems.

Bywater delegates know they can rely on proven training delivered by experts at times and locations to suit their needs.

**40 years** established

**100+** course titles

**15** UK locations

**1000+** courses annually

 Global Virtual Classroom

CQI & IRCA, ISEP, RSS and IOSH approved training provider.



CHECK AVAILABILITY

## Booking is easy

Simply select a course date and venue and fill in the online form. View our full range of courses at [www.bywater.co.uk](http://www.bywater.co.uk)

If you have any questions please call us on 0333 123 9001, use our online chat or email [contact@bywater.co.uk](mailto:contact@bywater.co.uk)

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