Arbor

How we make Arbor a success at your Secondary School

Your guide to our support, training and services

> " Arbor has been a really great exercise in helping us step back and question the way we were doing things, and ask ourselves: "Why do we do that?" and "Can we do things a different way?" "

Phil Jones
Head of Academy Services at Pool Academy

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Introduction

Rolling out a new MIS (Management Information System) across your secondary school can feel daunting. It doesn't just mean changing a system, it's often a journey towards operational, process and wider organisational change. That's why our Customer Team's mission is to support your school to make the move a success and ultimately help you transform the way you work for the better.

Having onboarded over 1,000 schools (including 90 secondary schools) to Arbor, our team has expert knowledge of managing change across organisations of all shapes and sizes. No two schools are the same - that's why we take the time to get to know your school's culture so we can adapt our approach to fit your needs, with training and support that's right for you every step of the way.

We've put together this guide to show you the support available to your school throughout your journey with Arbor - from data migration, to the day Arbor goes live, to driving success over a longer period of time. And don't forget our expert Support Team are always on hand to answer questions too!

We look forward to working with you,

Emma Sharples
Head of Professional Services, Arbor

Expert support, whenever you need it

Got a question about Arbor? Our expert Support Team is always on hand to help you out

Phone, email and webchat support

From 8am-5pm, Monday-Friday

Help Centre

Get articles, videos and guides on how to use any area of Arbor

Webinars

Join a webinar on a particular module to learn more about it

Digital Community

Sign up and get help from fellow Arbor schools

eLearning Platform

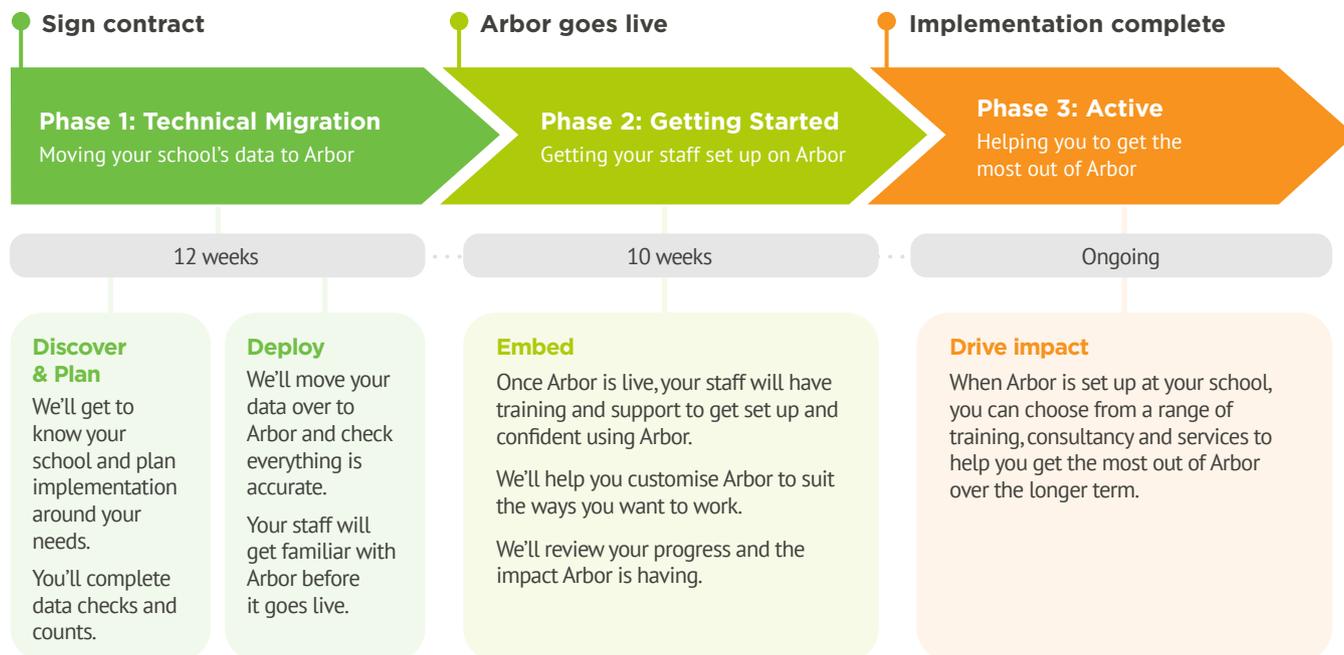A free tool to help you train your staff on core functionality

15 Minute Support Slots

Book a dedicated session with our Support Team

Find all of these resources at: https://support.arbor-education.com

How we work with you

We've broken down your move to Arbor into three phases

● Sign contract

● Arbor goes live

● Implementation complete

Phase 1: Technical Migration
Moving your school's data to Arbor

Phase 2: Getting Started
Getting your staff set up on Arbor

Phase 3: Active
Helping you to get the most out of Arbor

| 12 weeks | 10 weeks | Ongoing |

Discover & Plan

We'll get to know your school and plan implementation around your needs.

You'll complete data checks and counts.

Deploy

We'll move your data over to Arbor and check everything is accurate.

Your staff will get familiar with Arbor before it goes live.

Embed

Once Arbor is live, your staff will have training and support to get set up and confident using Arbor.

We'll help you customise Arbor to suit the ways you want to work.

We'll review your progress and the impact Arbor is having.

Drive impact

When Arbor is set up at your school, you can choose from a range of training, consultancy and services to help you get the most out of Arbor over the longer term.

Phases 1 and 2

Project Manager Guides you through implementation	**£2,500 (up to 22 weeks)**
In-person Tech Day	**Free**
Bookable Support Slot	**Free**

Phase 3

Arbor Account Manager Your key contact for arranging training, services and upgrades	**Free**
School Success Manager Supports you to drive impact with Arbor over the longer term.	**£1500 /Half Term**

A dedicated team to ensure success

Throughout your onboarding journey, you'll have support and guidance from dedicated members of the Arbor team who will make sure Arbor is a success at your school. During implementation, your main port of call will be your **Project Manager**. With expertise in project governance and PRINCE2 methodologies, your Project Manager will work with you to plan and manage your Arbor rollout.

Collaborating with your key stakeholders, your Project Manager will recommend and manage any training your staff need, and point you towards our free eLearning resources. You can also contact our Support Team any time, or arrange a free in-person **Tech Day** and **Support Slot.**

Project Manager

Your expert consultant, guiding you through your Arbor rollout

Expert Trainers

Make sure your staff feel confident using Arbor

Support Team

Always on hand to answer your technical questions

Account Manager

Supports you with your contract and upgrades, checking-in every term

Discover

After you've signed your contract with Arbor, your Project Manager will invite you to a kick-off call and arrange a **Discovery Day**. The Discovery Day allows us to get to know your key stakeholders and school culture, and agree together your vision and objectives for implementation.

Your Project Manager will help you to plan your Arbor rollout using our tried and tested risk and change management processes.

We plan your rollout around three key areas:

1

Get ready for day one

As soon as we migrate your data, you'll be able to do all your daily tasks in Arbor, including:
- Attendance registers
- Communications
- Emergency procedures
- Behaviour incidents
- School timetable
- Staff Absence & Cover

And much more!

☑ **Check your data, then you're ready to log in!**

2

Achieve your top priorities

Next, customise Arbor to fit how you want to work across key areas, including:
- Assessment
- Behaviour
- Exams
- Interventions
- Parent Portal

☑ **Plan what you need from Arbor**

3

Plan long term goals

Together with your Project Manager, plan ways Arbor can help you work better, for example, by:
- Aligning policies
- Improving reporting
- Increasing data quality

☑ **Align your teams on how you want to work**

Plan

During your **Discovery Day**, you'll map out key plans with your Project Manager. Throughout implementation, you'll review them together to make sure your Arbor rollout is achieving the objectives you set out.

Implementation Workbook
A record of your implementation timeline, implementation plan, contacts, risk and change management trackers, data checks, data counts and audit of third party applications.

Training Plan
Recommended training for your staff to feel confident using Arbor every day, including sessions dedicated to setup and configuration.

Shared Success Plan
Outline of your key objectives for your move to Arbor, and how we will work together. You'll track progress against these objectives in regular progress calls with your Project Manager.

Training options before Arbor goes live

Before Arbor goes live, your Project Manager will recommend the right training to get your staff confident with the core processes in Arbor, and tailor the sessions to your school and staff needs.

You'll be able to plan the best time for these sessions during your kick-off calls or **Discovery Day**.

School Operations (Pre-launch)
Overview of everything staff need for day one - from registers to emergency procedures. Recommended for Office Team and Business Managers.

£650
In-person
Full day

Personalised Assessment
Giving you the tools to build your own assessment framework in Arbor.

Part 1: Consultation
We'll sit down with your team to understand your summative and formative assessment framework. From this, we'll recommend the support and training you'll need to set up your framework in Arbor.

Consultation
£499
In-person
½ day

Part 2: Setup training
We'll show you how to set up your marking scale, marksheet, targets, benchmarking and expectations, and how to create your summative assessment policy. Training POA based on your requirements.

Consultation
£650
In-person
Full day

Personalised Behaviour
Consultation and setup training tailored to setting up your behaviour management workflows in Arbor.

£595
Online
6hrs

£650
In-person
Full day

Teacher Twilight
Overview for Teachers of everything they need for day one - from registers to behaviour incidents.

£50
Online
30 mins

Example agenda: School Operations training

In-person or online

Day 1 Sessions

Introduction to Arbor and the support available

How to log in and navigate Arbor

Break

How to search in Arbor and use in-built reporting

Lunch

How to use the Student, Staff and Guardian profiles

Break

How to set up staff business roles & permissions

How to manage staff absence & cover

How to manage your MIS system (incl. approving API partners, managing data retention)

Day 2 Sessions

How to take attendance and edit attendance records

How to manage whole school attendance

Break

How to do essential attendance reporting

How to use the Student, Staff and Guardian profiles

Lunch

How to use Arbor to send communications

Break

How to manage timetabling in Arbor

How to set up course enrolments

How to set up and report on your faculties & departments

Round-up and next steps

Deploy

Once you've set up an **Implementation Timeline**, we can start migrating your student, staff and school data to Arbor. Your Project Manager will make sure migration goes smoothly and keep you up-to-date on progress.

Before Arbor goes live in your school, your Project Manager will help you plan how to tailor the most important modules to your needs - like assessment, behaviour workflows and interventions - and ensure your staff have the right training to set up and use them confidently.

Migration support

Data Migration for Secondary Schools -
Exams, Timetable & Census ready! **£2,500**

Data Migration for All-Throughs -
Exams, Timetable & Census ready! **£2,500**

How we migrate your data

We've migrated over 1,000 schools successfully to Arbor (that's 17,782+ data sets!). Your Project Manager will guide your through our migration process which we run three times to allow you to thoroughly check and test your data, and build the confidence of your staff before Arbor goes live.

5. You **set up and configure** Arbor

1. You **check** your data before migration

4. You **release** Arbor to your staff

2. You **backup and upload** your data to Arbor

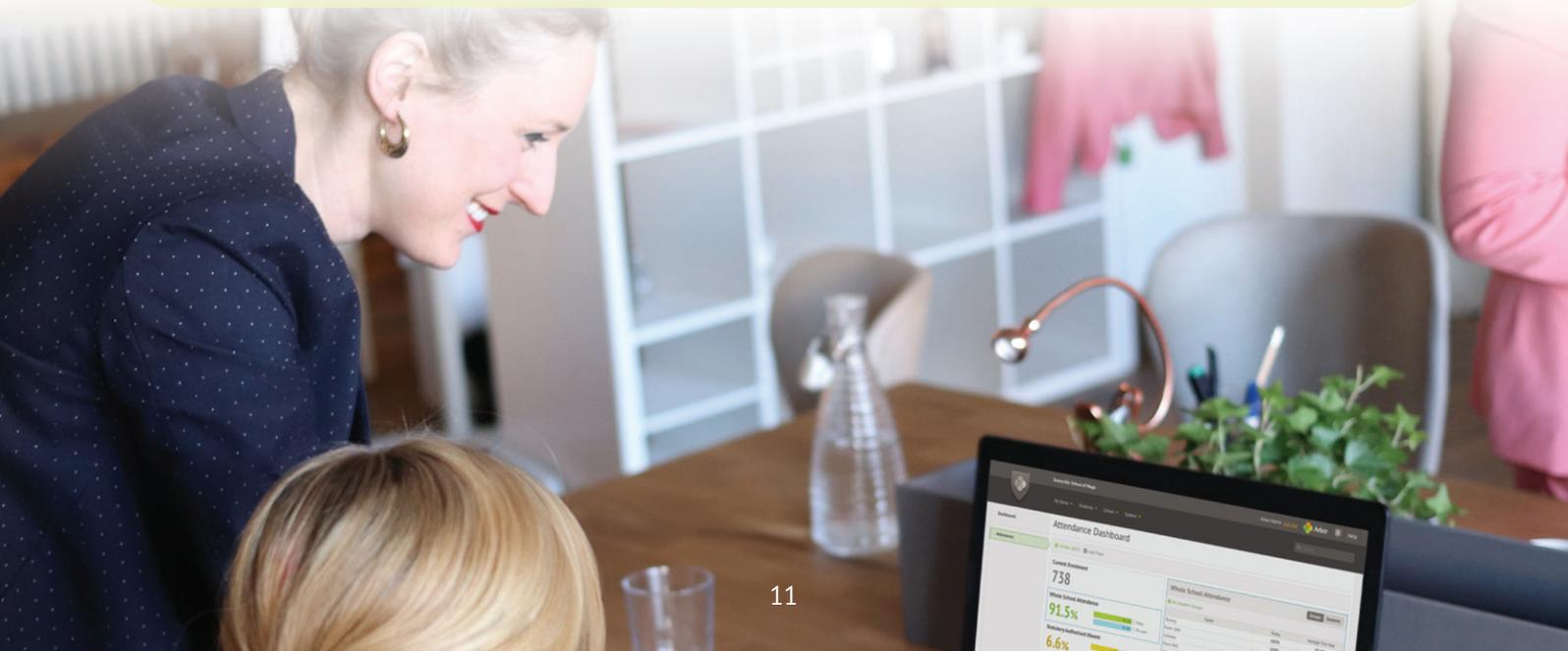**3.** You **check** you're happy with your data on our site

Embed

Once Arbor is live in your schools, your Project Manager will work with you to embed new ways of working into your school's culture. Your Project Manager will advise on and coordinate **post-launch training** for your staff to build their confidence using Arbor.

You'll have regular progress check-ins, including Half-Termly **Performance and Impact Reporting**, to review the progress of your Arbor rollout.

Performance and Impact Reporting

Half-Termly sessions with your key stakeholder to review the progress and impact of your Arbor rollout. A chance to identify any challenges your staff are facing and to arrange for any further support or training they might need.

Your Project Manager will create a Performance and Impact Report summarising the key actions.

Training options after Arbor goes live

After Arbor has gone live, your Project Manager will recommend some more in-depth training sessions where your staff can start using their real data in the system.

You'll be able to plan the best time for these sessions during your kick-off calls or **Discovery Day**.

School Operations (Post-launch)
In-depth training on the core parts of Arbor, including analysing and reporting on data. Recommended for Attendance Officers and Office Teams.

£650
In-person
Full day

Personalised Assessment
Training on how to use your custom assessment framework in Arbor.

POA

Personalised Behaviour
Analysing and reporting on behaviour data, tailored to your needs.

£595
Online
6hrs

£650
In-person
Full day

Operational Reporting
Analysis dashboards and reporting on key KPIs using Arbor's built-in reports and Custom Report Writer. Recommended for Headteachers and SLT.

£295
Online
3hrs

£499
In-person
½ day

Drive impact

A few weeks after Arbor has gone live in your school, your Project Manager will hand over to your Arbor Account Manager. To take you forward in your journey with Arbor, we provide additional training, consultancy and specialist services designed to help you drive impact over a longer period of time.

School Success Manager

If you'd like to keep working with an expert to evaluate and help improve the success of Arbor at your school, you can arrange Success Management. Your Success Manager will work with you to ensure you're saving as much cost and admin time as possible, and that you're getting the most out of every part of the system.

Benefits to you

- Single point of contact at Arbor
- Free in-person **Impact Workshop** (see next page)
- Half-Termly in-person performance review and report
- Monthly progress & review calls on key objectives
- **10% discount** on all training services purchased
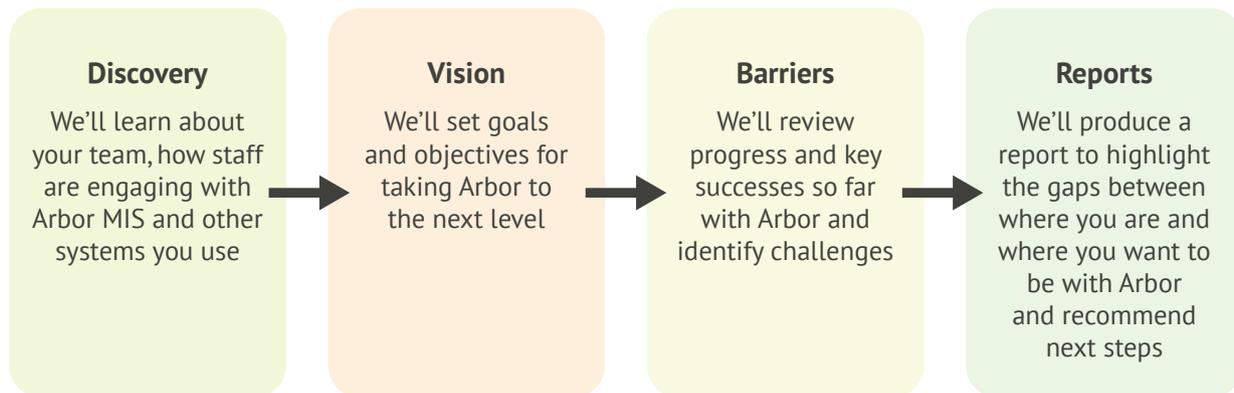- Coordination of training packages (if purchased)

£1,500/ Half-Term

Impact Workshop

In a half-day in-person session, we'll sit down with you to build a clear plan for how Arbor can help you work even more effectively, whether that's cutting down on the systems you use, or unlocking all the possible benefits of Arbor.

From £650

A session will look like this:

Discovery	Vision	Barriers	Reports
We'll learn about your team, how staff are engaging with Arbor MIS and other systems you use	We'll set goals and objectives for taking Arbor to the next level	We'll review progress and key successes so far with Arbor and identify challenges	We'll produce a report to highlight the gaps between where you are and where you want to be with Arbor and recommend next steps

Training options to help you get the most out of Arbor

Pick n Mix

Choose from a range of training packages giving you an in-depth overview of the core parts of Arbor. Below is a taster of some of the sessions available. Each session lasts 30 or 60 minutes.

£99
Online
1 hour

£499
In-person
½ day

£650
In-person
Full day

Students, Staff and Guardians

Single central record (SCR)

SEN, welfare and safeguarding

Staff contracts and payscales

Parental engagement

Parent and guardian evenings

Parent Portal and Arbor App

Teaching and learning

Interventions

Statutory Assessment

Report cards

School operations

Attendance intervention

Setting up a new School Year

Examinations

Census

" We genuinely love the Arbor system and the team behind it who seem to just want the whole system to succeed at The Lakes. There's always a bit of heart in the mouth when you instigate such change in a school and I would just like to say a huge thank you to your team, who really have looked after us and who have wholeheartedly helped us confirm that the decision to change to Arbor was the right one. "

Andy Cunningham
Headteacher at The Lakes Secondary School

Arbor

Thinking of moving to Arbor?

Get in touch to find out more

✉ tellmemore@arbor-education.com

📞 0208 050 1028

🌐 www.arbor-education.com

Already using Arbor?

Your Account Manager can help you

✉ accountmanagers@arbor-education.com

📞 0208 050 2087