How we make Arbor a success at your Primary School

Your guide to our support, training and services

"The migration process was made simple by Arbor's knowledgeable staff. I like the fact that we are signposted to guides and training at every step of the way. There is a structured network of available support which is crucial to any changeover. User friendly system. Impressive, wish I'd have known about it sooner."

Annette Whittaker
Admin Team, Dove Bank Primary School

Contents

Introduction

Rolling out a new MIS (Management Information System) at your primary school can feel daunting - but we believe it doesn't have to be that way. That's why we've designed a simple, hassle-free plan for primary schools who move to Arbor, with a dedicated team to support and guide you every step of the way.

Having onboarded over 1,000 schools (including 876 primary schools) to Arbor, we have a tried-and-tested process of moving your data to Arbor and giving your staff the training they need to use the system confidently from day one.

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
4 weeks	4 weeks	Ongoing

We'll give you a clear plan for setting up Arbor at your school.

Your staff will have training to get familiar with Arbor before your site goes live.

We'll move your data over to Arbor and launch your site.

Once Arbor is live, your staff will have further training to get confident using Arbor.

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

When Arbor is fully 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 Coordinator Guides you through implementation	**Free (8 weeks)**
Access to expert Support Team 8-5 Mon-Fri	**Free**
15 Minute Support Slots	**Free**

Phase 3

Arbor Account Manager Arranges further training, services and upgrades	**Free**
School Success Manager Supports you to drive impact with Arbor over the longer term	**£1,000 /Half Term**

A dedicated team to ensure success

Throughout the process of setting up Arbor, you'll have the support and guidance of 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 Coordinator** who will work with you to make sure your Arbor rollout goes smoothly.

Working with your key stakeholders, you Project Coordinator will recommend and manage any training your staff needs, and point you towards all the free eLearning resources that will help you build their confidence. You can also contact our Support Team any time.

Project Coordinator
Your expert consultant, guiding you through your Arbor rollout

Expert Trainers
Make sure your staff feels 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

Kick-Off

After you've signed your contract with Arbor, your Project Coordinator will invite you to a **Kick-Off Call**. This allows us to get to know your key stakeholders and school culture, and agree together what you want to achieve by moving to Arbor.

Your Project Coordinator will give you a clear implementation plan, broken down into manageable steps. They'll then check in with you weekly to keep progress on track and get your staff prepared for using their live Arbor site from day one.

Get up and running in a matter of weeks

As soon as we migrate your data, you'll be able to do all your daily tasks in Arbor, including:

- ☑ Take and manage attendance
- ☑ Access student, staff and guardian records
- ☑ Complete the census
- ☑ Manage emergency procedures
- ☑ Record behaviour incidents
- ☑ Run the daily school office, including sending out communications and managing meals and payments
- ☑ And much more!

Plan

During the first few weeks working with Arbor, you'll map out key plans with your Project Coordinator. 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 key contacts, data checks, data counts and an audit of third party applications.
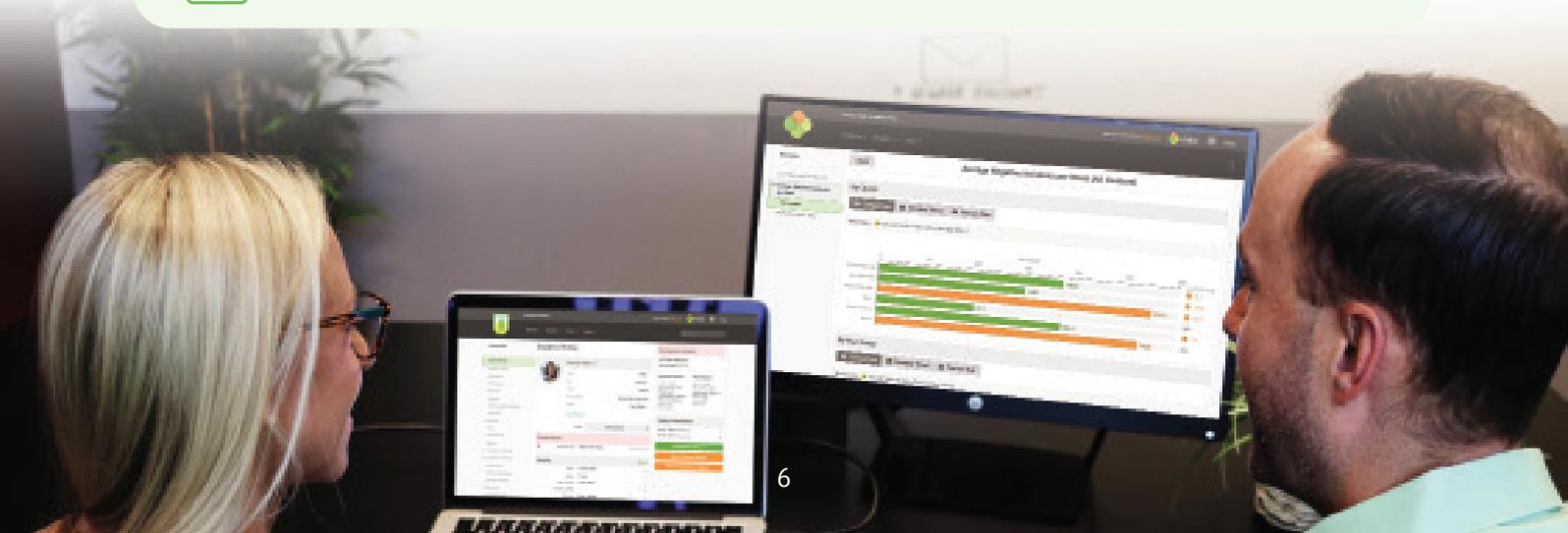
Training Plan
Recommended training for your staff to feel confident using Arbor every day, including sessions dedicated to setup and configuration.

Shared Success Plan
Outlines key objectives for your move to Arbor. You'll track progress against these objectives in weekly check-ins with your Project Coordinator.

Migrate

Once you've agreed your rollout plan, we can start migrating your student, staff and school data to Arbor. Your Project Coordinator will make sure migration goes smoothly and keep you up-to-date on progress.

Our tried-and-tested process can be done over a weekend so you can use your Arbor site as soon as possible. All you need to do is check all your data is correct.

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

Training options before Arbor goes live

Whilst we migrate your data over to Arbor, your staff can complete **pre-launch** training to get confident with how the system works.

Your Project Coordinator will coordinate your sessions and help you fit them around your working day.

In-person or online

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

Meals and Payments

A top-up session on two of the most important daily processes - meal management and payments.

£295
Online
3hrs

£499
In-person
½ day

Build confidence

Once Arbor is live in your schools, your Project Coordinator will work with you to embed new ways of working into your school's culture. You can choose to schedule some in-depth **post-launch training** for your staff so they can start using their live system.

Training options after Arbor goes live

Your Project Coordinator will coordinate your sessions and help you fit them around your working day.

In-person or online

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.

£595 Online 6hrs **£650** In-person Full day

Personalised Behaviour
Consultation and training on setting up and reporting on your behaviour data, tailored to your needs.

£595 Online 6hrs **£650** In-person Full day

Parental Engagement
A focused session on key ways to communicate with parents in Arbor. Recommended for School Administrators, Office Staff and Business Managers.

£595 Online 6hrs **£650** In-person Full day

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

£50 Online 30mins

Operational Reporting
How to use Arbor's built-in analysis dashboards, reports and Custom Report Writer. Recommended for Headteachers and SLT.

£295 Online 3hrs **£499** In-person ½ day

Example training agenda: Parental Engagement

Part 1

Time	Sessions
45 mins	**Preparing for engaging with your parent community** • Introduction to the Parent Portal • Managing your parent data and communications • Data retention policy • Top tips to improve parental engagement
1 hr	**Parent Portal and Arbor App** • Setting up the Parent Portaland Arbor App • Giving parents access to Parent Portal • Accepting and rejecting changes to parent contact information
30 mins	Time for questions and activity Comfort Break
1.5 hrs	**Clubs and Trips** • Creating a club in Arbor • Adding sessions • Setting up membership prices and participants • Creating a trip in Arbor • Setting up trip prices • Adding trip participants • Recording parental response via the Parent Portal • Managing consents
15 mins	Time for questions and activity

Part 2

Time	Sessions
1 hr	**Parents' Evenings** • Creating a new parents' evening event • Scheduling and booking a timeslot • Using the Parent Portal to manage parents' evenings
30 mins	Time for questions and activity Comfort Break
(30 mins) (2 hrs) (2 hrs) (1 hr) (1 hr)	**Choose your remaining sessions:** **Extended training on updating parent information on the student profile** **Setting up meals and payments** **Managing meals and payments** **Sending communications** **Report cards**

Example training agenda: Operational Reporting

Time 🕐	Sessions 👥
50 mins	**Introduction to managing your data in Arbor** • Tracking your key enrolment information and demographics • Tracking your key attendance, behaviour and attainment metrics using dashboards
50 mins	**Using Arbor's in-built reporting** • Spotting patterns and trends • Top tips for viewing and sorting your data • Drilling down into your school data to the student level
15 mins	Time for questions and activity
50 mins	**Taking action from your data** • Grouping students into custom groups • Creating your own reports using Custom Report Writer • Sharing and scheduling reports • Using communications
15 mins	Time for questions

Drive impact

A few weeks after Arbor has gone live in your school, your Project Coordinator 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
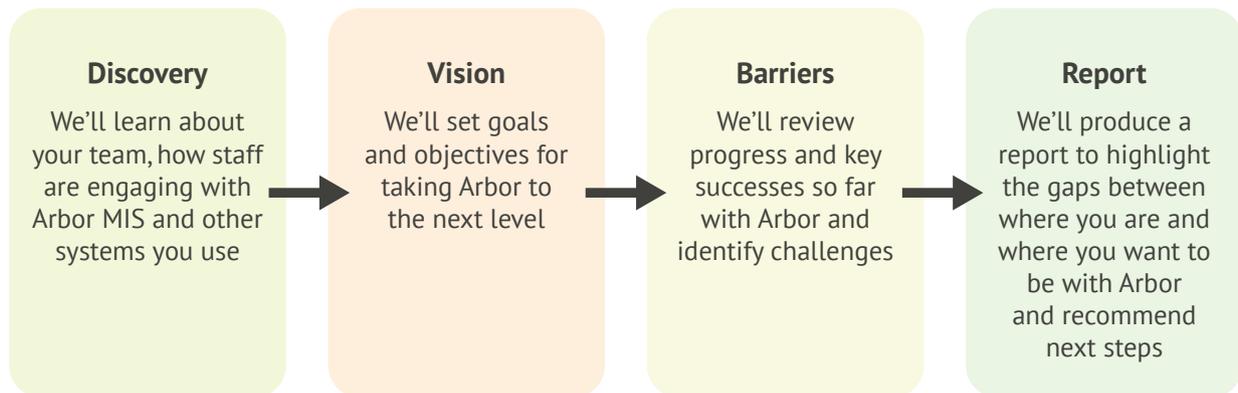- Coordination of training packages (if purchased)

£1,000/ 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	Report
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

In-person or online

Personalised Assessment Training

Giving you the tools to set up your assessment framework in Arbor. Recommended for Assessment Leads, SLT and Teaching Staff.

Part 1: Consultation - Recommendation of support and training to set up your summative and formative assessment frameworks.

Part 2: Setup training - Setting up your marking scale, marksheet, targets, benchmarking, expectations and summative assessment policy.

£499
In-person
½ day

£650
In-person
Full day

Personalised Assessment Analysis

Giving you the tools to do your own custom reporting for summative and formative assessment.

Part 1: Consultation - Reviewing your summative and formative assessment reporting needs.

Part 2: Setup training - How to report the way you want using our built-in analysis and Custom Report Writer.

£499
In-person
½ day

£650
In-person
Full day

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
1hr

£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

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 2086