

ICT Training and Events

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Service Overview and Benefits

To enable that your school and staff get the most out of your MIS System, we have a comprehensive training offer, which is delivered over many different channels.

Depending on the MIS System you have, and what package of training you have purchased your training will be for either Arbor, Bromcom or SIMS.

Service Description

The following is a description of the services provided as part of this service element.

Training Courses

We provide a comprehensive list of training courses covering a range of modules, processes, and activities. We are not able to run for modules for which there is low demand.

We produce a training schedule to cover each academic year, the range of courses we provide can be found on our website <https://bookwhen.com/coventryict>

Events

We will provide the following events in each school year.

ICT Forums

Our ICT Forums take place twice per year, during the Autumn and Summer Terms. The forums are held in venues in the city or remotely and facilitated by ICT & Digital staff. The aim of these user groups is to give schools a forum to discuss their use of the ICT products within schools, to get feedback, to share good practice, to network and to learn about new features and functionality coming up.

Attendance at forums is free of charge and does not count towards your inclusive hours. See charges below.

ICT Conference

Usually held once per year in the Spring term ICT & Digital hold our Annual Schools ICT Conference. The conference is an opportunity for school staff from across the city to come together to learn about the developments in Education Technology including management information systems and how they can help schools. Attended by education technology providers and Coventry City Council partner staff, the conference is an ideal opportunity to network with colleagues and learn from each other.

The conference is a full day event and usually takes place in February. Lunch is provided. Attendance at the conference is free of charge and does not count towards your inclusive hours, see below.

Methods of Delivery

We will use the following methods to deliver training and events.

Method of Delivery	Description	Uses inclusive hours?
Bespoke Training	Training is provided in areas decided by the customer. ICT & Digital will provide loan equipment if necessary. This can be onsite or remote.	No, chargeable.
Drop-in Sessions	In person drop-in session. Sessions are advertised to cover specific topics such as End of Year. ICT & Digital staff are available to answer specific questions from schools or cover specific areas. Schools staff can also work on their own data.	Yes.
'Classroom'/Face to Face Training	Face to face training is training that is held at a central location and delivered 'classroom style' with a trainer.	Yes.
ICT Conference	Please see the description in section above.	No, places maybe limited to 2 per school if demand is high.

Method of Delivery	Description	Uses inclusive hours?
ICT Forums	Please see the description in section above.	No.
Online Learning Platform	Training is provided using an online learning platform. Delegate's access and consume course content online using their computers and at a time and pace that suits them.	No. Free of charge to SLA holders.
Online 'Classroom' Training	Like Classroom training. Training provided online with a trainer and access to Virtual Training Environment.	Yes.
Onsite Training	Training in one of our pre-written classroom-based courses is provided onsite within school. ICT & Digital will provide loan equipment if necessary.	No, chargeable.
Webinars	Provided online, delegates attend the session using their computer. Sessions typically consist of a presentation around the subject matter, demonstrations, and the ability to ask questions. These sessions are often recorded and made available to view after the event.	No. Free of charge to SLA holders.
Workshops	Held in a central venue, workshops provide the benefit of seminars and software demonstration for specific topics these include the School Census, End of Year and End of Key Stage Process	Yes.

Course Bookings and Waiting Lists

Courses can only be booked by visiting our website <https://bookwhen.com/coventryict>

Where a course is oversubscribed, we will operate a waiting list. In the event of a cancellation the delegate waiting the longest will be offered a place.

Cancellation of courses by us

From time to time, we may need to cancel a training course. We may do this where we do not have enough delegates, failure of equipment or absence of the trainer. We will always endeavour to notify schools **one week** in advance of the date of the course unless the cancellation is due to an issue beyond our control.

We will endeavour to offer an alternative date for each course cancelled.

Service Charges

Inclusive hours

- Each school subscribing to this service will receive **30** hours of inclusive training for each subscription year.
- Multi Academy Trust schools can pool their hours and share them across all schools in the trust.
- The 30 hours inclusive training can only be used at a central classroom venue to attend courses listed on our course booking website.
- We define 'central venue' as either Coventry City Council offices or Warwickshire County Council offices where that training has been commissioned by Coventry City Council.
- Inclusive hours are used per person. For example, two members of staff attending a six-hour course will use twelve of their school's inclusive hours.
- Unused hours do not roll over between SLA years and there is no refund available for unused hours.
- It is possible to purchase additional training hours from Coventry City Council's Services to Schools website <https://www.coventry.gov.uk/services-schools>

Onsite and Bespoke Training

We offer onsite training in MIS Modules, this will be charged at our standard 'ad hoc' rate per hour or part thereof.

We also offer bespoke training in MIS Modules to cover specific MIS Modules and functions used by your school or trust. This will be charged at our standard 'ad hoc' rate per hour or part thereof.

Training over the inclusive hours

Training attended over the school's inclusive hours will be charged at the prevailing rate.

We will endeavour to alert schools when they are reaching the limit of their inclusive hours.

External Training providers

From time to time, we may offer training provided by other providers such as Education Software Solutions (ESS), Arbor Education or Bromcom. In these circumstances these courses will be excluded from the inclusive hours and attendance will be chargeable.

Refreshments

We provided complimentary tea, coffee, and water on all our One Friargate based courses. We are unable to provide lunch.

No Show and Late Cancellation charges

If for some reason your delegate fails to attend a booked course (classroom based or online classroom) and is not replaced by an appropriate substitute you will be charged a cancellation fee in accordance with the following scale:

	Full Day Courses	Half Day Courses
More than 4 weeks' notice	No charge	No charge
4 weeks' notice	25% of Full Day rate	25% of Full Day rate
Between 2- and 4-weeks' notice	50% of Full day rate	50% of Half Day Rate
Less than 2 weeks' notice	Full Half Day Rate	Full Half Day Rate
Non-Attendance	Full Half Day Rate	Full Half Day Rate

It is recognised that schools occasionally face exceptional circumstances and where non-attendance is unavoidable. ICT & Digital will review each case on an individual basis. The decision of ICT & Digital will be final.

Where a delegate is replaced by another delegate from the same school or multi academy trust, there will be no charge.

Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
FMS Support Service	The SIMS FMS (also known as Finance) service provides support, advice, and guidance in relation to the use of the SIMS Finance suite. This service provides software and user support, guidance, and advice on the use of the SIMS FMS product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products such as End of Financial Year.
SIMS .net / SIMS 7 Support Service	SIMS 7, also known as SIMS .net is the desktop installed version of the SIMS Management Information System. The SIMS 7 support service provides software and user support, guidance, and advice on the use of the SIMS 7 product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products regarding elements such as School Census, School Workforce Census, End of Key Stage, Admissions, Data Management including GDPR/Data Protection.

Service	Description
SIMS Next Generation Support Service	SIMS Next Generation is the cloud version of the SIMS Management Information System. The SIMS Next Generation support service provides software and user support, guidance, and advice on the use of the SIMS Next Generation product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products regarding elements such as School Census, School Workforce Census, End of Key Stage, Admissions, Data Management including GDPR/Data Protection.
Bromcom Support Service	Provides support, consultancy, and guidance for users of the Bromcom MIS.
Arbor Support Service	Provides support, consultancy, and guidance for users of the Arbor MIS.

Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
1.0	April 2021	New Document	All	New document format.
1.1	January 2022	Update for new SLA Year	All	General wording changes. Removed OnePlace links and replaced with ServicesToSchools Replaced references to Capita with ESS.
1.2	February 2023	New SLA Year	All	Updated to replace references to SIMS with generic references to MIS systems. Also added references to Arbor and Bromcom where relevant.