

# Customer Education Guide

Discover our range of training and services to help you get the most out of Arbor

# Get the most out of Arbor

Your onboarding training is just the beginning. Once you're up and running with the basics of Arbor, we offer consultative training sessions, continued professional development for staff, and personalised training programmes to help you get the most out of Arbor - **and use your MIS as a strategic tool.**

Our customer education programme is made up of three levels. Whether you're a brand new user of Arbor or a seasoned expert, we've got training options to cater to every role. You can be sure you're getting the right training at the right stage of your Arbor journey.

## Foundation

Foundation level training covers the basics of Arbor, getting your school or trust confident using Arbor for statutory requirements and essential day-to-day tasks.

## Intermediate

Intermediate level training supports you to use Arbor more strategically and start driving impact. Plus, tackle the more complex areas of the system such as Assessments and Behaviour.

## Pro

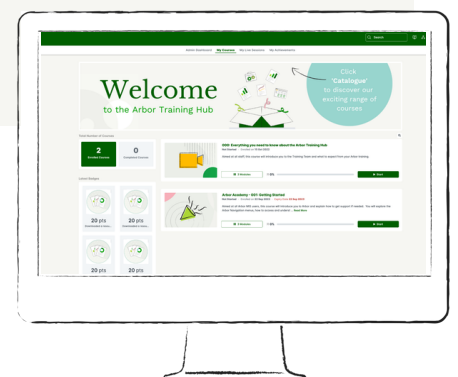
Pro level training is designed for experienced users of Arbor looking to become experts in their role. Helping you drive long-term, strategic impact across your school or trust.

## The Arbor Training Hub

Our training is booked, scheduled, and delivered online via the Arbor Training Hub.

This lets you easily fit sessions into your day, and if someone can't make it, no problem — you can send them the recording later.

**The go-to place for your onboarding training resources, recordings and live sessions.**



# Foundation

Our foundation level training covers the basics of Arbor MIS, including all the essential features and functionality you need to get ready for day one of being live on Arbor.

The Foundation level is made up of a number of **Arbor Foundations** courses - some of which are completed as part of your onboarding journey, but are also available to purchase once you're live on Arbor.

## Arbor Foundations

Each Arbor Foundations session focuses on a different area of the system, and they're ideal for beginners and new users of Arbor.

Delivered in group webinar style, you'll join fellow Arbor schools across the country and get the opportunity to ask questions in the live chat during the session. Some sessions also have a self-led eLearning component to complement the live training.



### Book around your timetable

Choose a slot that suits you from a fortnightly schedule



### Role-specific training

Join bite-sized sessions that range from half an hour to two hours, designed specifically for your role



### Everything you need to get started

Our expert group sessions will give you the tools you need to use Arbor features confidently from day one

Arbor Foundations are available to purchase individually or in bundles. Use them as refresher sessions, or when new staff join and need to get up to speed on Arbor.

	9:00-10:00	10:00-11:00	11:00-12:00	12:00-13:00	13:00-14:00	14:00-15:00
<b>MON</b>	Customer Report Writer		Financial Reporting		Customer Profile & Engagement	Arbor Profiles & Management
<b>TUE</b>	Financial Reporting	Customer Profile & Engagement	Arbor Profiles & Management		Customer Report Writer	Arbor Profiles & Management
<b>WED</b>	Arbor Profiles & Management	Customer Profile & Engagement	Financial Reporting		Customer Report Writer	Arbor Profiles & Management
<b>THURS</b>	Customer Report Writer	Arbor Profiles & Management	Financial Reporting		Customer Profile & Engagement	Arbor Profiles & Management
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# Arbor Foundations: Individual sessions

£100 per session

Looking for a refresher of the basics? We've got an Arbor Foundations session for each core area of Arbor MIS

Session Name	Primary	Secondary
Getting Started	✓	✓
Teacher Essentials	✓	✓
Student Profiles and Enrolments	✓	✓
Guardian Profiles	✓	✓
Managing Staff Profiles	✓	✓
Staff Business Roles and Permissions	✓	✓
Staff Absence and Cover	✓	✓
Adding Demographics to Student Profiles	✓	✓
Primary Attendance	✓	
Secondary Attendance		✓
Arbor MIS Management	✓	✓
Secondary Timetable Management		✓
Secondary Course Enrolments		✓
Interventions		✓
Single Central Record	✓	✓
Communication	✓	✓
Staff Contracts and Pay Scales	✓	✓
User Defined Fields	✓	✓
Custom Groups	✓	✓
School Reporting	✓	✓
Secondary Exams Setup and Entries		✓
Secondary Exam Timetabling and Coursework		✓
Secondary In House Exams		✓
Introduction to Custom Report Writer	✓	✓
Meals Setup and Management*	✓	
Payments Setup*	✓	✓
Payments Plus*	✓	✓

\* Not included in New User bundles

# Arbor Foundations: Bundles

As well as individually, Arbor Foundations are available in bundles too. Whether you need to up-skill large groups of staff together, or want to learn new areas of functionality, you can save when buying courses together.

## New Users

Get new starters up to speed on Arbor in no time with our New User bundles, with options tailored to primary and secondary school staff.

### Primary School New User

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Includes the 17 Arbor Foundations sessions primary school staff need to get up to speed on Arbor, plus one hour of Q&A time with an expert trainer

### Secondary School New User

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Includes the 23 Arbor Foundations sessions secondary school staff need to get up to speed on Arbor, plus one hour of Q&A time with an expert trainer

Starting  
from  
£500

## MATs

### Arbor Foundations for MATs

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This session is designed specifically for MATs. Get to grips with the basics of MAT MIS, and start using it to collaborate across your trust and support your entire central team

£350

## Meals and Payments

Take advantage of Arbor's end-to-end payments system. This bundle covers the essential training you need to manage meals and start taking payments.

### Meals Setup and Management

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Set-up your meal offering in Arbor including meal provisions, meal prices, plus how to add sittings and set student meal patterns

### Payments Setup

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Start taking payments in Arbor for meals, clubs and trips. Add bank accounts and see parent and guardian balances

### Payments Plus

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Set up your school shop and create rotating meal menus for parents to select their child's meal choices. Plus, set-up Apple Pay and Google Pay

£250 as a  
bundle

# Intermediate



Starting  
from  
£150 per  
hour

Once you've mastered the foundations of Arbor, now you can start making a strategic difference in your school or trust. Choose from a range of consultative sessions, or plan a bespoke training programme on the modules of your choice.

## Intermediate training

Gain a deeper understanding of the system and start using Arbor as a strategic tool.

### Parental Engagement

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How to set-up and use the Parent Portal and Parent App to maximise parental engagement

### Operational Reporting for Schools

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Deep dive into analysis dashboards and reporting on key KPIs for Headteachers and SLT

### MAT Operations bundle:

#### Operational Reporting for MATs

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An in-depth session on the reporting tools and analytics in MAT MIS, including bespoke reporting

#### People and HR for MATs

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A dedicated session on the HR and people tools and functionality in MAT MIS, designed for your HR team

## Bespoke training

Training sessions tailored to your policies and needs, and on the more complex areas of Arbor.

### Assessment Consultation

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A consultation with an Assessment expert to dig into your needs and how to use Arbor Assessments in your school or trust

### Assessment Setup and Reporting

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Setup of the Assessments module based on your consultation. Plus, learn how to report and analyse on assessment

### Behaviour Consultation and Reporting

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Consultation and setup of Arbor's Behaviour module, tailored to your school or trust's specific policies

### Bespoke agenda

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Online (per hour)  
In-person (per day)



Your Account Manager can work with you to build a training agenda catered to your needs. Get in touch to plan your own programme:  
[accountmanagers@arbor-education.com](mailto:accountmanagers@arbor-education.com)



Become an expert in your role with our most advanced training. These sessions are designed for experienced users who have been using Arbor for at least 1-2 terms, and will help you drive long-term, strategic impact across your school or trust.

Starting from £350

## CPD courses

Arbor's Continued Professional Development (CPD) courses give your staff the Arbor expertise they need to make the most impact in their roles.

### **Arbor SENCO Core Accreditation**

Designed and delivered by SEN specialists, this course shows you the best way to manage your data and take action to support your SEN students

### **Arbor Assessment Advanced Accreditation**

Empower your Assessment Leads and Data Managers to become in-house experts in Arbor Assessments. Plus, share best practice with other schools

### **Arbor Exams Advanced Accreditation**

Delivered by experienced Data and Exams Officers. Learn how to get the most out of Arbor Exams to best support your school and students

### **Want to upskill multiple members of staff across your trust?**

We offer MATs the option of a bespoke SENCO CPD training session just for their trust.

Choose a day that suits you, and our expert trainer will deliver our SENCO CPD course to your staff, either online or in-person.

Empower your SEN staff to better understand their MIS data to support SEN students in their care.

## Join the Arbor community to share top tips and best practice with your fellow Arbor users

Arbor HQ is your go-to space to network with fellow Arbor users, and learn from each other.

Join exclusive Arbor HQ meetups and webinars, and be the first to know about new features and product updates.




[Click here to join Arbor HQ, or scan the QR code](#)

# Ready to become an Arbor expert?

To purchase any of our customer  
education courses, get in touch with  
your Account Manager at:

**[accountmanagers@arbor-education.com](mailto:accountmanagers@arbor-education.com)**

 Arbor Education

 @arboredu

[www.arbor-education.com](http://www.arbor-education.com)