



Implementation

We understand the challenges of introducing new technologies to your college. That's why at CENTURY we work in partnership with colleges every step of the way. So what does this journey look like?

1 Your personal account manager

As soon as you become a CENTURY college, you are assigned a dedicated account manager who will be your main point of contact for all queries.

2 Establishing your needs

Every college has unique needs and will want to achieve different aims in different circumstances. For example:

- *Are you trying to drive both in-college and independent learning?*
- *Are you looking to improve proficiency among those re-sitting their GCSEs or taking Functional Skills exams?*
- *Are you looking for fantastic resources to support staff and students?*



3 Bespoke training for staff

All colleges receive bespoke webinar training from our team of former teachers and experienced account managers. Aided by years of classroom experience, our teachers create the content you see on CENTURY and know the platform inside and out.

A typical training programme includes:

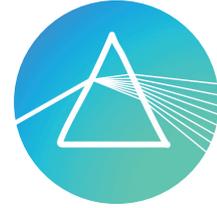
- **SLT planning sessions and implementation guidance**
- **Online initial training sessions on the platform**
- **Additional in-depth refresher training sessions**
- **Training options for subject leaders, vocational teachers, LSAs/TAs and more**

We find students take to the platform very easily, so training is primarily focussed on exploring the full functionality of the platform with your staff and discussing best ways to integrate CENTURY with the college's policies and pedagogy.



4 Implementation support

We know that successful implementation in colleges goes beyond staff simply being able to use a system. We work with your college to plan full rollout, including communications and support for staff and learners. This process is crucial not just at the beginning, but throughout your time with CENTURY.



5 Onboarding

We make onboarding straightforward with options including creating and updating accounts via simple csv imports, optional student self sign up or automated databridge imports. Our account managers work closely with your MIS teams to identify the best method and ensure a smooth process so that staff and students can hit the ground running.

6 Ongoing support

Support from CENTURY does not stop once you are launched. We are proud of our track record of building long-lasting relationships with our customers. Typical activities throughout the year include:

- Assisting in adapting or expanding rollout plans
- Top-up and refresher webinar training for staff
- Supporting launches with new groups or subjects
- Termly reports and updates on usage and data
- Bi-annual global competitions
- Regular newsletter to keep you up-to-date with our latest news
- Networking opportunities and participation in media events alongside other colleges in the CENTURY family
- Opportunity to join the CENTURY Ambassador Network to gain insights from other users

