



Implementation

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

1 Account management

As soon as you become a CENTURY school, you will be given access to a team of account managers who will be able to support you with any queries.

2 Establishing your needs

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

- *Are you looking to enable your teachers with data-driven intelligence?*
- *Are you trying to build your learners' confidence to prepare them for their next steps?*
- *Are you looking for fantastic resources to support SEN students?*



3 Bespoke training to suit you

All schools receive bespoke training from our team of experienced account managers. With all of our content made in-house by former teachers, the team knows the platform inside and out.

A typical training programme includes:

- **Teacher training sessions on the platform**
- **Support and guidance for launching with students**
- **Support with introducing the platform to parents and guardians**

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 school's policies and pedagogy.



4 Implementation support

We know that successful implementation goes beyond staff simply being able to use a system. We provide support to your school with planning the full roll out, including communications and support for staff, learners and parents. This process is crucial not just at the beginning, but throughout your time with CENTURY.



5 Onboarding

We make onboarding as streamlined as possible, ensuring you can add users whenever you need through a simple file upload. We work closely with you to 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 having long-lasting relationships with our customers. Typical activities throughout the year include:

- Assisting in adapting or expanding rollout plans
- Supporting your launch with new year groups or subjects
- Usage insights shared on a regular basis
- Support to engage parents and guardians via resources
- Regular newsletter to keep you up-to-date with our latest news and updates
- Opportunities to network and participate in media events with other schools in the CENTURY family

