

The
National
College®



Onboarding your Trust

What to expect

Welcome

Welcome to your onboarding journey with The National College. This guide outlines what you can expect as we work with you to implement the platform across your trust. It will take you through each stage of the onboarding process, from initial discovery and planning through to training and ongoing support, so you know exactly what will happen, when, and who will be involved at every step.

A key part of a successful rollout is clear communication from the trust to your schools. Setting expectations early, sharing the purpose of the platform, and reinforcing its value will help ensure strong engagement and consistent use across all settings. We recommend that trusts actively communicate key messages and timelines to school leaders throughout the onboarding process.

Our aim is to ensure a smooth, structured rollout that meets the needs of your trust and supports your teams from day one.



Step 1

Meet your Onboarding Specialist

Your dedicated onboarding specialist will reach out to you to arrange a discovery session.

During this session, you'll discuss:

- Your rollout plan
- Development goals
- Priorities
- Any questions you may have

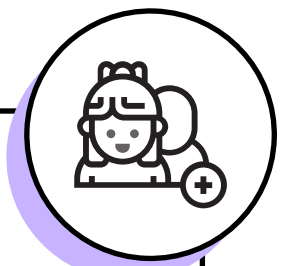
This stage is also an opportunity to agree how the trust will communicate with schools and encourage engagement ahead of launch.

Step 2

Rollout

Following the discovery session, the platform will be rolled out to your schools in line with the agreed plan. Clear trust-level communication at this stage is essential to ensure schools understand what is being introduced, what is expected of them, and where to go for support.

Your onboarding specialist will be available to support this process if required, and users will gain full access to the platform.





Step 3

Training Sessions

Whether you'd like your training to be conducted in group sessions or on a school by school basis, we will ensure school managers are shown the platform in its entirety, covering all essential aspects and functionalities they need to know to effectively manage the platform.

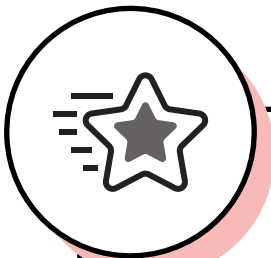
Trusts play an important role in reinforcing attendance and engagement with training, helping to ensure a consistent experience across all schools.



Step 4

Follow Up

Now your staff have access to the platform and your school managers have received their training, your onboarding specialist will conduct regular check ins to ensure that the platform is being utilised to its full potential, and offer any further support you and your schools may need.



Onboarding Complete

Once your schools are confident and training is complete, ongoing support will be provided through a dedicated membership contact. They will check in regularly and arrange review meetings to reflect on progress, share insights, and support continuous improvement across the trust.