



Onboarding Guide:

Managing Training for Bromcom Implementation Across a MAT or LA



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1. Overview

Training on a new MIS before going live is crucial for a successful transition and continued operational efficiency.

1. Familiarisation and Confidence Building

Key Point: A new MIS often comes with unfamiliar workflows, interfaces, and terminologies.

- Training helps staff become comfortable with the system, reducing fear and uncertainty.
- It builds confidence in using the new tools, which enhances user engagement and acceptance.

2. Reducing Errors and Risks

Key Point: Mistakes during the early stages of implementation can be costly.

- Proper training minimises data entry errors, duplication, and misreporting.
- Staff are taught best practices which helps ensure compliance and accuracy.

3. Ensuring a Smooth Go-Live Transition

Key Point: Launching without training can lead to delays and operational breakdowns.

- Trained users can perform essential functions immediately after go-live, reducing downtime.
- They can troubleshoot minor issues on their own, easing pressure on IT support.

4. Role-Based Readiness

Key Point: Bromcom MIS supports diverse user roles (e.g., admin, teacher, exams officer).

- Training tailored to different roles ensures everyone knows how to carry out their specific tasks.
- It prevents bottlenecks where only a few staff members know how to use the system.

5. Better Data Quality and Reporting

Key Point: A well-trained team is key to clean, reliable data.

- Consistent input methods lead to better analytics, reporting, and decision-making.



- Long-term benefits include improved tracking of key performance indicators and statutory compliance.

6. Change Management and Buy-In

Key Point: Training is part of the broader change management process.

- It gives staff a chance to ask questions, provide feedback, and feel involved.
- Early buy-in leads to stronger adoption rates and increased value for staff.

7. Identifying Gaps Early

Key Point: Training sessions often surface hidden needs or oversights.

- This allows school to adjust configurations, permissions, or processes before go-live.
- It also gives trainers a chance to refine learning materials based on real user input.

Objective:

To ensure all relevant staff across the organisation are adequately trained on Bromcom ahead of go-live, enabling them to confidently use the new MIS system, minimise disruptions, and provide on-site support during implementation.



2. Key Steps in Managing Training

Step 1: Identify Training Requirements

Action: Review Bromcom's list of required Go-live courses and identify the roles responsible for completing each course (e.g., admin staff, IT teams, leadership).

Deliverables:

- Detailed training matrix, listing required courses by role.
- Minimum attendee requirements for each school.
- [Role Based Training Plan – Bromcom – Documentation Centre](#)

Step 2: Delegate Training Leads

Action: Appoint a Training Champion for each school to:

- Coordinate attendance at webinars and completion of self-paced courses.
- Provide on-site support and guidance post-training.

Deliverables:

- List of designated Training Champions.

Step 3: Communication Strategy

Purpose: Ensure all stakeholders understand the training requirements, timelines, and resources available.

Actions:

- Send formal communication to all schools outlining training expectations, timelines, and Bromcom's training options.
- Share details of how to access Bromcom's learning management platform, eFront.
- Hold a virtual Q&A session for Training Champions to address questions.



Step 4: Schedule Training Attendance

Action: Create a Trust/LA-wide schedule to balance webinar attendance and self-paced training. Ensure coverage across all schools while avoiding overlaps with key operational periods (e.g., reporting deadlines).

Deliverables:

- Training timetable aligned with Bromcom’s webinar schedule.
 - [Training Calendar – Bromcom Training School](#)
- List of self-paced courses for staff unable to attend live sessions. Refer to the Course Catalog within your eFront environment.

Step 5: Monitor and Track Progress

Action: Use tracking tools (e.g., own spreadsheets or Bromcom Project Plan) to monitor course completion rates. Using the reporting access to eFront, course completion information can be surfaced with ease.

Deliverables:

- Weekly progress reports shared with school leadership and trust/LA stakeholders.
- Follow-up action plan for staff behind schedule.

Step 6: Evaluate Training Effectiveness

Action: Collect feedback from attendees on the relevance and quality of the training to identify any gaps or further support needs.

Deliverables:

- Post-training surveys.
- Recommendations for additional resources or sessions, if required.



3. Key Stakeholders

Internal Stakeholders:

- Training Champions (liaise between trust/LA, schools, and Bromcom).
- School Leadership Teams (ensure participation and compliance).
- Admin and IT Teams (primary users of the system).

External Stakeholders:

- Bromcom Project Manager and Training Team.

4. Communication Strategy

Purpose: Ensure clarity and engagement across all stakeholders.

Actions:

- Regular training updates via email to Training Champions and school leaders.
- Dedicated intranet or shared platform to host training schedules, progress updates, and resources.
- Open communication channels (e.g., group chat or forum) for Training Champions to share best practices and resolve issues.



5. Timeline

| Phase | Key Activities | Duration |
|-------------------------|--------------------------------------|----------|
| Identify Training Needs | Map courses to roles | 2 weeks |
| Delegate Training Leads | Appoint Training Champions | |
| Communication Strategy | Announce expectations and timelines | |
| Schedule Training | Create timetable and assign webinars | |
| Monitor and Track | Weekly progress reports | Ongoing |
| Evaluate Training | Feedback and follow-up | 1 week |

6. Risks and Mitigations

| Risk | Likelihood | Impact | Mitigation Strategy |
|---|------------|--------|--|
| Staff unavailability for live webinars | High | Medium | Provide self-paced course deadlines as an alternative. |
| Low engagement with self-paced training | Medium | High | Set regular check-ins with Training Champions to monitor progress. |
| Last-minute absences of key attendees | Medium | High | Arrange for backup attendees for critical courses. |
| Feedback highlights training gaps | Medium | Medium | Schedule additional bespoke sessions with Bromcom trainers. |



7. Success Criteria

- At least one representative from each school completes the required go-live training.
- All key roles are trained and confident in using Bromcom.
- Feedback from attendees indicates satisfaction with the training process and content.

This structured approach ensures that training is prioritised, effectively delivered, and well-supported, setting up the trust/LA for a successful go-live with Bromcom.