

**Online Subscription - FAQs**

*We will continue to update all the frequently asked questions and add to them as the year goes by. Please refer to our website for the most up to date FAQs.*

Full information on our Subscription offer is on our website with videos explaining all our training offers. Links to these are at the foot of this page.

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| What is the Subscription Model for Online Training? | It is an opportunity for schools to purchase on a monthly basis, a huge selection of online training courses. |
| How do I get it? | Download a booking form via website or contact our office:  [admin@ecm-educationconsultants.co.uk](mailto:admin@ecm-educationconsultants.co.uk) or [bookings@ecm-educationconsultants.co.uk](mailto:bookings@ecm-educationconsultants.co.uk)  0844 335 1022 |
| What is **Online Live Training** and is it part of the subscription? | * Yes, it is part of the subscription. * **ECM Online Live** training is delivered live by an ECM associate, at an agreed date and time through an online facility such as Zoom/Skype/Microsoft Teams. Delegates book on the course individually. |
| **What is ECM Online(Downloadable)** and is it part of the subscription? | * Yes, it is part of the subscription. * **ECM Online (Downloadable)** training courses are downloaded from our platform. Training can be accessed at any time to suit the delegate. (Access for the course is then open for 30 days). The course can be used by your whole staff. |
| What is Face to Face Training and is it part of the subscription? | * No, it is not part of the subscription, but we still offer this service. * Face to Face is delivered at a training venue or 1 to 1 in your school for you or your staff. |
| What training options are available and how can I access them? | * **ECM Online(Downloadable) -** Downloadable from our learning platform. * **ECM Online Live** - Training conducted ‘live’ over ZOOM/ Microsoft Teams/ Skype |
| What areas does the subscription training cover? | * Leadership & Management * Curriculum, Learning & Teaching * English, Maths & Science * Termly Briefings for Heads, English, Maths, Science and Governors * Assessment & Data * Early Years * SEND/ Pupil Premium * Inspection/ Ofsted * Secondary * Governors |
| How many courses on the platform can I choose from? | There will be a number of live courses and downloadable courses available from autumn 2020 and these will be added to and updated termly.  The first term will start off with approximately 50 downloadable courses and a minimum of 50 online live courses.  These will continually be added to during the term as we update materials and courses with the most up to date national information. |
| How often will you renew and update the training and materials? | New training material is released every half term. |
| What does Online training look like? | * **ECM Online (Downloadable) training courses are downloaded from our platform.** Training can be accessed at any time to suit the delegate. (Access for the course is then open for 30 days). The course can be used by your whole staff. * **ECM Online Live** training is delivered live by an ECM associate, at an agreed date and time through an online facility such as Zoom/Skype/Microsoft Teams. Delegates book on the course individually. **If you want your whole staff to attend an online live session, we would recommend purchasing this separately and not use your credits. This will be more cost effective for you**. |
| What are the benefits of **ECM Online (Downloadable)?** | * An **ECM Online (Downloadable)** training course comes with a ‘School Licence for the purchasing school’ so can be used for SLT, Staff meetings and INSET days * Delegates can access at any time within a time limited period * The training can be completed in bitesize chunks by delegates * Clear voiceover commentary on each video clip takes delegates through the training course step by step * Video clips are short, with a clear outcome or task at the end of each one * Outcomes of the course are explicit- ‘Getting a Job Done’ * Supportive & Flexible * Materials have been designed to support CPD with the process being broken down into manageable chunks * ‘Course Forum’ and ‘FAQs’ options allow delegates to get their questions answered * Delegates can buy into 1-1 coaching, quality assurance support beyond the training in 1-hour time-blocks * Excellent Value for Money * **ECM Online(Downloadable)** is 75% cheaper than Face to Face or **ECM Online Live** staff meetings or INSET |
| How do delegates access **ECM Online (Downloadable)** training? | * Access is through the online subscription * Delegates are sent a link to the ECM online training platform to:   -register on the ECM platform on their first visit.   * Your whole school staff will have access to a video of the course training slides with a commentary on each slide and downloadable course materials for the training session for 30 days. * To be able to access an ECM Online course you must first order the course or courses you would like via the office. Send your request to office3@ecm-educaitonconsultants and we will then send you a link granting you access to your requested courses. ECM Online downloadable courses cannot be booked via the website, you must send an order into the office. ([Bookings@ecm-educationconsultants.co.uk](mailto:Bookings@ecm-educationconsultants.co.uk)) |
| How do delegates access **ECM Online Live**? | * Access is through the online subscription or you can buy individual places on courses separately from the subscription. * Delegates are sent a link to access a video of the course training slides with a licence for the paid delegate to use the material for 48 hours and access to the **ECM Online (Downloadable)** course materials for the online live training course for 30 days. |
| Are there different subscription packages? | Yes, Premium Online and Classic Online. |
| What is the cost? |  |
| What’s the difference? | * Premium allows you to access 16 full day courses for the whole staff or 32 Time to Train (T2T) sessions. (or a comination of both). You have 32 Credits. * Classic allows you to access 10 full day courses for the whole staff or 20 Time to Train sessions. (or a combination of both). You have 20 Credits. |
| What are Credits? | * You receive 32 Credits with the Premium subscription and 20 Credits for the Classic. * One full day course = 2 Credits * A two hour time to train or an ECM 2 hour briefing = 1 Credit. |
| Can all the staff access **ECM Online (Downloadable)**? | * Yes, with **ECM Online (Downloadable)** the course can be accessed through our learning platform for staff meetings or inset or for all staff from the purchasing school. Staff can also complete **ECM Online (Downloadable)** training from the learning platform at times to suit them. * **ECM Online Live** is different – this is a live training course in real time and is purchased per delegate. |
| Can we access your 2-hour bitesize sessions? | * Yes, 2 x T2T/Staff meeting or briefings (2 hours) sessions are equivalent to a one full day course. |
| Can all my staff access **ECM Online Live** training? | * Yes, if you wanted your whole staff to attend an **ECM Online Live** session, we would recommend purchasing this separately and not use your credits. This will be more cost effective for you. * Yes however, ECM Online Live works on a per delegate basis so we would recommend purchasing the course either as an ECM Online (Downloadable) or purchasing the training separately so as not to use up all of your credits.  E.g. Writing your School Self Evaluation Summary Online Live is 2 credits per delegate. If you wanted to send 3 delegates this would be 2 credits x 3 delegates = 6 credits. |
| Do we get anything else? | * Free Webinars and podcasts. * Ability to add bolt-on extra **ECM Online (Downloadable)** training courses. |
| Do I get a certificate? | * Yes – on the **ECM Online (Downloadable)** course, a certificate will be accessible on completion of the course. * For an **ECM Online Live** session, on completing the course, you will be emailed a certificate from our office. |
| How do I access **ECM Online (Downloadable)** courses? | Schools who have a subscription can access **ECM Online (Downloadable)** - Subscription schools can then go straight to our online platform. Our office will support schools to access the different courses and materials. |
| How long am I tied into the contract? | The contract is a monthly subscription that initially lasts 12 months and then continues into a new subscription cancellable with 3 months’ notice |
| How much notice do I have to give before I cancel? | After the first 12 months, 3 months’ notice |
| Can I upgrade my initial package deal? | Yes |
| Can I downgrade my package deal? | With 3 months’ notice, after the first 12 months |
| Is it monthly payments? | Yes |
| What happens if we are dissatisfied with any aspect of the service? | We are confident you will not be, but please let us know immediately and we will try our best to resolve the issue. |
| Can I change the courses or downloads I originally made? | Yes, if you still have credits available. |
| Can I have **ECM Online Live** staff meetings and INSET days just for my staff, with an ECM associate running the session live as part of the Online subscription? | No, the subscription does not include bespoke Online Live sessions (INSET & Staff Meetings) for individual schools.  The **ECM Online Subscription** includes:   1. **ECM Online Live** - training where you book individual delegates onto a live training session. 2. **ECM Online (Downloadable) -** downloadable training on our learning platform with a school licence access. |
| Is Face to Face training part of the ECM subscription? | No. Face to Face training is accessed and paid for separately from the **Online Subscription** |
| What if I have problems? | * If you have trouble accessing any course, email or call our office.   [admin@ecm-educationconsultants.co.uk](mailto:admin@ecm-educationconsultants.co.uk) or [bookings@ecm-educationconsultants.co.uk](mailto:bookings@ecm-educationconsultants.co.uk)   * Phone: 0844 335 1022 |
| What happens if I can’t log in? | * If you have trouble accessing any course email or call our office.   [admin@ecm-educationconsultants.co.uk](mailto:admin@ecm-educationconsultants.co.uk) or [bookings@ecm-educationconsultants.co.uk](mailto:bookings@ecm-educationconsultants.co.uk)   * Phone: 0844 335 1022 |
| What happens if I lose all my documents? | We can resend them if the session is still live on our site, please just contact the office. |
| What do you do with my information? | Your information is kept as a means of communicating about the training you have booked.  We keep a record of all users who have logged in and are able to provide support to users as we can locate any queries or difficulties. GDPR procedures are followed. |
| Can I share the **ECM Online(Downloadable)** or **ECM Online Live** material with my colleagues in other schools for their use? | * **No** - please do not share our Copyrighted material and our Intellectual Property Rights on our training courses and materials with anyone who has not paid for them. * By purchasing **ECM Online (Downloadable),** you are buying the right to use and share the training with staff who are employed **at your school only.** * **ECM Online (Downloadable)** training is accessed through our learning platform, with your email address and unique password and so offers you the confidentiality of your own training platform. This is protected for your security – please keep your password confidential and safe. * Any unauthorised access to your school’s platform or to our course material by any other organisation will be followed up in all cases by ECM, so that we can protect the integrity of our material and the loyalty of our valued customers. |
| Will my materials be automatically updated? | * Course materials are constantly being updated |
| Who are ECM? | * ECM Education Consultants are a well-respected and reputable educational training and consultancy company, established in September 2010. The three Directors, John Evans, Phil Choi and Mark Mullin (ECM), completed their second headships in July 2010, having had extensive experience in education as Headteachers, School Improvement Partners, Local Authority Advisors, Ofsted inspectors and NCSL Consultants. The ECM Directors have also carried out Local Authority Advisory work and training, as well as support for schools in challenging circumstances, and are currently working alongside and supporting a large number of schools across the UK and abroad. |
| Can I purchase the subscription as part of any other offers? | * No, the ECM Online subscription may not be combined with any other discounts, promotions, or other savings programs except where explicitly stated. |
| Can I roll over credits I don’t use into the following year? | * No, unused credits at the end of the 12-month period cannot be rolled over to following years. |

