



# CONTRACT SERVICES.







**Watch a short video from Gary Edward, our Head of Business Support, on how our team can support your school and how to get in touch.**



**SCAN  
TO WATCH  
THE VIDEO**

<https://hfl.mobi/CBVid25>

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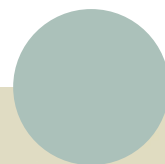
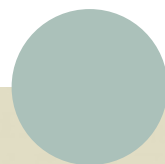
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# INTRODUCTION.



## Welcome to the HFL Education Contracts Brochure 2026/2027

HFL Education is proud to be the UK's largest schools' owned company. Our unique structure means that we exist entirely to serve the interests of schools, trusts, and educational communities and our commitment to you is therefore at the core of everything we do.

As a not-for-profit organisation, we are entirely committed to providing value for money, high quality services and support that help you to achieve the very best outcomes for your pupils. Our mission is simple yet powerful: to enable schools to flourish through high-quality, expert support, always guided by the needs and aspirations of the community we serve.

We know that no two educational communities are the same, so we continue to listen to you - and our services are continually adapting to reflect the realities and challenges you face and the changes to the national landscape. This brochure contains a reminder of both all the new service options available to you, and to the classic, underpinning support that we know you have valued for many years.

## An Updated Approach to Contracting with HFL: Responding to Your Feedback

For the second year running, we have refined the way we share contract and service information. This updated approach was shaped directly

by your input, helping us to make the process clearer, more transparent, and ultimately more useful for you during the crucial budget planning period. We are grateful for the positive feedback received last year, which confirmed that these changes made a real difference in supporting your decision-making.

If you currently hold an HFL Education contract, we will send you a personalised renewal document that cross-references with this brochure, so you can see what you have previously opted for, and highlight back to us if you want to make any changes for 2026/26.

For those who are not yet working with us, or if you have any questions about your options, we would love to hear from you. Please contact our dedicated team at [contracts@hfleducation.org](mailto:contracts@hfleducation.org) or call **01438 544464** and we can talk to you about how we best meet your needs.

As ever, thank you for your support and ongoing partnership with HFL Education,

Carole

**Carole Bennett**  
CEO





# BROADBAND SERVICES.



## BROADBAND

**Why HFL Broadband is the Smartest, Safest Choice for Your School.**

## UNRIVALLED SAFEGUARDING AND SECURITY – BUILT FOR EDUCATION

### DfE and KCSiE Compliant:

Fully integrated with RM SafetyNet, protecting over 1.5 million pupils nationwide.

### Advanced Filtering:

Keeps your school's online environment safe, monitored, and age appropriate.

### Backup Broadband Services:

Able to provide a second internet service should your primary connection fail.

### Elite Cybersecurity:

ISO27001 and Cyber Essentials certified. We work directly with the National Cyber Security Centre to keep your school protected.

### Trusted Expertise:

Over 30 years of education tech experience with RM Education and HFL.

## ROCK-SOLID RELIABILITY

### Smart Procurement, Smarter Savings

Designed for **99.999% uptime**, 24/7 – so your lessons, tests, and admin never miss a beat.

### Best Value for Money - Without Compromise

### Budget-Friendly:

High-quality service tailored for tight school budgets.

### Compliant Procurement:

Fully aligned with Public Contracting Regulations 2015 - balancing cost and quality.

### Contract Management Done for You:

We monitor service levels, so you don't have to.

## TRANSPARENT PRICING AND LOCAL SUPPORT

### No Hidden Costs:

Fixed 3-year pricing for total cost certainty.

### One Point of Contact:

A dedicated Contract Manager and local support team who understand your school's needs.

## FUTURE-PROOF CONNECTIVITY

### High-Speed Fibre:

Options from 1Gbps and beyond – ready for tomorrow's curriculum and digital demands.

If you would like further information, our dedicated team are on hand to help:

[broadband@hfleducation.org](mailto:broadband@hfleducation.org)



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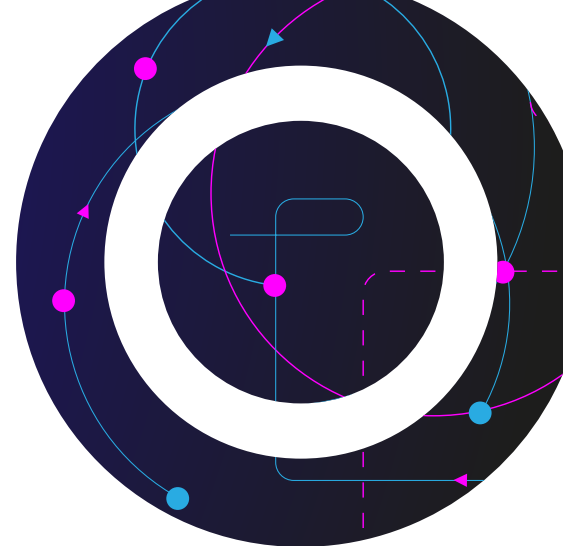


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# DATA MANAGEMENT SERVICES.



## DATA MANAGEMENT SERVICES

Our School Management Information System (MIS) Framework was procured under Public Contracting regulations 2015 giving schools a choice of three vendors who have already been through a rigorous procurement process. This allows schools to achieve the best value for money whilst mitigating legal risk and procurement costs.

### DMS01: Framework Fee (Arbor/Bromcom/Scholarpack)

The fee to administer the framework.

### DMS01: License (Arbor/Bromcom/Scholarpack)

Licence fee for selected MIS product.

### DMS01: Service Desk and Support (Arbor/Bromcom/Scholarpack/SIMS)

- Access to our team of experts - all of whom have worked in schools.
- Service Desk operational 8am – 5pm Monday to Wednesday. 8am – 4pm Thursday (closed for team CPD except at times of high demand and when statutory returns are due) and 8am – 4pm Friday.
- Access to the DMS Portal - which houses all of our guidance documents for all areas of the MIS system including statutory returns.
- Herts specific reports created for schools to import into their MIS including, for example, exclusion letters and forms.
- Access to our Termly User Group meetings.
- Monthly Newsletter.



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CONTRACT SERVICES.....





# FINANCIAL SERVICES.



**We provide innovative, business focused financial solutions and accounting services to ensure you have the tools needed to operate as efficiently as possible.**

For our maintained schools we offer the following budget setting and management accounting services in addition to our Bronze Service package of software and supporting helpdesk:

## **SY01: Budget Setting and Support**

Our experienced Financial Business Partners (FBPs) work with the Headteacher (or nominated officer) to calculate the detailed working budget for the next three years. We provide effective, appropriate challenge and support to build the annual budget.

## **SY01: Bespoke Standalone Bookkeeping Service**

Streamline your school's finances with our expert Bookkeeping Service. Our Hertfordshire-based team offers flexible, efficient bookkeeping support for schools—whether you need full financial transaction processing or partial assistance. **NEW**—we can also generate BACS files ready for import into Arbor Finance, saving your staff valuable time. All documentation is securely stored in OneDrive, so there's no need to part with original records. Our service is available on contract or as a 'pay as you use' basis, ideal for temporary or emergency cover. Let us help you stay compliant and focused on education.

## **SY01: Diamond (incl. Bookkeeping Service)**

Our Diamond with Bookkeeping Service provides an all-inclusive start-to-finish financial support service for schools/settings. It includes bookkeeping with our specialist team, year-end completion 25/26 and mandatory accounting information and monitoring during 26/27 with our experienced Finance Business Partners.

All budget hours are also calculated at the Diamond price making this the best value package for schools to buy.

## **SY01: Gold Service**

Our Gold service provides for year-end 25/26 completion, seven monitors and returns to Hertfordshire County Council (HCC). The service continues to offer salary monitor variance analysis, bank forecast and cash flow and capital returns (if required) as part of the standard package. Additional, optional elements are available which you can discuss with your Service Delivery Manager. We would recommend you include challenging areas such as accruals preparation, complete system reconciliation and undertaking the Alerts and Technical Guides which can be added as options to your contract.

## **SY01: Silver Service**

Our Silver service includes a period three and period seven quality assurance check to assist schools with more accurate termly forecasting whilst simultaneously ensuring recommended processes are undertaken in readiness for year-end (YE). Also included is attendance at a YE workshop in April '26 (for YE 25/26), either digital or in-person, and attendance at a digital YE preparation session in Feb '27 (preparing YE 26/27). We continue to offer our digital Financial Returns Workshops in September and January to support termly returns, including the guidance, review and latest updates.



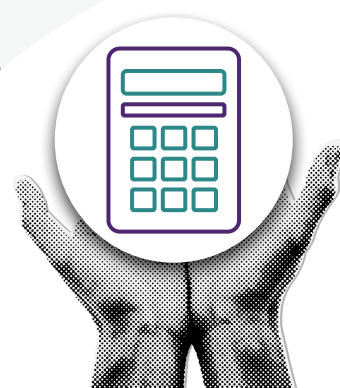
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# FINANCIAL SERVICES.



For our maintained schools we provide the following required software and support plus additional options:

## **SY01: Bronze Service**

This core underpinning service is required for all HCC maintained schools. It includes finance system and budget setting software plus the required support from the Financial Services Systems Helpdesk. Schools and settings benefit from HFL Education's bulk purchasing power and receive their software licences at a lower-than-market cost.

## **SY01: Access Education Budget Software**

Financial planning software for budget setting that is tailored to Hertfordshire schools/settings using Hertfordshire County Council's (HCC) funding arrangements and updates.

## **SY01: Arbor Finance Licence – main account**

Financial accounting software to manage your school's budget share account. It fulfils all the demands of the HCC Financial Handbook for Schools' income, expenditure, payment, bank reconciliation and VAT requirements.

## **SY01: Arbor Finance Licence – additional account**

As an addition to the main Arbor accounting software this additional licence can be used for fund accounts or governor accounts.

## **SY01: Financial Services Systems Helpdesk**

Subscription to our Financial Services systems helpdesk is required and provides telephone and email support for the financial software used by Hertfordshire maintained schools. The helpdesk team also provide Alerts and Technical Guides throughout the year, and system updates as required by HCC. Support is provided to maintained schools using Access Education Budget software, Arbor Finance main and additional accounts software and FMS6 accounting software.

## **SY01: Fund Account Bookkeeping**

To assist schools in remaining financially compliant with maintaining financial transactions (invoices, income etc.) in Arbor Finance. The school will require an Arbor additional licence for your fund account or governors' account.

## **FSA01: Fund Account Audit**

We offer a face-to-face fund account audit service, providing a statement of assurance on the operation of your fund account. Financial services can provide a full audit and verification certificate. If you have previous years for the Fund Account that require completing, please contact us for advice and guidance.

## **Service Delivery**

Our service delivery managers are your first port of call when you have a query regarding your contract. They will keep in touch throughout the year to see how best they can support you.

**Empower your school finance team with expert-led training tailored to your needs. We offer digital and in-person sessions, an on-demand finance system module due for release in April 2026, and a comprehensive CPD programme via easy to access online webinars. Bespoke Pay as you Use training is also available upon request.**



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# FINANCIAL SERVICES.



## ACADEMY AND MULTI-ACADEMY TRUST FINANCIAL SERVICES

### FSA01: MAT CFO Support Services

Our Chief Finance Officer service provides comprehensive financial management and strategic support for multi-academy trusts (MATs) through short/long term cover or mentoring for CFOs new to post.

### FSA01: Academy Accounting Support

Whether you're a school considering conversion or an established academy trust looking to outsource the finance function of your business, we can provide you with a wide range of tailored financial business support wherever your academy is located.

### FSA01: Academy Internal Assurance Support

Our internal scrutiny service provides independent assurance to the trust board that it is meeting its statutory requirements in relation to its financial and non-financial controls and risk management procedures.

### FSA01: Academy Accounting Systems and Helpline Support

This support is provided via the Financial Services Systems Helpdesk, which provides advice and technical support on the use of the software and general advice on schools' finance, including accounting arrangements and procedures.



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As well as our contract packages, we offer additional support on a flexible basis via our "Pay As You Use" services. Please get in touch to discuss your requirements, and we will create a package to suit you.



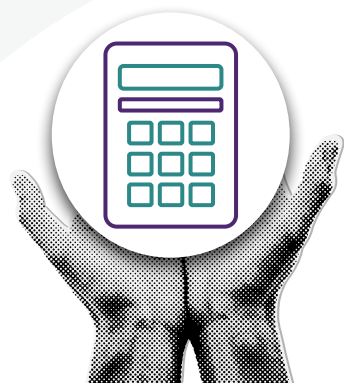
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# GOVERNANCE.



**We understand the complexities of school governance and have all the guidance, training and policy advice needed to support your school or academy as effectively as possible.**

## **GOV01: GovernorHub Knowledge**

Governor Hub Knowledge provides a wealth of school leadership information including resource toolkits, articles and templates.

## **GOV01: Governance Helpdesk**

An independent and impartial helpdesk supporting governors and trustees on matters relating to legislation and helping to solve governance related issues. The Governance team has significant experience and is proud of its strong and close working partnership with schools, academies and trusts.

## **GT01: Governor Training and Development Service**

Flexible governor training and development as part of an annual training subscription or on a pay-as-you-use basis, ensuring governors, trustees and whole school boards meet their statutory responsibilities.

## **GCS01: Governance Leadership Service (previously Chairs' Service)**

We provide support to Chairs of governors, Vice-Chairs, Committee Chairs and aspiring Chairs, including training opportunities and informative briefings to keep you up-to-date. Plus, access to the latest governance news and guidance, through an online Chairs' Portal.

## **GC01: Clerks Training and Support Service**

We provide school-based governance professional clerks with ongoing training and support to ensure they are kept up-to-date with the latest governance changes and developments, and have continuous access to the latest guidance and resources.



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# GOVERNANCE.



## GC01: Clerking Packages (3FGB/6FGB)

Professional Clerk provided for a set number of meetings in line with the clerking terms of service. Minimum purchase of the three meeting package, additional meetings can be purchased separately.

## GC01: Clerking - Committee Meetings

Professional clerking support and training services for governing boards and trusts.

## GC01: Additional meeting charges

Option to buy clerking for additional meetings. Cost available on request.

## Full Governing Board Package Bespoke

To discuss a bespoke package, please get in touch and we will work with you to agree a package to meet your needs.



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GOVERNANCE

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**Modern Governor**  
Part of the HFL Education family

## MG01: Modern Governor - Direct

Modern Governor has easily accessible and user-friendly elearning which supports and increases governance knowledge through professional development.



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CONTRACT SERVICES.....



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# HR, RECRUITMENT AND GDPR.



Navigating the HR landscape in the education sector can be complex and time-consuming. We offer a comprehensive range of services from remote immediate access, to named partners and high-level strategic support to cover every aspect of HR. Our services are designed to meet your individual school needs at a fair and transparent price to suit any budget – ensuring we save you time and money that can be invested where it really matters.

## HRS01: HR Full Service

Our Full HR Service includes reviews of HR strategic plans, HR correspondence and business cases as well as attendance at formal meetings and on-site visits as agreed. You'll also get unlimited telephone and email access to the HR Advisory Service plus access to our HR Resources Portal containing letter templates, guidance, pro-forma templates and model HR policies that you can adopt or adapt, which have been consulted on with unions.

## HRS01: HR Core Service

Our Core Service gives you everything you need to feel comfortable in managing people matters. You'll get unlimited telephone and email access to the HR Advisory Service plus access to our HR Resources Portal containing letter templates, guidance, pro-forma templates and model HR policies that you can adopt or adapt, which have been consulted on with unions.



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HR SERVICES

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## HRS01: Business Partner

This is a bespoke service aligned to your needs whether it's high-level strategy that is required or more day to day involvement.

As well as our contract packages, we can offer additional support on a flexible basis via our "Pay As You Use" services. Get in touch with what you need and we will create a package to suit you.



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# HR, RECRUITMENT AND GDPR.



## TIH01: Teach in Herts subscription

Teach in Herts is a trusted recruitment service for over 700 Hertfordshire schools, settings and trusts, with over 60,000 registered candidates and a powerful social media presence. Subscription ensures your school will be included in a wide range of additional advertising as well as at recruitment fairs and events targeting both teaching and non-teaching staff. Our friendly, expert team will work with you to ensure your roles get the exposure you need to secure the best talent on the market.



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TEACH IN HERTS

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As well as our subscription service, we offer bespoke pay as you use support with specific recruitment campaigns to leadership positions such as Headteacher and CFO. Please contact us to find out more.



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## OH01: Occupational Health and Employee Assistance Programme

We partner with three leading Occupational Health (OH) and Employee Assistance Programme (EAP) providers to offer these specialist health and wellbeing services to schools.

## GDP01: GDPR Support Service

Our expert GDPR Support Service, which includes the option of a dedicated school data protection officer (required by law in all schools), is a highly flexible resource that's tailored to meet the ongoing individual GDPR challenges your SLT faces.

## GDP01: GDPR Toolkit Subscription

Our GDPR Toolkit gives the nominated DPO or setting Data Lead(s) access to a range of online resources and systems that will help them to manage their tasks and priorities more effectively and efficiently.

## GDP01: Enhanced GDPR Subscription Service

Our DPO Service offers a provision of independent advice and assistance to ensure your setting complies with UK data protection laws. We offer solutions that can be tailored to the specific needs you are facing.



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# SCHOOL IMPROVEMENT.



We offer high quality school improvement consultancy and advisory services to support schools, settings, academies and MATs which are delivered through our specialist advisers. We offer a combination of challenge and support with the ultimate aim of ensuring every school and academy is able to sustain improvement. Our flexible and bespoke teaching and learning consultancy, support, and training is tailored to each school or academy's needs.

## EARLY YEARS ADVISORY AND CONSULTANCY

We offer a comprehensive range of consultancy and dedicated programmes designed to support continuous improvement in the Early Years.

### EY01: Maintained Nursery School Effectiveness Adviser Support

Our nursery School Effectiveness Advisers (SEAs) are either serving or former headteachers/senior leaders of successful schools who utilise their extensive experience in the early years foundation stage to add value to your school.

### EY01: Early Years Consultancy

Our Early Years team is made up of highly knowledgeable and experienced advisers who are committed to supporting staff at all levels to strengthen high quality pedagogy and responsive curriculums that set firm foundations for children's learning beyond the Early Years Foundation Stage. Consultancy packages start from half a day, rising to a bespoke package covering multiple days, tailored to suit your unique needs. **Our saver packages, available over two, three, or four days, offer great value.**



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## PVI SERVICES

We understand that working within the PVI Early Years sector comes with its unique challenges. Therefore, we have created specially tailored services that cater for the needs of individual early years registered settings, childminders, multiple providers and out-of-school-club provision.

### PVI01: Essentials Package

Provides a good starting point for a programme of evaluation activity, delivered in partnership with you by an experienced Early Years Consultant (EYC).

### PVI01: Essentials Plus Package

Provides a sound basis for planning your reflective journey with regular consultancy visits. Our EYC works with you to provide that additional pair of professional eyes, supporting you with your self-evaluation.

### PVI01: Essentials Plus Training Package

Provides a programme of training sessions tailored for you and your team to build confidence and cohesion in practice, followed by a remote consultation with your EYC to plan your next steps.

### PVI01: Essentials Premium Package

Is designed to help managers and leaders work towards an ambitious vision for their setting, ensuring high standards of childcare and education. Meeting this vision relies on focused continuous quality reflection to ensure effective practice that enables positive outcomes for all children.



# SCHOOL IMPROVEMENT.



## PRIMARY LEADERSHIP AND CURRICULUM

**Working with leaders and teachers, we offer support and constructive challenge that informs accurate self-evaluation focusing on leadership, action planning, and professional development.**

### PSE01: School Effectiveness Advisers

Our advisers have proven expertise and experience in successfully managing the many challenges you face. We know how important it is to understand your school's context and improvement strategies will be bespoke to your school's needs. Acting as critical partners, our School Effectiveness Advisers (SEAs) challenge and support leadership teams to evaluate performance, identify improvement priorities and guide you through your overall improvement journey. **Our four-day saver package provides the best value for termly visits. However, we offer varying levels of support to suit you over any number of days. Please note that our packages include provision for report writing adviser preparation time.**

### PTL01: Teaching and Learning Advisers

We recognise that each school has its own unique set of needs. Our team of expert Teaching and Learning Advisers, who are experienced primary school teachers and leaders, specialise in enhancing and maintaining high standards in schools. We offer support across both English and maths and can tailor our delivery to suit your needs. **You have the power to set up a package from as little as half a day of consultancy, all the way up to a bespoke package of multiple days, split however you need between English and maths. Our four-day saver package offers great value.**

### BTC01: Science and the wider curriculum (previously Beyond the Core)

Alongside our science and foundation subjects training courses, we offer expert, tailored coaching for subject leaders and others, to support whole-school curriculum design and implementation that meets the individual needs of each school. **You can set up a package from half a day to multiple days, with the content of visits flexible to support and suit you.** Packages provide great value, covering foundation subjects and science. They might include working with teachers, subject or senior leaders in activities such as supporting curriculum planning/mapping, monitoring, evaluating and coaching, leading staff meetings or INSET, and more.

### PA01: Primary PA Plus

PA Plus is a subscription-based suite of resources providing a range of supporting materials to be used across the primary curriculum.

**School improvement services can also be purchased on a Pay As You Use basis for additional needs - topping up your contract days, one-off requests and more. Please get in touch and we will work with you to deliver a package that suits you.**



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# SCHOOL IMPROVEMENT.



## SPECIAL SCHOOLS AND EDUCATION SUPPORT CENTRES

Our School Effectiveness Advisers (SEAs) provide school improvement services to special schools and Education Support Centres (ESCs) to ensure you have the right tools and processes in place so that all children can thrive in specialist education.

### SPE01: Special school packages

Because we know every setting is different, we offer different packages so that you can choose the level of support that's right for you. Whichever option you choose, you'll receive a visit (typically in the autumn) from one of our experienced and quality-assured SEAs and benefit from their expert advice and guidance. We'll work with you to tailor a package of support that meets your specific needs.

## SECONDARY SCHOOL EFFECTIVENESS

Our large team of secondary SEAs and subject advisers combine strong leadership experience and an outstanding track record of supporting schools to effect positive change with demonstrable impact.

We offer bespoke and targeted support for your secondary school improvement journey.



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## SPECIAL EDUCATIONAL NEEDS AND/OR DISABILITIES (SEND)

### SEN01: SEND packages

Our team of SEND advisers are experienced SENCOs and senior leaders. Having worked in mainstream primary, secondary schools, and resourced provisions they understand the challenge you face. Bringing a wealth of expertise to the role, they are committed to working in partnership with you to strengthen your SEND policy and practice and to support staff at all levels to deliver high-quality inclusive classroom provision.

**We recognise that each school, trust, or setting is unique and, knowing how important it is to understand your context, we will work in collaboration with you to ensure our support is tailored to suit your needs.**

With SEND high on the national education agenda, we can help you keep up to date with changes to statutory policy and guidance.

You can set up a package from half a day to multiple days with the flexibility to adapt the focus of each visit to support your needs. This might include conducting an SEND review with senior leaders and SENCO, checking policies and website compliance, exploring identification or provision mapping systems, supporting teachers, TAs or subject leaders to implement ordinarily available inclusive classroom provision including adaptations and reasonable adjustments, alongside leading staff meetings or INSET, and more.



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# SCHOOL IMPROVEMENT.



## PUPIL WELLBEING

We can help you develop, implement and sustain a culture of positive wellbeing across your educational setting.

Whether you are a school, setting or trust leader, or a teacher, we can tailor our services to your needs. Our experienced advisers will work with you to develop a multi-disciplinary plan that best supports the wellbeing of your pupils and staff.



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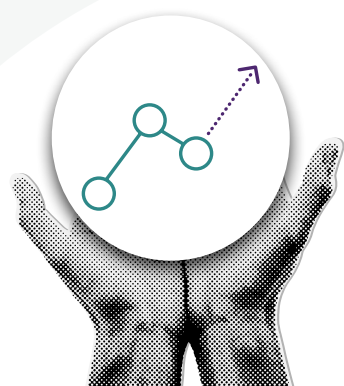
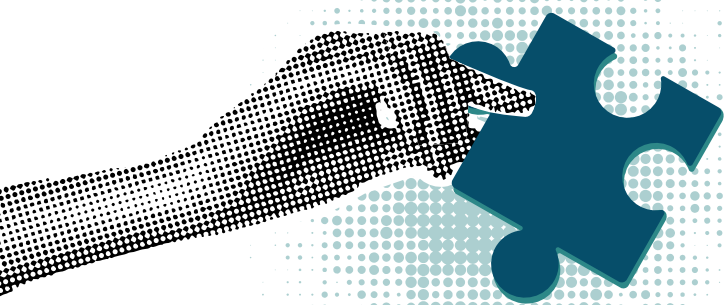
## POST 16

Providing expertise and support to improve your Sixth Form leadership to ensure high quality post-16 provision, maximise funding opportunities and provide quality and inspiring teaching and learning.



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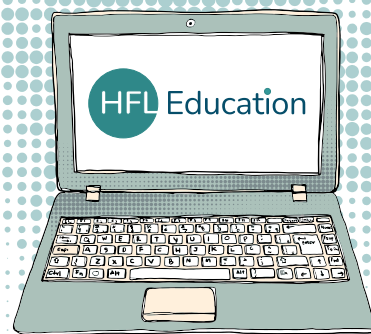


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# TECHNOLOGY IN SCHOOLS.



**Smart, Flexible IT Support for Schools. Reliable technology. Expert support. Tailored for education. At HFL Education, we specialise in providing IT services designed specifically for schools. Whether you're looking for everyday support or planning a big tech upgrade, we're here to make IT simple, effective, and stress-free.**

## **IT Support:**

All your IT issues handled quickly and efficiently. Remote fixes first, onsite visits when needed—no delays, just dependable help when you need it most.

## **IT Service Desk:**

Friendly, expert IT support just a call or email away. Log any issue and our team will get to work—keeping your school running smoothly.

## **Automation at its core:**

Our automated monitoring platform, monitors and updates your computers with operating system and security patches, resolving issues and keeping them ticking for longer so you can focus on your core activities.

## **Unlimited Onsite Visits:**

No more waiting for scheduled visits. We'll send the right technician with the right skills when the issue cannot be resolved remotely, as often as needed.

## **Dedicated Service and Account Managers:**

Your own named contacts for both day-to-day service and long-term IT planning. We're here to support you with both the small stuff and the big picture.

## **Project Work:**

Need a new wireless network, server upgrade or devices set up? Our fixed-price project service covers it all, including post-installation support.

## **Block Hours:**

Pre-paid support time you can use for extra help, changes support during third-party visits or Ofsted inspections—whenever it suits you. No expiry, no fuss.

## **VIP Support:**

Nominate key staff for priority support, giving school leaders or business managers faster resolution on their devices.

## **IT Strategy and Consultancy**

Plan smarter. Align your school's IT with your educational goals through expert advice and digital transformation planning.

## **CyberSecurity and Compliance Support:**

We help schools identify cybersecurity risks, close gaps, and stay secure, protecting your data, your staff, and your students.

## **HFL Broadband:**

Secure, high-performance broadband tailored for schools. Designed with flexibility, safety, and reliability in mind.

## **WHY SCHOOLS CHOOSE HFL EDUCATION:**

- **Education Experts** – We know how schools work
- **Flexible Packages** – Support that fits your needs
- **Trusted Team** – DBS-checked, safeguarding-trained technicians
- **Responsive Service** – Fast fixes and clear communication

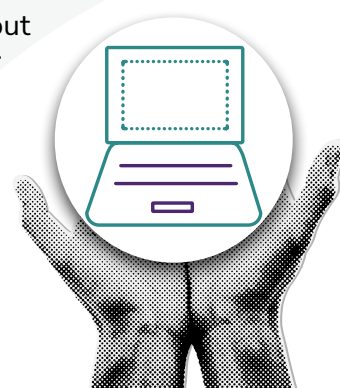
## **Let's make IT work for your school:**

Contact us today to find out how we can support your school's technology and learning goals.



SCAN FOR MORE  
INFORMATION ON  
TECH IN SCHOOLS

<http://hfl.mobi/CBTiS25>



# HFL EDUCATION CONTRACTED TERMS AND CONDITIONS

## Duration of Contract:

Maintained Schools contracts run 1st April-31st March and Academies, PVI Settings and Multi Academy Trusts run 1st September-31st August. The exact term of your contract will be outlined in your PDF copy.

## How to contact us:

The HFL Education Contract Services Team will be happy to answer any queries you may have. Email: [contracts@hfleducation.org](mailto:contracts@hfleducation.org) Telephone: **01438 544464 (option 6, then option 1).**

## Fees & Payment:

All services will be charged in accordance with clause 4 of our terms and conditions of Supplying Goods and Services.

<https://www.hfleducation.org/tcs-provision-goods-and-services>

## Termination of Services:

Any termination of services will be in accordance with clause 6 of our terms and conditions of Supply Goods and Services.

<https://www.hfleducation.org/tcs-provision-goods-and-services>

## Contract Renewals:

Your contracted services renew annually on an automatic renewal basis. We will send you a new quote at least four weeks prior to renewal where you have the opportunity to continue, amend or terminate your contract.

## Complaints Procedure

A complaint is defined as any expression of dissatisfaction about a service or an employee.

Complaints require a formal written response and therefore, differ from feedback or constructive comments that are often resolved informally.

Where there is ambiguity, HFL staff are trained to check whether the person giving the feedback wants to make a formal complaint.

We recognise that there may be occasions when a customer is dissatisfied with the service they have received from us. In these circumstances the person or organisation concerned will be made aware of our Complaints Policy.

We place great emphasis on resolving and responding to any complaint quickly and courteously. Therefore, when a complaint has been made, the complainant can expect the issue to be fully investigated and to be informed of the outcome.

In some cases an individual may wish to complain on behalf of someone else. In these circumstances, we will need the person's agreement that the third party is authorised to act on their behalf.

Please note we do not respond to or investigate anonymous complaints except in extreme circumstances where the safety of a child or vulnerable adult may be compromised.

All personal information or records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those who need to know, so they can investigate the complaint.

Making a complaint will not compromise the provision of any future services or support.

## Dispute Resolution

Once a complaints form is submitted, it is assigned to one of our complaints managers. The complaints manager will investigate thoroughly and as part of this process the complainant may be contacted to discuss the issue. As part of the investigation, we may also contact anyone else who has relevant information.

We aim to resolve the complaint within 20 working days. If we are unable to resolve within this timescale, we will contact you to explain why and advise when you can expect a resolution.





SCAN FOR MORE  
INFORMATION ON  
HFL EDUCATION

<https://hfl.mobi/CBHFL25>

HFL Education (formerly Herts for Learning) is a not-for-profit organisation providing all the services, training and resources needed to deliver a great education to every child, to help them flourish and reach their full potential. With hundreds of advisers and subject experts in house, HFL Education is a trusted partner to education and learning professionals across the country, providing a unique and comprehensive offer to every school and setting – all in one place.