

Training Course Agenda.

Communications



Introduction

Target Audience

The **Communications** training is recommended for delivery to the following people from your school:

- ✓ Member(s) from your Administration Team
- ✓ Member(s) from your Pastoral Team
- ✓ Deputy Headteacher/Senior Teacher

Facilities/Requirements

For **Onsite Training**:

Using the means provided by the establishment for example a whiteboard or projector, the trainer will deliver a session for the module being trained on. An internet connection will be required.

In some instances, attendees will be able to login to follow along with the session, this will be arranged beforehand and in this case login information will be supplied.

For **Webinar Training**:

This session will be delivered via an internet connection, you will be sent a link and login details in an e-mail. We ask that you test the link before the session to make sure you have access, if you do not your IT support should be able to help you with this. If you still cannot connect please let us know as soon as you can, we will try to help or arrange an alternative method to deliver the training.

Objectives of Session & Timings

The Attendees will work together with their trainer to learn about the host of features within the module being trained and how best they can take advantage of these.

These sessions will teach you how to operate and manage your Bromcom MIS on a day-to-day basis.

Agenda Overview

Help Centre and Online Community Area

- ✓ How to find useful/relevant guides for Communications within the Help Centre
- ✓ How to view the Online Community area for Communications

Part One: Maintenance

- ✓ Communication Configurations
 - Choosing number to be displayed for SMS
 - Adding School Email
 - Adding a copy of sent/received messages to Communication Log (inc. where to view log on Student Record)
 - Low Credit Threshold
 - Virtual Text Back Service
- ✓ SMTP Configurations
 - Using your own or the Bromcom SMTP Service

Part Two: Routines

- ✓ Sending New Messages (SMS/Email)
 - Using the Message Composer
 - Using Bromcom AI to compose messages
 - Function of 'From' field for emails
- ✓ Communicating via MCAS
- ✓ Overview Page
- ✓ SMS & Email History Reports
- ✓ How to create/use Quick Letters (inc. how to use Bromcom AI to compose a Quick Letter)
- ✓ How to create/process Watchlists

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Notes:

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