

CIVICA

{ Civica Education Operations

Digitise and manage
school operations

The complete operations management
system for all education.



Create an effective learning environment that's safe for all

Protect your reputation, staff and students with Civica Education Operations. Our operations management solution provides peace of mind that your school or trust is safe and your assets effectively managed.

Civica Education Operations helps you stay compliant, mitigate risk and improve efficiency. Our cloud technology delivers centralised asset and inventory management on the go, from a single system.

We work closely with schools to ensure they can respond rapidly to change and scale multi-academy trusts with ease. We can help you save money, work smarter and provide the insight you need to

“ Civica Education Operations ticked all the boxes and we were impressed by their sector knowledge. I would recommend them if you need an expert team to help you develop your compliance platform.”

Carol Mitisi
Head of Compliance, Co-op Academies Trusts



Why choose Civica Education Operations?

Saves time

- Tackle health and safety issues fast to keep everyone safe and protect your reputation. We automate urgent communications to the right people so you work more effectively.
- Eliminate paperwork and drastically reduce admin time by digitising operational processes. You can easily check the status of real-time compliance from the comfort of your desk.

Mitigates risk

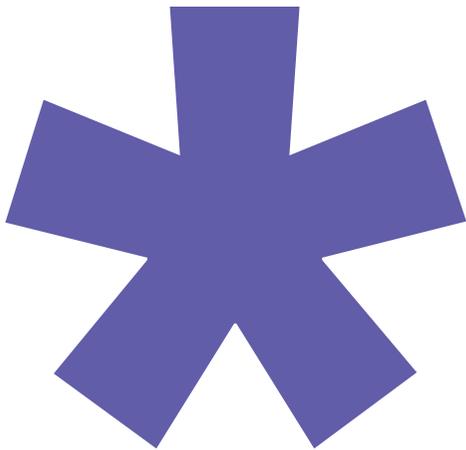
- Take a proactive approach to risk management and meet compliance requirements with online forms. They focus on any actions required when making innovative school decisions.
- Easily export evidence for inspections and automate reminders for upcoming risk assessments with a streamlined central management solution.

Reduce cost

- Proactively manage contracts and subscriptions. Our dashboard shows what you use and alerts you of renewals so you can make informed decisions and identify savings.
- Know what you own, where it is and its value to assist with procurement. You can also record time and cost spent dealing with issues to make accurate decisions where to place your funds.

Supports growth

- Our rapidly scalable cloud software provides the flexibility you need for future growth. With pre-set onboarding templates growth is much easier and processes consistent.
- Track and report the performance of individual schools or across your trust. Our easy-to-use reports help you focus on areas to improve.



Choose from our flexible packages

		School	School +	MAT	MAT +
	Civica Education	✓	✓	✓	✓
	Asset, IT & Inventory	✓	✓	✓	✓
	Premises & Compliance	✓	✓	✓	✓
	Helpdesk Ticketing	✓	✓	✓	✓
	Risk Management & Forms	✓	✓	✓	✓
	Contract Management		✓	✓	✓
	Workflow Manager		✓		✓
	Incident Management		✓		✓
	e-Sign Document Manager		✓		✓
	Multi School Account Manager			✓	✓
	Training Webinars	✓	✓	✓	✓

Optional modules	
	Capital & Project Management
	Room & Asset Booking

Additional services	
	Implementation service
	Administrator training
	iHASCO eLearning courses
	Asset discovery service (onsite)
	Audit services (onsite)

Training webinars are available to ensure a smooth transition when integrating Civica

Explore our system features

Smart reporting

We provide you with ready-made reporting templates and give you the tools to create your own customised dashboards and reports so you can see the exact data you need.

Easily monitor the status of your compliance checks, asset management, incidents, risks and contracts throughout your school or trust. You can quickly spot red flags before they become a problem.

Asset, IT & Inventory

Track, monitor, loan, audit and locate your devices using a PC or on the mobile app. Icon-based dashboards make asset management easy, enabling you to virtually map and allocate assets to staff, students and rooms for all sites and schools.

You'll always have a comprehensive and accurate audit trail. You can discover which assets are not being used, providing an opportunity to reduce costs.

Premises & Compliance

Civica Education Operations ensures you can document that all regular checks are being carried out, keeping you one step ahead. You can store and manage information in one central system, complying with DfE guidelines. Staff members can easily complete checks, tests, services, and due diligence, storing them centrally and securely in the

Helpdesk Ticketing

Reporting and raising issues shouldn't be a challenge. That's why we designed Help desk Ticketing software to reduce miscommunication, ensure issues are dealt with swiftly, and increase efficiency. Staff and students can report issues with a simple email, which will automatically create and assign a ticket.

Risk Management & Forms

Our Risk & Forms Management module makes it easy for school managers to be proactive in the management of risk in order to increase focus on what needs to be done to calculate future innovative school decisions and meet compliance requirements.

Contract Management

Be alerted when your contracts are up for renewal and prevent unexpected invoices. This feature also gives you time to negotiate new contracts and terms that better work for your school. Contract manager stores and reports on pre, current and archived contracts, allowing you to save money on unused subscriptions.



“ Civica Education Operations is intuitive and with the bonus of mobile phone and tablet apps, it makes it portable around site too, which is a must. I would have no problem recommending Civica Education Operations to anyone.

Workflow Management

You have the power to digitally establish and manage all school processes. Managers can create custom forms and centralise reports using multiple steps and stages to reflect your workflow processes. They can invite and notify other teams too – so your departments can work smarter together.

Incident Management

Enabling managers to effortlessly manage, report, and alert relevant people of any incidents. You can stay on top of compliance by utilising the progress area to oversee how all incidents are being dealt with. Comprehensive reports give you peace of mind, so you know everything is being actioned appropriately.

e-Sign Document Manager

Eliminate paper trails with e-Sign document manager. By storing all documents in one central system it's easy to see who's read and signed them and helps manage compliance. With automated email prompts, you don't need to chase staff to return policies and forms. Civica Education Operations will do this for you until the form is signed and returned.

Capital & Project Management

Centrally create, track, manage and assign tasks for your projects, including condition surveys. With our customisable dashboard and reporting, you can quickly extract the key data you need for in-depth analysis. Easily keep track of all the associated quotes and invoices.

Everything is stored securely in the cloud and accessible centrally.

Streamlining your projects, timelines and actions improves communication with teams and ensures everyone is on the same page, with projects, tasks and deadlines.

Room & Asset Booking

When managing resources for internal or public use, this function helps you do so professionally. It prevents double bookings whilst managing assets available to be booked for each room.

You can even book skilled staff to help you with room set up, drive mini vans, deep clean rooms or equipment after use, and to install IT equipment. We help you ensure your lesson or event runs as smoothly as possible.

Multi School Account Manager

Manage trust-wide compliance, standardise estate management processes, share resources and centralise contracts across all your schools, enabling you to:

- Meet ESFA and CIPFA requirements
- Prevent fraud and asset misappropriation
- Develop and implement procurement strategies to make savings
- Achieve continuity in compliance, H&S and finance
- Achieve consistency in Incident and Risk Management
- Automate job sheets for facilities staff to achieve preventative maintenance standards reducing unplanned costs
- Centralise services for ICT and premises staff
- Streamline contract management
- Keep track of trust wide policies and documents with electronic signage
- Manage condition surveys with projects and funding to DfE standards
- Present easily customisable dashboards with live data for SLT, Governors and MAT boards.

4 reasons to trust Civica Education Operations

1 | A system designed for you

Civica Education Operations is a user-friendly system that helps you work smarter, faster, and securely. We simplify workflow your processes, provide greater visibility for management and integrate useful reporting capabilities.

2 | Customisable and flexible service

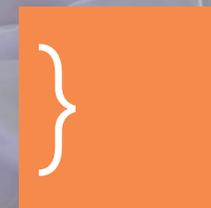
Unlike other systems, Civica Education Operations is fully customisable to work how you want it to. We consult with you throughout the implementation process to ensure Civica Education Operations is set up to suit your needs and goals. We will also support at your desired level.

3 | Helping your trust to grow

Our Multi School Account Manager module gives you the centralised view you need for trust-level decision making, while supporting individual accounts for each school. Civica Education Operations has the flexibility to evolve with your trust, supporting future growth and rapid onboarding of new schools.

4 | Trusted technology

Civica has a strong track record in helping schools harness the full power of secure cloud technology. We provide a full cloud service from readiness and migration to ongoing management and support of your critical applications.



CPD eLearning Courses

Ensure your staff are always up to date on Health & Safety Training, compliance and awareness.

We're delighted to partner with iHASCO, an online training provider specialising in courses from Health & Safety to HR & Compliance. Together, we're the complete package.

We'll provide you with iHASCO's extensive library of over 100 eLearning courses that help you work towards compliance with various school legislation and regulations.

Once on board, you'll have your own dedicated Account Manager to help set up training courses and guide you through iHASCO's system.

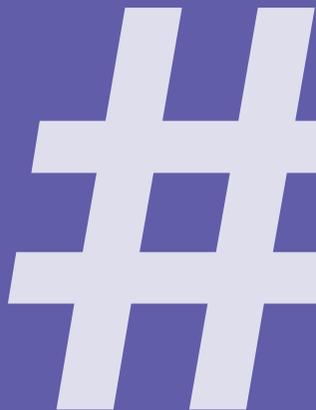
With training from Health and Safety and Compliance to HR and School Management, Civica will enable you to always be up to date on legislation and best practices.



Transforming education with Civica

Civica delivers critical software and platforms to schools, academies, colleges and libraries. Our complete suite of products and services streamline financial management, HR and payroll, asset and estates management, compliance and communication, catering, parental payments and more.

We drive efficiency in education, helping you optimise performance and reduce costs. So you can focus efforts on providing the best outcomes for the students you support.



Civica by numbers



Over 2,500

UK academies use our school management solutions



Over 70

of the larger MATs in the country work with us



Over 7,500

schools and colleges supported by Civica



30+ years

experience in the education sector

Civica Education Operations

To find out more and book a demonstration
email edopssales@civica.co.uk



Cert No. 663
ISO 9001, ISO 27001, ISO 22301, ISO 14001,
OHSAS 18001, ISO 20000

INVESTORS IN PEOPLE™
We invest in people Gold

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 edopssales@civica.co.uk

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