

FFT Aspire – Service Definition

Introduction

FFT Education (FFT) is a non-profit organisation with 20 years' experience and track record in providing education data, assessment, reading and analysis services to support schools with improving pupils' education outcomes. We work with 12,000 schools, 200 academy trusts and 120 LAs in the UK, and with a growing number of British international schools in other countries.

FFT Aspire Overview

FFT Aspire is an online data analysis platform designed to support schools, trusts, and local authorities in understanding and evaluating performance analysis, target setting, pupil progress tracking, and attendance tracking. The service provides secure access to validated data, standardised reports, and analytical tools to inform strategic and operational decision-making.

Scope of Service

FFT Aspire includes:

- **Performance analysis:** evaluate your school performance using our easy-to-understand reports generated from our Aspire Self-Evaluation school and subject dashboards (KS1-KS5).
- **Target setting:** understand potential and set challenging but realistic targets for your pupils, then monitor progress towards them using FFT Benchmark estimates.
- **Pupil progress tracking:** track and monitor pupil progress in real-time and see your results reflected in a series of informative reports.
- **Attendance tracking:** a range of weekly attendance reports at whole school, year group, pupil group and individual pupil level with school vs FFT national comparisons.
- **Early Results Service:** Summer/Early national analysis of results in July (KS1 & KS2) and September (KS4) based on results uploaded by participating schools or academy trusts.

- **Data Exchange:** a free service connecting FFT Aspire to your school MIS, ensuring your systems are synchronised and the information we hold for you is always up to date.
- **Data Processing:** analysis and presentation of data based on agreed data sources (e.g. DfE/national datasets and customer-uploaded data, where applicable)
- **Aspire Management:** user and data management functionality for admin roles at organisations
- **Users:** a number of user roles and access to Aspire based on customer – School, Multi Academy Trust (MAT), Local Authority (LA).
- **Security:** secure user authentication and role-based access

Onboarding, training and support

FFT offers every customer a dedicated Account Manager who will manage the setup of FFT Aspire, ensure they have access to training and provide on-going support throughout the subscription term. The onboarding process is designed to:

- Enable timely access to FFT Aspire
- Ensure key users understand core functionality
- Support early and effective usage
- Ongoing technical and usage support
- Support access to standard training resources and scheduled training events

Onboarding activities include:

- Account setup and other user creation needed for the customer
- Connection to the customer Management Information System (where applicable)
- An onboarding call and demo
- Access to recorded or live training sessions to ensure customers are able to use the system effectively

Onboarding is delivered remotely. The specific activities may vary depending on customer type (school, trust, local authority) and subscription level.

In addition to onboarding and the support provided by the Account Manager customers have access to a wealth of guidance documents, help articles and 'how-to' videos. These all offer instructions on different areas of the platform and are designed to support customers to address any common queries and challenges they may face.

Support options include phone, email and web chat. These are available Monday-Friday 8.30am -5.00pm (excluding UK bank holidays).

Additional Training

Additional or bespoke training is available for an additional charge.

Service Information

Technical

FFT Aspire is a web-based analytics and reporting platform. There is no desktop application to install, and users access it via a browser. It requires a device with a modern web browser and internet connection: desktop, laptop or tablet.

Availability

FFT shall ensure that the FFT Aspire platform is 99.5% available 24 hours a day, 7 days a week, excluding any planned maintenance and loss of internet connectivity between FFT Aspire and the Customer.

Service updates and maintenance

FFT Education may update, enhance, or modify FFT Aspire to improve functionality, security, or compliance. Planned maintenance will be communicated where reasonably practicable with the intention of providing the customer with at least 24 hours' notice by placing notice on the platform.

Security

The Service is designed and operated in accordance with industry-recognised security best practices and is certified to ISO27001, Cyber Essentials Plus and IT Health Check. All customer data is processed in line with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

This ensures the confidentiality, integrity, and availability of customer data. Appropriate technical and organisational measures are in place to protect information against unauthorised access, loss, disclosure, or destruction. The Service is hosted within secure environments (London) that employ layered security controls, including network perimeter protection and segregation, access control using robust, standards-based authentication, encryption of data in transit and at rest, proactive alerting, preventative monitoring, and vulnerability management. Security responsibilities are clearly defined within the FFT organisation, and access to the Service is restricted to authorised personnel based on the principle of least privilege.

Data backup

Customer data is backed up daily using automated processes designed to support service resilience and data integrity. Backups are stored in secure, access-controlled immutable vaults in a separate, secure hosting facility and are protected using strong encryption and retention controls to prevent unauthorised access or loss.

Backup schedules, retention periods, and recovery procedures are defined and tested to ensure data can be restored within agreed Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) in the event of data corruption, system failure, or a security incident. Backup and restore processes are reviewed regularly to ensure they remain effective and aligned with operational and business continuity requirements.