

SERVICE DEFINITION DOCUMENT

humble. **Education**



Introduction

"Extra-curricular activities boost young people's confidence to interact socially with others; extend their social networks; and provide them with new skills and abilities."

- Social Mobility Commission, UK Government

Registers are great, but without spending hundreds of hours analysing them, they only tell a very small part of the story. Humble Education enables you track, monitor and evaluate attendance at any extra-curricular activity.

You'll gain insights into your school's provision and how effective it is as a whole, as well as the impact it has on academic performance at an individual level.

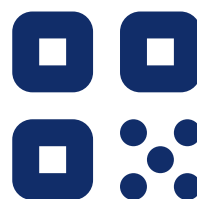
Not only that, but with Humble Education parents/guardians and even students are automatically kept in the loop. They can access real time reports, communicate and even make payments.



Cloud Based



Integrates with
Wonde



Automate
Registration



Parent/Carer
Portal



Advanced
Analytics



Customer Care



Accept
Payments



Plan
Provisions

Technical Overview

What is Humble Education?

- Humble Education is Software-as-a-Service, available only on a subscription model.
- It is hosted on a scalable infrastructure within Amazon Web Services (Public Cloud).
- We exclusively use data-centres within the UK and Ireland for all AWS Services
- Self hosting and on-premise solutions are not currently available.
- It is licensed to individual schools or Multi-Academy Trusts (MATs).
- Humble Education stores attendance records, communication logs and payment details only. Data about students is obtained from Wonde and never permanently stored.

Requirements

- Schools must use an MIS and be registered with Wonde.
- Humble Education has a completely cloud-based interface, so an Internet connection is required.
- Humble Education must be accessed through a web browser with Javascript enabled. We always recommend using the most up-to-date version of a web browser to access any website for the best security and performance.

Security

From development to implementation, as a **Cyber Essentials Plus** certified company we do everything that we can to ensure maximum security:

- Single Sign On (SSO) and Multi-Factor Authentication (MFA) is available for any user.
- Any user action is logged so there is a complete audit trail.
- Role-based permissions with granular controls.
- Ability to suspend or permanently delete users.
- Strict enforcement of connections via HTTPS only.
- Server-side validation of all user input.
- Highly restricted access to development and production environments.
- No personal identifiable information about students is stored in our database.

Onboarding

1

Initial Consultation

We'll book a call with you to discuss how your school(s) are currently doing things and what technology you already have in place. This is important to ensure you'll get the most out of Humble Education. During the consultation, we'll provide a full demo and answer any questions you may have.

2

Account Setup

Once we agree Humble Education is right for you, we can provision your school(s) and set up accounts. This can happen on the same day as the consultation or on a timescale of your choice. Our team can create as many accounts as you like, or create one administrator account so that you can create the others.

3

Wonde Request

As soon as you have your account details, you're able to start using Humble Education. However, in order to see your student data we'll need to send your school(s) a connection request via Wonde. This will then need to be accepted by your data/IT team. This process usually takes 24 - 48 hours, depending on response times.

4

Customisation and integrations

Once the Wonde connection is in place, you're good to go. You may want to tailor Humble Education to your exact needs by changing default settings and, if you want to collect payments, you'll need to connect Stripe. Our team can help with all of that, though. There's even a chance we import any data you already have.

Data

Import Options

Currently, Humble Education only supports the import of students from your MIS (via Wonde). In order to bring a student into the system, they must first be assigned a unique identifier that is specific to Humble Education. You can choose to have one automatically generated, use a pre-existing field such as Unique Learner Number, or manually enter them. If you have already assigned IDs to your students and have them recorded in a document, it may be possible for us to import these.

We do not offer any standard way to import any attendance data you may have collected for extracurricular activities. Depending on how the data has been stored, though, it may be possible for our team to build a bespoke tool to import it. Please contact us to discuss this further.

Export Options

We've built Humble Education to be as flexible as possible. At any point, custom reports and predefined reports may be exported as:

- PDFs
- Excel spreadsheets
- CSV files

Raw attendance data cannot be accessed via the user interface, but is available upon request.

Backups

Thanks to our AWS Infrastructure, Humble Education benefits from comprehensive backups. Our database is backed up every single day, with backups retained for 30 days. We also replicate each backup on data centres in other regions to ensure maximum integrity. Any files and documents uploaded to Humble Education are stored in an Amazon S3 bucket with versioning enabled.

Support

We're here to help!



Humble exists to empower organisations to make a real difference in this world. Great software is only part of the puzzle.

Our team are on hand to make sure you can use our software as effectively as possible. All of our clients benefit from:

- Technical support via email, which can be escalated to telephone calls and in-person appointments as required.
- An account manager at the end of an email or telephone call.
- Around the clock bug fixes and maintenance.
- Initial training and bespoke training on an ad-hoc basis.
- Access to support materials.

97%

Uptime Guarantee

48hr

Max. Response Time



Support Included

Need more?

We can offer bespoke SLAs to ensure that we meet your organisation's requirements.

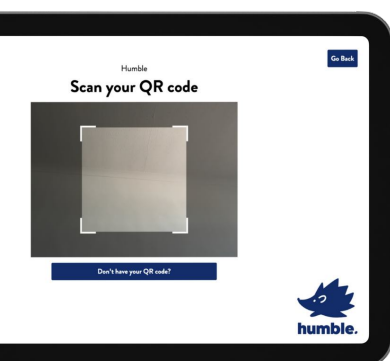
Prices start at £1,000 per month and include options for:

- Response times
- Resolution times
- Uptime guarantees
- In person support
- Regular reviews

Benefits

Eliminate paperwork and spreadsheets

Humble Education becomes your hub for anything extra-curricular and keeps all your data securely in the cloud. Upload your registers directly to the system or even automate the registration process completely so that your team doesn't have to rely on random scraps of paper!



Sign-in system included

Turn any internet-enabled device with a camera into a sign system and empower your students to register themselves at activities and events.

Mitigate safeguarding issues

Thanks to its ability to report in **real-time**, Humble Education makes it possible to confirm that students have attended clubs and activities outside of school hours. If they don't, but are expected to, alerts can be raised - leading to swift action.



Insights at your finger tips

With a wide range of standard reports, and the ability to create **custom reports**, you can analyse all of the data within Humble Education at the click of a button.

Parent/carer portal

Keeping everyone in the loop isn't always easy, until you implement Humble Education. We offer a portal that allows parents to keep up to date with their student's performance and participation, **easily communicate** with you, and even book sessions/activities (including the ability to **make payments**.)





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About us

Our mission is to help you maximise the impact you make in this world. We do that by creating great software, consulting for organisations and delivering thought provoking talks.

With over two decades of experience, including 11 years supporting the education sector, our team is small but mighty, and constantly growing! We believe in doing things right, fair, sustainably and always with purpose.



 wearehumble.co.uk

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