Governor Development Programme

September 2018 – August 2019

www.npw.uk.com

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Introduction

As a school governor or trustee you play an important role in the education system, making key decisions that will affect the future of school children in your local area and beyond. A wide variety of training and support is available to help you.

This booklet outlines the training on offer from the NPW Governor Development Service during the 2018/19 school year. It explains how you can get the help you need to be effective.

These services are available to governing boards who subscribe to the NPW Governor Development Programme.

References in this guide to 'governors' or 'governing board' means whoever is responsible for fulfilling governance functions - whether that be the governors of a maintained school, the trustees of an academy trust or MAT, or the local governors to whom the function in question has been delegated by the MAT Board.

Why do governors and trustees need training?

Governors and trustees require training to understand their responsibilities and how they can be carried out. Well trained and well informed governors and trustees help governing boards to work more efficiently and effectively.

Governing boards have significant responsibilities as part of the leadership and management of a school. They are responsible for making important strategic decisions on school improvement, finance and personnel – all of which affect the outcomes of the school's pupils.

Education is constantly changing. The training on offer can help you to keep up to date with all these changes. It will support you in dealing with practical issues such as managing budgets, appointing and retaining senior staff, exclusions or the headteacher's performance management review.

If you are a new governor or trustee, training will give you an overview, covering all you need to know about your roles and responsibilities as well as some practical tools for doing the job. If you are more experienced, training will help keep you up to date as well as developing your understanding of the role of governors and trustees in school improvement.

An effective governing board works as a team. If every governor and trustee attends just one training session a year, the whole governing board will gain in skills and knowledge.

You can contact the Governor Development Service by phoning 020 8249 6936 or by emailing edugov@npw.uk.com

What's on offer?

For all governors and trustees

A programme of centrally run training sessions is available to governors and trustees. To give you a clearer indication of the aspect of governance each course covers, all sessions have one of the following classifications:

- ***Skills*** – which you need to fulfil statutory responsibilities, such as performance management, exclusions, chairing or staff selection
- ***Strategic*** – a better understanding of how governors and trustees can best fulfil their strategic role through development planning, being prepared for Ofsted and monitoring and evaluation
- ***Knowledge*** – providing the necessary information about the curriculum, changes in education and other current issues for schools.

A Competency Framework for Governance

In January 2017, the Department for Education published 'A Competency Framework for Governance'. The document sets out the knowledge, skills and behaviours needed for effective governance in maintain schools, academies and multi-academy trusts. The framework is made up of 16 competencies underpinned by a foundation of important principles and personal attributes. The competencies are groups under the headings of the six features effective governance, which are; **strategic leadership**; **accountability**; **people**; **structures**; **compliance** and **evaluation**. All sessions offered by NPW will fall under one or more of the six features set out below:



We would encourage you to attend a range of different types of courses to give you a broader understanding of your role.

Conference
The annual Newham Governors' Conference will take place on a Saturday in November 2018. The conference is open to all governors and trustees of governing boards that subscribe to the programme.

Curriculum Convention
This year's annual Curriculum Convention will take place in June 2019. The convention is open to all governors and trustees of governing boards that subscribe to the programme.

Chairs of Governing Boards
To support the vital role that chairs play, we provide training for both new and more experienced chairs. We provide targeted individual support for new chairs and offer an introduction to chairing every autumn term. For more experienced chairs, we run an annual workshop on key themes linked to the chair's role in school improvement. The next workshop will take place in June 2019.

We also provide places on the Development Programme for Chairs. We run this national programme in partnership with the National Governance Association (NGA) at least once a year. Please contact the Training Service for information about the programme and on how to book a place.

Governing board training
Training sessions can be arranged for individual governing boards at the request of the training link governor, chair or headteacher. Each term there is an item on the governing board agenda to discuss training requirements. This is a good opportunity for the board to discuss their training needs, select a topic and choose dates. We would encourage governing boards to try to arrange at least one session per year. Full governing board training can be offered in the following ways:

- ***Whole governing board training***
  A governing board can request a two-hour training session on a specific topic to be held at their school.

  To discuss a topic and/or make arrangements for a session, please contact the Governor Development Service.

- ***Impact courses***
  Impact courses are sessions lasting one hour, which is held as part of a governing board meeting. We offer impact courses on exclusions, data, safeguarding, performance management, finance and Ofsted.

- ***Briefings***
  Briefings are 30 minutes sessions, which take place at the start of a governing board meeting. They are a useful way of providing the governing board with a quick update or information on topics related to governance and education.

- ***Away days***
  Away days provide governing boards with the opportunity to meet away from the constraints of a normal meeting to work in more depth on a specific aspect of their role and to further develop the governing board as a team. We can help you develop a programme for the day and can also book a suitable venue for you. To discuss a topic and/or make arrangements for an away day please contact the Governor Development Service.

- ***For individuals***
  Governors and trustees are welcome to make an appointment with the co-ordinator to talk about their general duties or to discuss training needs. Please contact the Governor Development Service to arrange a suitable time.

- ***E-learning***
  Some governors and trustees have difficulties in attending centrally run sessions. To make sure that everyone can access training, we offer a subscription to Learning Link provided by the National Governance Association (NGA) and Virtual College. This way, all governors and trustees can have access to training which they can do at their own pace, where and when it suits them.

  Registering with **Learning Link** is quick and easy. You need to have access to an email account and follow these steps:

  1. Visit https://nga.vc-enable.co.uk/Register to find the online self-registration form.
  2. Add your details to the self-registration form in the following order
     - Your first name
     - Your last name
     - Your email
     - Your phone number (optional)
     - Your governance role title (optional)
     - Your school or academy – use the search box and make sure to select the right one using the address and postcode if necessary*
  3. Read the statement in the large blue box at the bottom of the form and then click anywhere in the large blue box to submit your application for approval.
  4. Approval is not immediate and you must wait for email confirmation of approval.
     It can take a little time to receive this email particularly if your application is submitted over a weekend or in the evening.

  5. Your confirmation email will be sent to you. Once you receive your email confirmation, which includes your login details you can login to Learning Link and start to use it whenever you want to.

  * If your school or academy is not listed, it may not be signed up to Learning Link.
  In this case please select the "My group has not been listed" box and an email will come through to us so that we can contact you.

- ***The Managed Learning Environment (MLE)***
  All governors and trustees can access the governors' room on the Newham managed learning environment. Here you will find a wide range of useful information such as model policy documents, advice and information for link governors, web links, and course materials.
  www.londonmle.net/newham/login
  Username: newhamgovernor
  Password: newhamgovernor

Central training programme

The programme of central training sessions for the current year can be found on page 8. Information on the content of each session is also available in the governors' newsletter and the briefing pack sent out each term and on the Governor Services' pages of the NPW website at www.npw.uk.com

How to book
We have tried to make booking a session as simple as possible – you can book by:

1. Sending an email to the Training Service at training@npw.uk.com
2. Phoning us on 020 8249 6936
3. Completing our booking form and returning it either by email or post. A booking form is emailed to everyone at the beginning of every term with the newsletter and can also be found in the governors' room on the MLE (www.londonmle.net/newham/login)

We will acknowledge receipt of your booking by email. We also send you an email reminding you that you have booked on a course 2 days before the course date. If you find yourself unable to attend a course you have booked, please let us know. We accept course bookings up until the last minute. However, very occasionally, we do have to cancel or reschedule training at short notice. **We cannot tell you if a course has been cancelled or rescheduled if we do not know that you were planning to attend!**

Childcare
A contribution to the cost of childcare is available – £10 per session for one child and £20 per session for two or more children. Terms and conditions apply and a contribution to childcare form can be requested from the Governor Development Service. The costs will be reimbursed after the training session.

Where are the training sessions held?
Unless otherwise stated, training sessions take place at:
Francis House, 760 Barking Road, Plaistow E13 9PJ

Central training sessions 2018/2019

Prevent Duty & the Role of the Governing Board	KNOWL	Tues 9th Oct	10am – 12 noon or 7pm – 9pm
Safeguarding Children in Education	KNOWL	Thurs 11th Oct	10am – 12 noon or 7pm – 9pm
Introduction to Governance		Fri 12th Oct	9am – 3pm
Head Teacher Performance Management	SKILLS	Mon 15th Oct	10am – 12 noon or 7pm – 9pm
Selecting the Leadership Team 1	SKILLS	Tues 16th Oct	10am – 12 noon or 7pm – 9pm
Selecting the Leadership Team 2	SKILLS	Tues 30th Oct	10am – 12 noon or 7pm – 9pm
Always Ready for Ofsted	STRAT	Thurs 1st Nov	10am – 12 noon or 7pm – 9pm
Is Your Website Compliant?	STRAT	Tues 6th Nov	10am – 12 noon or 7pm – 9pm
Online Safety for Governors	KNOWL	Thurs 15th Nov	10am – 12 noon or 7pm – 9pm
Introduction to chairing (*evening only)*	SKILLS	Wed 21st Nov	7pm – 9pm
Introduction to Governance		Sat 24th Nov	9am – 3pm
Making the Most of Data	SKILLS	Wed 5th Dec	10am – 12 noon or 7pm – 9pm
Spring term 2019			
Understanding the Budget (Maintained)	STRAT	TBC	10am – 12 noon or 7pm – 9pm
Dealing with Exclusions 1	SKILLS	Tues 26th Feb	10am – 12 noon or 7pm – 9pm
Challenge & Support	SKILLS	Thurs 28th Feb	10am – 12 noon or 7pm – 9pm
Dealing with Exclusions 2 (*evening only)*	SKILLS	Tues 5th Mar	7pm – 9pm
Safeguarding in Governance	KNOWL	Mon 11th Mar	10am – 12 noon or 7pm – 9pm
Introduction to Governance		Sat 16th Mar	9am – 3pm
Religious Education & Collective Worship	KNOWL	Tues 19th Mar	10am – 12 noon or 7pm – 9pm
What's new in the Curriculum? (*evening only)*	KNOWL	Tues 26th Mar	6pm – 9pm
Summer term 2019			
Understanding the Budget (Academies)	STRAT	TBC	10am – 12 noon or 7pm – 9pm
SEND/Inclusion	KNOWL	TBC	10am – 12 noon or 7pm – 9pm
General Data Protection Regulations (GDPR)	KNOWL	Thurs 2nd May	10am – 12 noon or 7pm – 9pm
Pupil Premium for Governors	STRAT	Wed 8th May	10am – 12 noon or 7pm – 9pm
Positive Behaviour Management	SKILLS	Tues 14th May	10am – 12 noon or 7pm – 9pm
Introduction to Governance		Fri 17th May	9am – 3pm
Handling & Resolving Complaints	KNOWL	Tues 21st May	10am – 12 noon or 7pm – 9pm
Understanding Health & Safety in Schools	KNOWL	Thurs 23rd May	10am – 12 noon or 7pm – 9pm
Grievance, Discipline & Sickness	KNOWL	Tues 4th June	10am – 12 noon or 7pm – 9pm
Self-Evaluation – Setting the Strategic Direction	STRAT	Wed 5th June	10am – 12 noon or 7pm – 9pm
Statutory Responsibilities of the Governing Board	KNOWL	Mon 10th June	10am – 12 noon or 7pm – 9pm
Introduction to Governance		Sat 29th June	9am – 3pm

Please note that training dates may be subject to change due to unforeseen circumstances. Please check the termly programme to confirm final details or contact The Training Service on 020 8249 6936 or by email to training@npw.uk.com

Introductory Course

New governors and trustees are strongly encouraged to attend the introductory course, which provides an introduction to the key areas of school governance. The course is based on a national training programme for new governors. It outlines the legal responsibilities of the governing board and how you can contribute effectively to the board's work. The course is run at least once every term. On completion of the Introductory course, you will receive a ***Level 1 - Certificate in Governance.***

After the Introductory Course

We have introduced an accreditation process to follow on from the Introductory course. This recognises and acknowledges that a governor and trustee has attended a number of training sessions, building on their skills and knowledge of the powers and responsibilities of the governing board.

To qualify for the ***Level 2 - Skilled Governor*** certificate,
Governors and trustees must have completed Level 1 as well as

+ one skills course
+ one knowledge course
+ one strategic course
+ one free choice course (this can include a Learning Link course)

To qualify for the ***Level 3 - Advanced Governor*** certificate, governors and trustees must have completed Levels 1 and 2 as well as

+ two skills courses
+ two strategic courses
+ two knowledge courses

One of these can be a Learning Link course

Please contact us to register your interest in joining the accreditation process and we will track your progress and alert you to qualifying periods. We encourage all governors to be Advanced Governor accredited by the end of their first term of office.

For more information about the accreditation, please contact The Training Service on 0208 249 6936 or training@npw.uk.com.

Whole governing board training

The following topics can be delivered as whole governing board training sessions. Most can be delivered either as two hour sessions or 30/45 minute briefings. You can also request topics related to school governance that are not included on the list. We will try our best to arrange these as bespoke sessions for your governing board this for you.

Strategic	***Competency Framework**
• Effective Governance	1a, 3a & 6b
• Always Ready for Ofsted	2f & 5a
• Understanding the Data	2b
• Self-Evaluation – Setting the Strategic Direction	1a, 2a & 2b
• Governors and School Development Planning	1a & 1c
• Monitoring and Evaluation	2a, 2b,
• Understanding/Managing the Budget	1e, 2c, 2d & 5a

Skills	
• Performance Management	2e
• Dealing with Exclusions	2a, 2f & 5a
• Selecting the Leadership Team	2e
• Dealing with Complaints	2f & 5a
• Managing a Skills Audit	6a
• Focused School Visits	3a & 4a
• Effective Meetings	3a
• Introduction to Chairing	3a & 4a

Knowledge	
• Safeguarding Children in Education	2a & 5a
• Prevent Duty	2a & 5a
• Health and Safety	1e, 2a, 2f & 5a
• Equality Duty	5a
• Special Educational Needs/Inclusion	2a & 5a
• Positive Behaviour Management	2a
• E-safety	2a & 5a
• Curriculum; EYFS, Primary and Secondary	2a
• Engaging with Parents	1d
• The Role of the Link Governor	1d, 3a & 4a
• Keeping your Governors	3a
• Staff Grievance and Discipline	2e & 5a

*Competencies covered in the DfE's Competency Framework for Governance 2017.

Training link governors

Each governing board appoints a link governor (or trustee) for training. Their role is to act as a link between the governing board and the NPW Governor Development Service. Whole governing board training sessions, impact courses, briefings and away days should be booked by the training link governor on behalf of the governing board.

The training link governor:

- helps the governing board to decide on its training needs and encourages governors to attend training
- attends a meeting with NPW Governor Services at the start of each term to receive updates on training available to governors
- receives an annual record of the training completed by governors and the governing board.

How to use training to be a more effective governor

New governors and trustees

If you are a new governor or trustee, you should start your training with the Introductory course. This will provide you with a good overview of school governance and your role as a governor or trustee. You can then select additional courses from the central programme which will provide you with more in-depth information. Once you have attended some governing board meetings you will have a better idea of which areas you would like to find out more.

As a new governor or trustee you may find the **NPW Governor Training Guide – 'What should I do?'** a helpful way to devise your own training plan. A copy of this guide can be found on page 14.

Experienced governors and trustees

As an experienced governor or trustee, you may feel you know all there is to know about school governance. However, guidance, legislation and educational policy are constantly changing and it is imperative that you ensure your knowledge is completely up to date.

Remember, learning is a life-long process!

Report back about your training

Following your attendance at a training course, it is important to share the key messages from the training with the rest of your governing board. The learning log which you receive at every training session is designed to help you to provide useful feedback. This can be done at your board meeting through the training item on your agenda.

What should I do if I would like training on a topic that is not on offer?

If a subject that you would like to know more about is not on the programme, please speak to The Training Service.

Time off work to attend training

Under employment law, employers must give employees who are school governors/trustees "reasonable time off" to carry out their duties. The employee and employer have to agree on what this might mean. Employers do not have to give time off with pay.

Top Ten Tips for Effective Governance

The hunt is always on for prospective school governors/trustees and supporting those new to the role is crucial to ensuring they stay the course. NPW offers 10 tips for new governors.

One: Be an expert on your school

Read the school website you will find useful information and talk to your school community – pupils, parents, staff, the head and fellow governors/trustees. Get a feel for the culture within your school, the diversity, strengths and areas for development

Two: Understand your role and the expectations

It's important to understand the expectations of the role sources such as National Governors' Association (NGA) website, Department for Education's Governance Handbook and Competency Framework for Governance (2017) will support you.

Three: Assess your gaps in knowledge/training

The Introductory course for new governors/trustees is a perfect place to start. It is highly recommended as it will set out the responsibilities, expectations, skills and knowledge required to be an effective governor.

Four: Read and understand your paperwork

You will be provided with vital paperwork, including details of your school, governing board's structure, school's strategic plan and links to your school's performance data. This can be a lot to absorb, but it's vital information if you are to be an effective governor.

Five: Respect confidentiality

Being aware of confidentiality is imperative in a school setting. So much of what you hear and see will need to stay within the four walls of the school, whether that is information about meetings with staff, pupils or the views of other governors/trustees. If you receive confidential information – which you will – ensure you don't share it with the wrong person.

Six: Be prepared to ask challenging questions

As outlined by the DfE's guidance, a governor's/trustee's three core functions are:

- Ensuring that the vision, ethos and strategic direction of the school are clearly defined.
- Ensuring that the headteacher performs his or her responsibilities for the educational performance of the school.
- Ensuring sound, proper and effective use of the school's financial resources.

To carry these out effectively, you will need to be prepared to challenge what you see. This may mean asking difficult questions of the headteacher and other senior members of staff. It also brings us back to getting to know your school – it's vital that you have all the information and the context to support it, if you are going to hold senior leaders to account.

Seven: Be visible and accessible

The greater your presence around the school, the more confidence staff will have in the commitment of the governing board – and you will get to know the school better. Good governing boards expect governors to visit the school regularly, be active and attend all meetings. Non-attendance at meetings means a lack of engagement and reduces your effectiveness as a governor/trustee.

Eight: Set yourself goals

As with the majority of new roles, it is a great idea to have a vision of where you would like to be in six months or a year's time. It may be that you would like to become linked to a subject or you have a personal training plan to complete. You could share your goals with your chair, other governors/trustees, or just keep them to yourself. Either way, make sure they are achievable.

Nine: Offer your skills, experience and knowledge

Whatever your experience of schools and school governance, you will no doubt have an abundance of skills and knowledge gained from previous roles. What you have done in the past could be of use to your school and your colleagues. Similarly, when you feel confident in your role as a governor/trustee, you could begin to think about taking a more responsible role on the governing body.

Ten: Keep up-to-date with change

Last, but certainly not least, you need to be up-to-date with the latest developments in the schools sector. The more information you have, the more able and prepared you will be to ensure the school runs smoothly. If there's about to be a change in the way your school is funded, or the curriculum is going to be altered, you need to know about it. This will enable you to gain vital context around discussions with the headteacher and other senior leaders, or even be proactive in your questioning of how your school is going to react to a change.

Governor/Trustee Training Guide – What should I do?

With so many training sessions and courses available, how do you know what you should do?

You can attend courses at Francis House in the day-time or evening, or go **on-line to National Governance Association (NGA) Learning Link**.

Your Governing Board has subscribed to training, so all courses are free to governors.

Newham Partnership Working (NPW) offer a progressive 3 level Accreditation Plan, where you need to do a range of strategic, knowledge and skills based NPW courses at each level - see the annual training booklet available in the Governors' Room on the Managed Learning Environment (MLE) (log in details are on the front of every agenda). NPW courses have been categorised under the Competency Framework for Governance, 2017, courses may cover one or more of the features of effective governance.

However, if you would prefer to mix and match on-line and centre based courses, or pursue special interests, the guide below should help you. All courses are open to all governors, so it is up to you to devise and follow your own training plan.
Details of NPW courses are sent to you each term and past course materials are available on the MLE. Details of how to access Learning Link appear at the end of every agenda.

Suggested audience	NPW	NGA Learning Link	Topics Covered
For new governors/trustees, or those thinking about becoming a Governor	• Introduction to Governance for new governors/trustees	• Governance: your role, your responsibilities, your organisation	• What governance is, effective governance, types of schools, the law,
		• Key Functions of the Governing Board	• Key functions, challenges, strategic planning , accountability, financial oversight
		• Preparing for a meeting	• Agenda preparation, timescales, procedures and communication

Basic courses to be done in your first year, or as an update	• Safeguarding Children	• The Role of Governors in Safeguarding Children	• Legislation, statutory duties, key documentation, Ofsted requirements
	• Statutory Responsibilities of the Governing Board	• Governing Board Duties on Compliance	• Statutory requirements, Competency Framework for Governance, policies, key documentation, compliance
		• Monitoring and Evaluation – The Governing Board's Role	• Governing board's role in school improvement, the school strategy, monitoring and evaluation
	• Understanding the Budget (1&2)	• Understanding Schools Finance	• How schools are funded, setting the budget, Schools Forum, schools funding formula
		• Managing Academy Finance	• Responsibility and accountability, procedures, monitoring and evaluation of school finances
	• Making the Most of Data	• Monitoring Performance Data and Targets	• Using school data to monitor performance, understanding target setting, analysing progress against targets
	• What's new in the EYFS?	• Early Years Education	• History of early years provision, EYFS Framework, governor responsibilities,
	• What's new in the Primary/Secondary Curriculum?	• Not available	• Curriculum development, assessment, key questions
	• Prevent Duty & the role of the Governing Board	• Not available	• Overview of Prevent, strategy, policies and procedures,

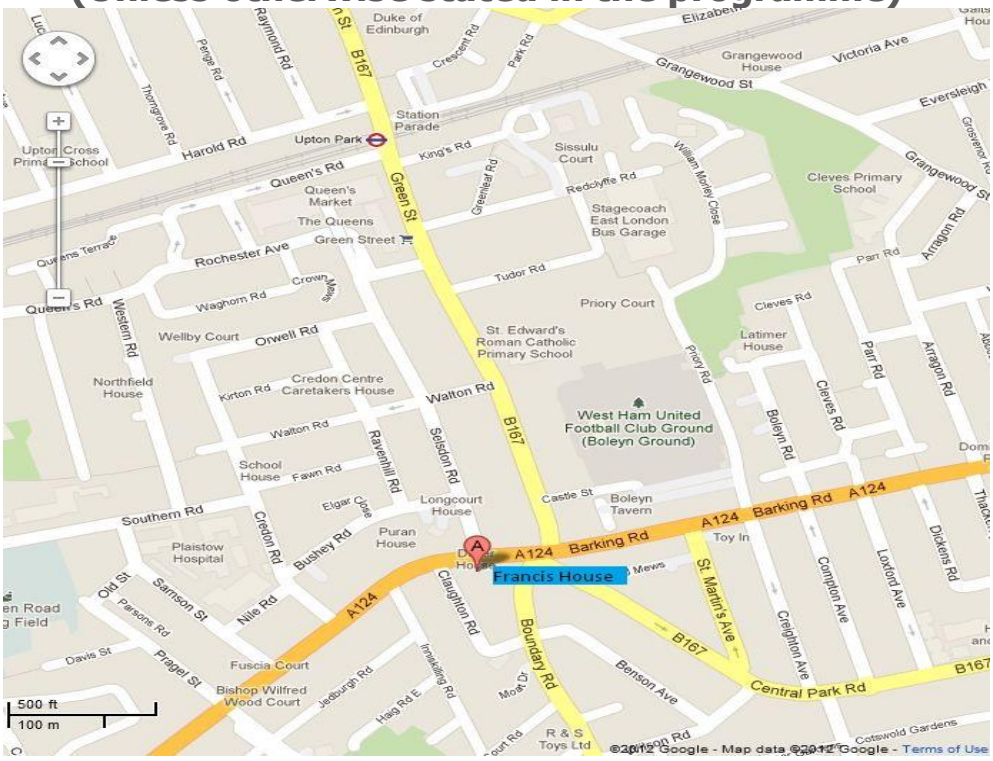
	• Effective Governance	• Getting to Know the Law	• The importance of the chair and clerks role, key documents, expectations, effective visits, training, getting it right,
		• Helping Struggling Governing Boards	• Why a schools performance may be judged as inadequate, receiving an adverse judgement, advice and support on how to move forward
		• Planning for Succession in the Governing Board	• How to plan for succession, identifying suitable candidates and supporting development
Suggested audience	**NPW**	**NGA Learning Link**	**Topics Covered**
General courses for second or subsequent years	• Challenge & Support	• Not available • Preparing for a Meeting	• Questioning techniques
	• Headteacher Performance Management	• Headteacher Appraisal and Capability	• Aims and purpose of Headteacher appraisal, how to conduct an appraisal, when and how to take action
	• Selecting the Leadership Team (1&2)	• Head Teacher Recruitment and Succession Planning	• What to consider, stages of recruitment, induction, succession planning
		• The Clerks Role in the Appointment of the Headteacher or Deputy	• The legal framework, recording the process, providing advice and guidance to governors
	• From Good to Outstanding	• The Governors' Role in School Improvement	• Understanding your strategic role in school improvement, analysing good quality data, tools and resources available

	• Statutory Responsibilities of a Governing Board • Is Your Website Compliant? • Online Safety for Governors • Why Visit Your School?	• Not available • Not available • E-Safety for Governors • Governors' Visit to School	• GB key responsibilities, policies, compliance, advice and support • Auditing your website, roles and responsibilities, • Introduction to and overview of E-Safety in schools • Importance of school visits, effective visits, school visits policy
Suggested audience	**NPW**	**NGA Learning Link**	**Topics Covered**
Specific interest topics	• Religious Education and Collective Worship • Positive Behaviour Management • SEND/Inclusive • Pupil Premium for Governors • Handling and Resolving Complaints • Understanding Health and Safety • Grievance, Discipline and Sickness	• Not available • Not available • The Role of the SEND Governor • Pupil Premium • Handling Delicate Situations • Health and Safety • Not available	• Basic curriculum, RE entitlement, aims of RE, recommendations, syllabus & themes, assessment • Behaviour policy, praise and sanctions, • SEND Code of Practice, duties, evidencing challenge and support • Aims of Pupil Premium initiative, importance of analysing data, raising attainment, monitoring, tools and resources • Protocols, policies, examples of good practice • Role and responsibilities, legal duties, Health and Safety at Work Act 1974 • Process, policies and procedures

Suggested audience	NPW	NGA Learning Link	Topics Covered
Topics for specific tasks	• Introduction to Chairing	• Not available	• The role of the chair, developing professional relationships, effective chairing
	• Dealing with Exclusions (1 & 2)	• Exclusions	• Process, procedures, SEND Policies, legal framework, implications of exclusions
	• Getting it Right as a Staff Governor	• Getting it Right as a Staff Governor	• Roles, responsibilities, how to be effective
	• NGA Development Programme for Chairs	• Not available	• Strategic leadership, governance structures, school improvement, governing board effectiveness
	NPW	**NGA Learning Link**	**Topics Covered**
Ofsted – when an inspection is anticipated within 18 months	• Always Ready for Ofsted	• Ofsted Inspection of Schools	• Ofsted Framework, Ofsted requirements, how to be prepared for and inspection
		• Governors and Ofsted	• Why schools are inspected, what Ofsted will look at, the role of the governing board, what to do after an inspection, religious character inspections
	• Self-Evaluation – Setting the Strategic Direction	• Not available	• Self- Evaluation form, monitoring, how to evidence impact, the role of the governor within this process

Venue and contact details

Central training takes place at
Francis House
760 Barking Road,
Plaistow
E13 9PJ
(Unless otherwise stated in the programme)



Nearest tube stations
Upton Park (District Line & Hammersmith & City Line)

The roads surrounding Francis House are part of the **Residential Parking Zone Plaistow South (RPZ-PS)** from **08:00 – 18:30 Monday to Saturday**. Francis House is close to a number of bus routes. **Bus routes** 5, 58, 104, 115, 147, 330, 376.

The Training Service is responsible for the provision of governor training and development.

The Training Service is the responsibility of:
Priscilla Bruce-Annan
Training Service Manager
760 Barking Road
London E13 9PJ
Tel: 020 8249 6931
Email: priscilla.bruce-annan@npw.uk.com

If you are unhappy
We try to make sure our services work well.
If you are unhappy with your training session, please let your tutor know. If you are still not satisfied, please contact the Training Service Manager (see below for contact details).
If you are still dissatisfied with the outcome, please contact Paul Baglee, Head of Governance and NPW Operations, on 020 8249 6930.

Information and course bookings
To book a course or obtain further information, please contact the Training Service.
Telephone: 020 8249 6936
Post: Francis House, 760 Barking Road, Plaistow E13 9PJ
Email: training@npw.uk.com