

Unlock Teaching Excellence with EdTech Support

Ed Tech Support now makes it even easier to access continuous guidance and support for **integrating technology into education**.

Formally known as DES, this services offer a **dedicated help desk**, remote assistance and **training** to address **non-technical IT** use, digital literacy and tech challenges faced in classrooms, including:

- Google Workspace/Microsoft 365
- Front-of-class devices
- Integration of digital learning into the curriculum
- Primary Computing
- Safeguarding tools (Securly)
- Online Safety / Digital Leaders
- Emerging technologies such as AI

Existing DES hours will be transferred to the new EdTech Support service. Utilise them to **bolster staff proficiency** through individual questions, in-person or online training sessions, whether for the entire school, small groups or 1 to 1.



www.primarytech.co.uk/edtech



edtech@primarytech.co.uk

*It's like having an expert in my pocket!
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EdTech Support Help Desk

The most popular feature of the previous DES service was the **dedicated help desk**.

Providing **remote assistance** and **support** to address **non-technical IT** use, digital literacy and the daily tech challenges faced in classrooms.

Common questions that land in the help desk start with:

- *What software can I use to...?*
- *How can I...?*
- *Is there a way for pupils to...?*
- *Can you help me to ... in Gmail / Drive / Sheets / Docs etc?*
- *I don't know how to use... help!*

To ask a help desk question:

Email edtech@primarytech.co.uk

or use the **Customer Portal**



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Training Options with **Ed Tech Support**

Use existing EdTech Support hours for a course or purchase them separately.

Check out the course menu on the next page.

	EdTech Support Hours	<i>OR</i> EdTech Customer Cost	Non EdTech Customer Cost
In Person Delivery	3	£150	£650
Online Delivery	2	£110	£550

- All courses are 2 hours unless stated otherwise.
- Includes pre-course consultation to understand starting points, the needs/focus of the school/individual etc.
- CPD certificate for all attendees plus course notes and links to resources.
- All training is for up to 1 to 25 school staff members. Need more? Just ask.
- Want something different? Not a problem!



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**It's easy to get
in touch!**

Training Options with EdTech Support

*Need something bespoke?
Just ask*

Google Workspace for Education & Microsoft 365

Productivity Focused - inc Drive, Docs/Word, Sheets/Excel, Slides/PowerPoint

- Beginners guide - ideal for support staff
- New to Google? Managing the move from Microsoft
- Foundational Skills - next level for Drive, Docs, Sheets, Slides, Sites & Forms
- Enabling - advanced features and a deeper dive

Education Focused - Google Classroom

- The essentials for Google Classroom
- Education Plus Features inc Classroom Analytics, Practise Sets and Interactive YouTube questions
- Increase engagement - quizzing, increase student interaction

Communication Focus inc Gmail, Chat/Spaces, Teams, Outlook

- Beginners guide - ideal for support staff
- New to Google? Managing the shift from Microsoft
- Foundational Skills inc collaboration and Groups

Front of class devices, e.g, Clevertouch, Newline, Prowise

- Beginners guide - ideal for support staff
- Teaching & learning - entry level
- Teaching & learning - advanced level
- Harnessing free authoring software for curriculum delivery, e.g.Presenter 10, Lynx

IT Essentials

- Essential IT skills - IT literacy for beginners and the less confident
- Social media 'bootcamp' for schools - admin or SLT

Filtering & Safeguarding

- Deeper product training (after initial onboarding), eg Securly
- Online Safety Coordinator support - everything you need to know & do

Online Safety

- Online safety resources to support teaching inc ProjectEVOLVE
- CEOP focused - developing teachers awareness of current issues

Curriculum / Pupil Development

- Primary Computing - any unit
- Beginners guide to Coding - ideal for support or less confident staff
- Integration of digital literacy across the curriculum
- Digital Literacy Skills - what students need & how to develop/incorporate them
- Digital Leader Programme (year long programme)

Creativity

- Canva for Education
- AI - utilising free tools to support planning and lesson engagement, as well as support workload
- App Smashing! - iPads or Chromebooks
- Green Screening