



Introduction to TSH Berkshire Appropriate Body Service June 23rd 2025

For a recording of the session click [here.](#)

About TSH Berkshire

- Based at Langley Grammar School in Slough.
- One of the lead schools in *Slough Teaching School Alliance (2013-21)*.
- Appropriate Body for NQTs/ECTs in Slough since 2013.
- Currently deliver ECF and NPQs in partnership with UCL.

Early Career Teacher Entitlement (ECTE)

Formal, statutory induction process

- Appropriate Body oversees
- Assessed against the Teachers' Standards
- Formal lesson observations
- Progress reviews and end of year reports
- ECTs have to pass
- Documentation and resources provided by Appropriate Body

Register ECT on TSH Berkshire ECT Manager

Early Career Training Programme

- ECF Provider oversees
- No assessment – [ITTECF](#) is **not** an assessment framework
- Developmental lesson observations – do not form part of assessment
- Supportive, developmental
- No formal reporting
- Documentation and resources on ECF lead provider portal

Register ECT and mentor on DfE online registration service

Role of the Appropriate Body



- The Appropriate Body will be a **Teaching School Hub (TSH)**
- The Appropriate Body is responsible for **quality assuring** the induction process in schools, based on the [Statutory Induction Guidance](#)
- Appropriate Bodies are also required to check whether early career teachers are receiving a **programme of support and training based on the** [Initial Teacher Training and Early Career Framework \(ITTECF\)](#)

Role of the Appropriate Body



- Provide the **DfE** with details of ECTs and their induction status.
- Ensure the **monitoring, support, assessment and guidance procedures** in place are fair and appropriate.
- Agree **extensions/reductions** to induction period if necessary.
- **Review** end of term progress and assessment reports.
- Deal with **concerns or requests** that may be raised by the school or the ECT regarding progress or support.

School Roles and Responsibilities



Induction Tutor

- A senior member of staff
- Main point of contact for the whole induction programme
- Ensure that ECTs and mentors are supported with and held to account for their responsibilities
- Tracking and monitoring both elements of induction.
- Assessing the ECT's progress against the Teachers' Standards and completing reports for the AB.

Mentor

- An experienced practitioner
- Has the necessary skills and knowledge to support the ECT in developing their classroom practice
- Meet weekly (fortnightly in y2) with ECT to work through ECF provider materials.
- Not normally involved in assessing the ECT against the Teachers' Standards

Appropriate Body Updates

The DfE have updated the guidance available on [gov.uk](https://www.gov.uk) to reflect the following:

- introduction of new early career teacher entitlement (ECTE) terminology
- implementation of the [Initial Teacher Training and Early Career Framework](#) (ITTECF) which supersedes the Early Career Framework (ECF) from September 2025 – including transitional arrangements
- information on the training options available to schools (including provider-led and school-led options)
- clarification of the roles and responsibilities for headteachers, induction tutors and mentors involved in the delivery of the ECTE
- The [statutory induction guidance](#) has also been updated to reflect these changes.

TSH Berkshire Appropriate Body Team



Who	Role	Contact details	
Janet Roberts	Teaching School Hub Director	janetroberts@lgs.slough.sch.uk	Overall responsibility for the AB service
Sue Watson	Teaching School Hub Operations Manager	susanwatson@lgs.slough.sch.uk	Named contact for induction queries. Administrative support
	Local Leads		Quality assurance visits Report reviewing General support for schools

Local Leads

Scott Palmer
Bracknell Forest



If your school has previously worked with the Local Authority as your AB, in most cases your current contact will continue to review your end of term reports, and carry out quality assurance visits. The exception is West Berkshire.

Jeanette Jones
Reading



Gillian Cole
Wokingham



Claire Murray
RBWM



Local Leads

If your school **already worked with TSH Berkshire is already your AB**, or you are in a West Berkshire school, your Local Lead will be one of the following:

- Rob Buck, Maiden Erlegh School
- Stacy Mason, Langley Grammar School
- Kiran Sharma, St Crispin's School
- Angela Kemp, consultant and ex-senior leader

More details to follow later in the summer term/early Autumn term.

Responsibility for AB Services

- The [DfE Guidance for Appropriate Bodies](#) states that ABs: *‘might choose to work in partnership or network arrangements and have partners who can support or facilitate the role, **but regulations require that the designated appropriate body must retain full responsibility for regulatory duties and powers** including overseeing induction and decisions on passing induction.’*
- This means that TSH Berkshire, as the AB, will have overall responsibility for the decisions made regarding induction.
- Schools will sign an SLA with TSH Berkshire.
- Cost is £190 per ECT per year (for 2025-26).
- Common systems and processes across all LAs.
- Administration will be done through ECT manager system – including submission of reports and assessments.

Current TSH Berkshire SLA

- Registration of the ECT with the DfE records service.
- Access to the ECT Manager software, providing an efficient online service for registering ECTs and completing assessments.
- Quality Assurance of the school's induction arrangements and assessments.
- Appropriate Body verification of ECT assessments and progress reviews.
- Statutory notifications of completion of induction to the DfE records service.
- Agreement to extensions or reductions to the induction period.
- Support for induction leads in completing progress reviews and assessments.
- Ongoing individual support throughout the year – ECTs will have a named contact at the AB in case of queries or difficulties.
- A welcome and information session for ECTs, mentors and induction coordinators in September.
- Ongoing support for schools and ECTs in the case of difficulties or concerns over progress.
- Liaising with other Appropriate Bodies in the event of an ECT moving schools part way through induction.
- **The SLA does NOT cover fidelity checks – these are charged at a rate of £425 per day.**

Support Sessions for Schools

- Termly online induction tutor briefings
 - Thurs 13th Nov 4.00-5.30pm – focus on progress review writing
 - Mon 2nd March 4.00-5.30pm – feedback from QA visits and updates
 - Tues 9th June 4.00-5.30pm – focus on writing end of year reports
- Informal online drop in sessions
 - Wed 1st Oct 3.30-4.00pm
 - Tues 27th Jan 4.00-5.00pm
 - Thurs 30th April 4.00-5.00pm
- Online Welcome Meeting for ECTs. Induction tutors also welcome.
 - Tues 7th October 4.00-5.00pm

Other Support for Schools

- Named contact at TSH Berkshire (Sue Watson, Operations Manager).
- 1-1 support available from hub and local leads.
- Induction tutor and ECT handbook – on ECT manager.
- Guidance document on report writing and exemplars.
- Support for ECTs in difficulty.

Processes


- Progress Reviews due at end of term 1,2,4,5.
- End of year assessments at end of term 3 and 6.
- Deadline **two weeks** before the end of term.
- Support sessions for Induction Tutors on report writing.
- Exemplars and further guidance in the resources section on ECT manager.


Formal Assessments	Progress Reviews	Lesson observations	Evidence Gathering
<ul style="list-style-type: none"> Induction tutor reviews ECT's progress against TSs throughout the induction period. Formal assessment reports - Headteacher or Induction tutor write this (against TSs) at end of each year. ECTs should be kept up to date on their progress and there should be no surprises. 	<ul style="list-style-type: none"> Progress reviews should take place in terms 1,2,4 and 5, when there is no formal assessment. These are to: <ul style="list-style-type: none"> *Check whether ECT is on track to successfully complete induction. *Summarise the evidence collected by the induction tutor. *To set agreed developmental targets. <p><i>There is no need for ECTs to create evidence specifically for this but they may be asked to provide copies of existing evidence to inform the review.</i></p>	<ul style="list-style-type: none"> ECT observed at regular intervals throughout induction Based on TSs By Induction tutor or suitable person from inside or outside the institution <p>These formal observations should be separate to developmental observations which the mentor may do as part of the ECF programme.</p>	<p>Must not be burdensome but drawn from the ECT's work as a teacher during their induction (e.g. during progress reviews and assessment periods leading up to the formal assessment).</p> <p><u>There is no need for the ECT to create anything new for the formal assessment,</u></p> <p>Judgements made during the induction period should relate directly to the Teachers' Standards and should not be made against the ECF.</p>

ECT Manager – Induction tutor dashboard



This is what your homepage (or dashboard) looks like as an induction tutor.




Logged in as Training Tutor 

Log OutHelp & Support


Your ECTsAssessmentsTutorsCoursesResourcesMy AccountHelp & Support

Dashboard - Training School




Upcoming Assessments

See assessment status and due dates for **one year ECTs**.




Upcoming Reports

See report status and due dates for **two year ECTs**.




Register ECT

Add a new ECT, or transfer an existing one to your school.




Update My Login Details

Change your login, email address and your password.




Update My Personal Details

Change your name, email address and phone numbers.




Helpdesk

Add a helpdesk ticket if you are having problems using the site.




User Manuals

Manuals to help guide you through the ECT process.



Available Courses

Courses available for your ECTs to go on.



Booked Courses

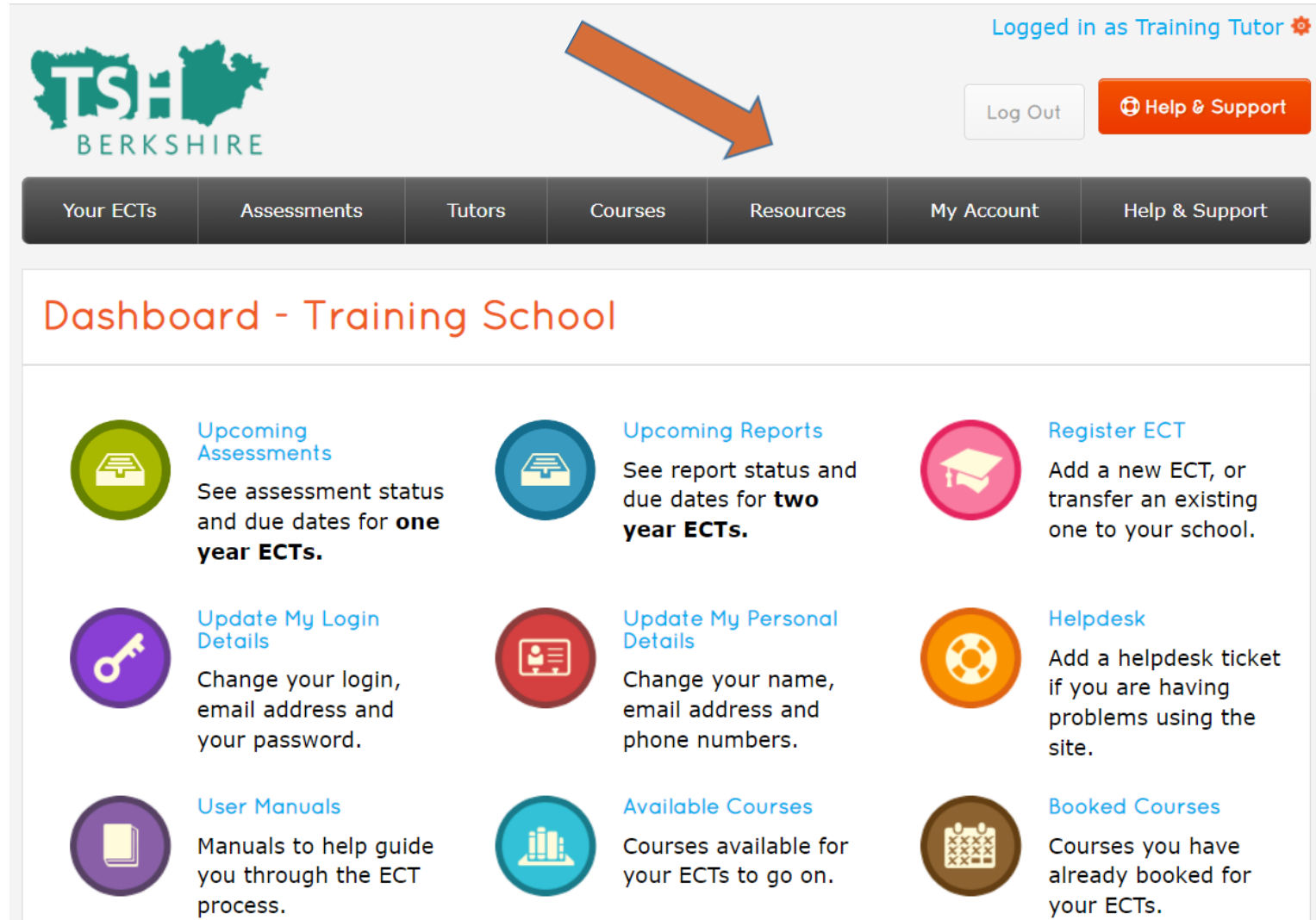
Courses you have already booked for your ECTs.

ECT Manager



The resources area contains guidance documents and handbooks that we have put together.

User manuals have been produced by the ECT manager team




The screenshot shows the ECT Manager dashboard for a Training School. At the top, there is a header with the TSH BERKSHIRE logo on the left, a large orange arrow pointing to the 'Resources' menu item in the center, and a 'Logged in as Training Tutor' status with a 'Log Out' button and a 'Help & Support' button on the right. Below the header is a navigation bar with seven menu items: 'Your ECTs', 'Assessments', 'Tutors', 'Courses', 'Resources', 'My Account', and 'Help & Support'. The main content area is titled 'Dashboard - Training School' and contains nine tiles arranged in a 3x3 grid. Each tile has a circular icon, a title, and a description. The tiles are: 'Upcoming Assessments' (green icon, 'See assessment status and due dates for **one** year ECTs.'), 'Upcoming Reports' (blue icon, 'See report status and due dates for **two** year ECTs.'), 'Register ECT' (pink icon, 'Add a new ECT, or transfer an existing one to your school.'), 'Update My Login Details' (purple icon, 'Change your login, email address and your password.'), 'Update My Personal Details' (red icon, 'Change your name, email address and phone numbers.'), 'Helpdesk' (orange icon, 'Add a helpdesk ticket if you are having problems using the site.'), 'User Manuals' (dark purple icon, 'Manuals to help guide you through the ECT process.'), 'Available Courses' (teal icon, 'Courses available for your ECTs to go on.'), and 'Booked Courses' (brown icon, 'Courses you have already booked for your ECTs.'). On the right side of the dashboard, there are two large orange arrows pointing left towards the 'Register ECT' and 'Helpdesk' tiles, and a text box at the bottom right.


Logged in as Training Tutor ⚙️


Log Out Help & Support


Your ECTs Assessments Tutors Courses Resources My Account Help & Support


Dashboard - Training School


**Upcoming Assessments**
See assessment status and due dates for **one** year ECTs.


**Upcoming Reports**
See report status and due dates for **two** year ECTs.


**Register ECT**
Add a new ECT, or transfer an existing one to your school.


**Update My Login Details**
Change your login, email address and your password.

**Update My Personal Details**
Change your name, email address and phone numbers.

**Helpdesk**
Add a helpdesk ticket if you are having problems using the site.

**User Manuals**
Manuals to help guide you through the ECT process.

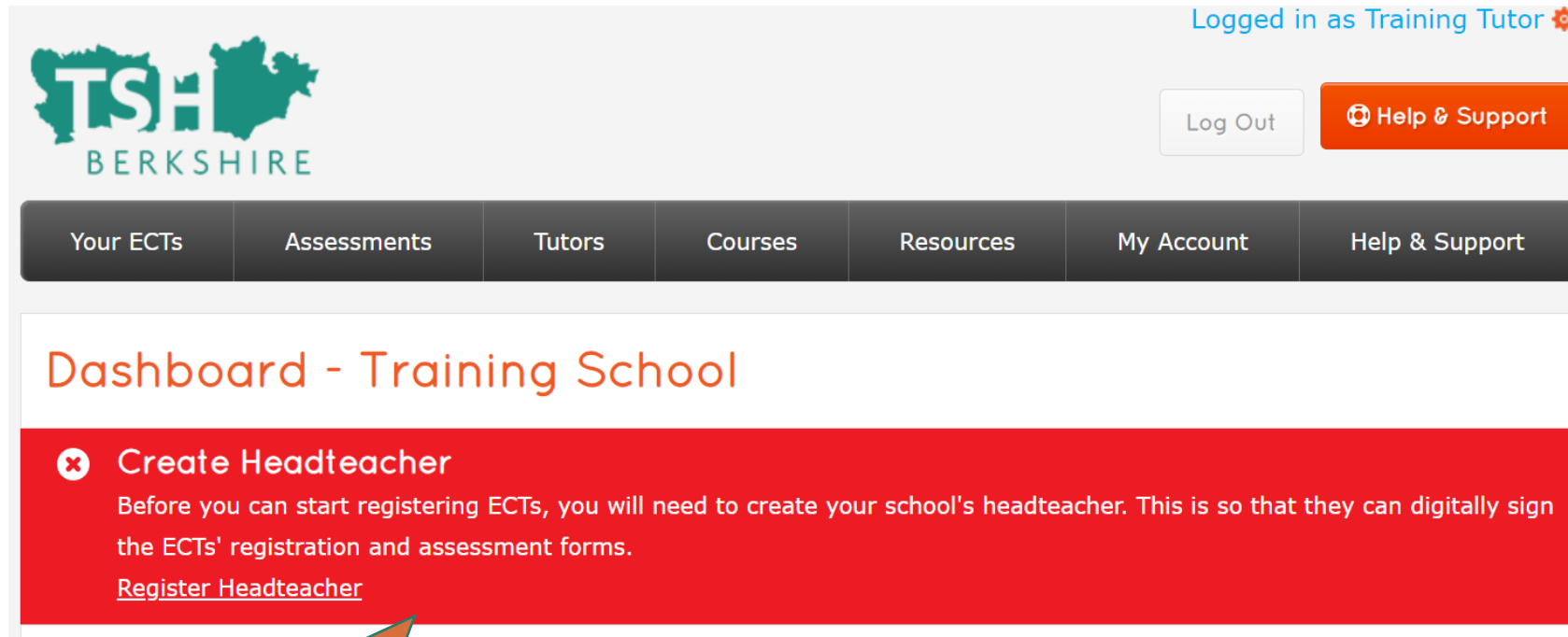
**Available Courses**
Courses available for your ECTs to go on.

**Booked Courses**
Courses you have already booked for your ECTs.

Click here to start the registration process for a new ECT

You can raise a helpdesk ticket if you have any problems

Register Headteacher

A screenshot of the TSH BERKSHIRE dashboard. At the top right, it says 'Logged in as Training Tutor' with a gear icon. Below this are 'Log Out' and 'Help & Support' buttons. A navigation bar contains links for 'Your ECTs', 'Assessments', 'Tutors', 'Courses', 'Resources', 'My Account', and 'Help & Support'. The main content area is titled 'Dashboard - Training School' and features a red alert box with a close icon and the text 'Create Headteacher'. The alert explains that a headteacher must be created before registering ECTs and provides a link to 'Register Headteacher'.

Logged in as Training Tutor ⚙️

Log Out Help & Support

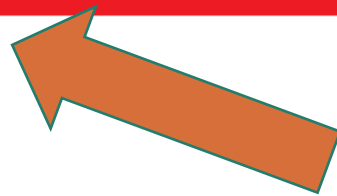
Your ECTs Assessments Tutors Courses Resources My Account Help & Support

Dashboard - Training School

✕ **Create Headteacher**

Before you can start registering ECTs, you will need to create your school's headteacher. This is so that they can digitally sign the ECTs' registration and assessment forms.

[Register Headteacher](#)



If you are new to working with us,
before you start to register ECTs, you
will need to register your Headteacher.

Register Headteacher

[Your ECTs](#)[Assessments](#)[Tutors](#)[Courses](#)[Resources](#)[My Account](#)[Help & Support](#)

Create a Headteacher

Please fill out each of the various sections below of the Head Teacher's details. Once all sections have been completed, click the 'save details' button at the bottom of the page.

First Name:

Last Name:

Telephone:

Mobile:

(Mobile is not required but you'll be able to request username/password sent by SMS)

Email:

Confirm Email:

Opt Out of Marketing Emails:

☐ (Assessment reminders will still be sent.)

Received Training:

No (Not ECT Manager Training)

 Save

Fill in the details for your Headteacher and click save.

Register tutor (optional)



Logged in as Training Tutor ⚙️

Log Out Help & Support

Your ECTs Assessments **Tutors** Courses Resources My Account Help & Support

Dashboard - Training School

Upcoming Assessments See assessment status and due dates for one year ECTs .	Upcoming Reports See report status and due dates for two year ECTs .	Register ECT Add a new ECT, or transfer an existing one to your school.
Update My Login Details Change your login, email address and your password.	Update My Personal Details Change your name, email address and phone numbers.	Helpdesk Add a helpdesk ticket if you are having problems using the site.
User Manuals Manuals to help guide you through the ECT process.	Available Courses Courses available for your ECTs to go on.	Booked Courses Courses you have already booked for your ECTs.

You might want to create additional “tutors”.

THESE ARE NOT THE SAME AS MENTORS.

Tutors in this sense are other senior staff who may be writing progress reviews or assessments. This is usually only the case in large schools with lots of ECTs where the school needs to spread the workload of assessing the ECTs.

Click on the “tutors” tab at the top.

Register tutor (optional)



ECTsAssessmentsTutorsSchoolsTRAContentSettingsHelpdeskCourses

List of Tutors - Training School

List of ECTsCurrent TutorsRegister an ECTAdministrator DetailsDocumentsFidelity CheckSchool DetailsPasswordsAvailable CoursesBooked CoursesSchool Audit Log

Below is a list of the school's tutors. To view or change a tutor's details, or to look at their associated ECTs, please use the 'Edit' link next to the appropriate tutor. 'ECTs' is the number of ECTs who are currently assigned to that tutor.

Add a New Tutor

First Name	Last Name	Position	ECTs	
training	headteacher	Head	0	Edit
Training	Tutor	Tutor	3	Edit

A large orange arrow pointing from the right towards the 'Add a New Tutor' button in the interface.

Select “add new tutor” and complete the details

ECT Manager and Mentors

- Mentors do not need to be registered on ECT manager.
- You will be asked to put in the name of the mentor as part of the ECT registration process, but mentors do not need to access the system.
- This is because ECT manager is largely to do with the assessment process, and mentors should not be involved in assessing ECTs.

Register an ECT



Logged in as Training Tutor ⚙️

TSH BERKSHIRE

Log Out Help & Support

Your ECTs Assessments Tutors Courses Resources My Account Help & Support

Dashboard - Training School

Upcoming Assessments See assessment status and due dates for one year ECTs .	Upcoming Reports See report status and due dates for two year ECTs .	Register ECT Add a new ECT, or transfer an existing one to your school.
Update My Login Details Change your login, email address and your password.	Update My Personal Details Change your name, email address and phone numbers.	Helpdesk Add a helpdesk ticket if you are having problems using the site.
User Manuals Manuals to help guide you through the ECT process.	Available Courses Courses available for your ECTs to go on.	Booked Courses Courses you have already booked for your ECTs.



Click here to start the registration process for your new ECTs

Register an ECT



You will need the following information:

- First name
- Last name
- Any previous names (if applicable)
- Email address (NB please use a school email)
- Date of birth
- Teacher Reference Number
- Contract details (full time/part time etc)
- Training information – where they trained and what route it was (PGCE, QTS only etc)
- Home address
- Mentor name
- ITTECF training provider (lead provider, eg UCL, EDT etc and delivery partner, eg TSH Berkshire, Forest Learning Alliance etc)

The **name, date of birth and teacher reference number** must match exactly what is registered with the DfE. Otherwise the ECT will come up as “not found” and **we will not be able to authorise them.**

Register an ECT

ECT Registration - Personal Details



Teaching Regulation Agency Registration Information

These details must be **exactly** the same as those registered with the Teaching Regulation Agency, including middle name(s) where those were registered.

Teacher Ref. No:

(seven digit number without the '/')

☐ This ECT did their training outside of England and does not have a TRN

Title:

Please Select ▼

First Name:

Last Name:

Previous Surname:

(if applicable)

If the ECT prefers to be known by another name you can enter it below (optional)

Preferred Name:

Email Address:

Date of Birth:

13 ▼

June ▼

2004 ▼

Register an ECT



Registration Type

Please select the registration type that best suits your ECT.

- ☒ **A new ECT, starting their first term of induction**
- ☐ **An existing ECT who has partially completed induction at a different school**
- ☐ **An existing ECT who has already partially completed induction at this school**

If you are registering a new ECT joining your school, it will be one of the first two options.

If you have an ECT who has started induction at your school, but was previously registered with the LA AB service, it will be the third option. **This should only be very few cases where ECTs are part time or have had an extension to their induction period.**

Register an ECT



ECT Registration - Contract Details

Contract Information for this Registration

Please enter the statutory induction start date inline with the Appropriate Body term dates in the dropdown box (not the date the ECT is contracted/employed). If the ECT is starting mid term select the correct term in the drop down box and then tick the 'started between terms' box to enter the exact date.

Start Date of Induction:

Please Select ▼

The ECT started Between Terms:

☐

How Many Days per week:

5 days a week (Full Time) ▼

(this includes release time).

Contract Type:

Permanent ▼

It is important that the start dates and days per week are correct as the system uses this information to calculate when progress reviews and assessments are due.

Register an ECT



ECT Registration - Training Information

Institution

Teacher training institution:

Qualifications

Qualification awarded:

To choose multiple subjects, please hold down Ctrl and click each required subject

Qualified Subject(s):

- Not Applicable
- Art
- Art & Design
- Biology
- Business Studies
- Careers
- Catering
- Chemistry
- Citizenship
- Classics
- Computing
- Dance

To choose multiple age ranges, please hold down Ctrl and click each required subject

You are then asked for details about where the ECT trained, and their qualification.

Register an ECT



ECT Registration - Personal Contact Information

Address Details

Please enter the ECT's home address below.

House:	<input type="text"/>
Street:	<input type="text"/>
Town:	<input type="text"/>
County:	<input type="text"/>
Postcode:	<input type="text"/>

Telephone Numbers

Home Telephone:	<input type="text"/>
Work Telephone:	<input type="text"/>
Mobile:	<input type="text"/>

TSH Berkshire don't normally use the ECT's personal contact details, but the system requires us to collect this.

Register an ECT



ECT Registration - ITTECF Programme

ITTECF Programme Details

Which approach have you opted for to deliver an ITTECF-based induction for this ECT?

* **Programme:**

Please Select...

← Back

→ Continue

There are 2 options here:

1. **Provider led** – this is if you are using one of the funded providers. This is the option to choose if you are doing our programme with UCL, or the programme offered by Forest Learning Alliance or any of the other funded providers.
2. **School led** – this is the option to choose if you are doing your own programme. If you choose this option you will need to have your programme fidelity checked by the AB.

Register an ECT



ECT Registration - ITTECF Programme

ITTECF Programme Details

Which approach have you opted for to deliver an ITTECF-based induction for this ECT?

* **Programme:**

Provider-led

Schools can choose to work with providers accredited by DfE who will design and deliver a programme of face-to-face and online training to ECTs and their mentors. This programme is funded by DfE.

Which programme delivery partner or teaching school hub are you using?

* **Delivery Partner:**

Which provider is your delivery partner using?

* **Provider:**

Please Select...

[← Back](#)

If you choose the provider-led option, you will be asked your delivery partner and provider.

The delivery partner is the organisation who is running the training sessions and delivering your programme locally – so this might be TSH Berkshire, or Forest Learning Alliance etc.

The provider is the over-arching organisation – so UCL (for TSH Berkshire) or Ambition, EDT etc.

Register an ECT



ECT Registration - ITTECF Programme

ITTECF Programme Details

Which approach have you opted for to deliver an ITTECF-based induction for this ECT?

* **Programme:**

School-led

Schools can choose to develop their own programme of training and support based on the ITTECF. The content of the framework must be covered in full. Schools can choose to use, in full or in part, the freely available school-led materials, which include ready-to-use materials and resources for early career teachers and mentors, to deliver their own ECT and mentor support. These materials have been accredited by DfE and quality assured by the Education Endowment Foundation.

How are the school-led materials being used to deliver an ITTECF-based induction?

* **Materials Used:**

Please Select...

If using the materials, which provider's school-led materials are being used to deliver?

* **Provider:**

Please Select...

[← Back](#)

If you are doing your own programme (school-led), you will be asked whose materials you are using, and how you are using them.

From September 2025 there are 2 providers for the school-led materials (UCL and NIoT) and you can use the materials in full, in part or not at all.

Register an ECT



ECT Registration - Additional Information

Pre-Induction Checks

* The headteacher confirms that the ECT has been provided with a suitable post for induction:	<input type="text" value="Yes"/>
* The headteacher has verified that the ECT has been awarded QTS:	<input type="text" value="Yes"/>
* The ECT has been provided with a named contact within the appropriate body with whom to raise concerns:	<input type="text" value="Yes"/>
* Describe briefly how the Mentor has the time to facilitate support and carry out their role:	<input type="text" value="they have time"/>
* Describe briefly how the Induction Tutor has the time to facilitate support and to carry out their role:	<input type="text" value="they have time"/>
* The ECT has a reduced timetable in addition to PPA:	<input type="text" value="Yes"/>
* When an ECT moves schools during induction, the Headteacher gives permission for the current Appropriate Body to contact the previous Appropriate Body to obtain all previous reports:	<input type="text" value="Please Select"/>

You will be asked some questions as part of our quality assurance and statutory induction checks for each ECT that you register.

Register an ECT



Confirm Registration Details

Please check each item of information to ensure that it is correct. If you wish to alter any of the details then click the 'Edit' button above the top right of that section. You will be taken back to that step of the registration process where you can alter any of the information.

The final screen asks you to check the information and confirm it is correct.

Once you have clicked “confirm” you will get the message below. Your headteacher will need to log on and tick a box to digitally sign the registration, before we can authorise the ECT

Registration Successful!

You have successfully registered ITTECF Smith as an Early Career Teacher at your school.

Your headteacher will now need to digitally sign the registration. They can do this from the list of ECTs page, once logged in.

ECT Overview



Any of the details in the sections on the left can be updated at any point by the induction tutor.

ECTsAssessmentsTutorsSchoolsTRAContentSettingsHelpdeskCourses

Overview - ECT ECT

ECT OverviewPersonal DetailsTraining InformationTutor & MentorContract DetailsECF DetailsPrint DetailsPrevious SchoolsDocumentsHistoryAlertsChange StatusMove SchoolTRA ExportsAvailable CoursesBooked CoursesAudit Log

Personal details saved successfully.

Induction Type: Two year ECF Induction (starting on or after 1st Sept 2021) - [change](#)

Status: AuthorisedCompleted FTE: 0

Teacher Ref No. (DfE): N/AContract FTE: 1

Date QTS was Awarded: Not Eligible (Not Verified)Remaining FTE: 6

DOB: 27/05/2002Reports Completed: 0

Start Date of Induction Period: 01/09/2022Next Report Due: 07/07/2023

School: [\[4444444\] Training School](#)Estimated End Date: 19/07/2024

Tutor: [Training Tutor](#) - [change](#)Number of Days Absence:
Year 1 - 0
Year 2 - 0

Contact Preferences

Marketing during Induction: YesContact After Induction: No

Progress Reviews and Assessments

No.	Type	FTE	Dates	Status	Actions
1	A	1	Start: 17/04/2023 End: 21/07/2023 Due: 07/07/2023 Updated: 30/05/2023	Due	<ul style="list-style-type: none">Fill InPrintEditAdminAudit Log

You can upload documents here.

A thick orange arrow pointing from the text box to the 'Documents' link in the sidebar.

If an ECT joins you part way through induction you should contact their previous AB to get copies of their reports and upload them here.
We can help with that if necessary.


This is what your ECT's homepage looks like once their registration is authorised.

You can always see when progress reviews or assessments are due

A thick orange arrow pointing from the text box to the 'Progress Reviews and Assessments' section of the interface.

Raising Queries





Logged in as Training Tutor ⚙️

Log OutHelp & Support

Your ECTsAssessmentsTutorsCoursesResourcesMy AccountHelp & Support

Support Helpdesk

PLEASE NOTE: You can use the [forgotten password](#) page if you cannot remember your username or password.

Help us to help You

Why not help us to answer your question as quickly and efficiently as possible? You can do this by including as much information as possible in your question. For example, if your enquiry is about an ECT, include their name, or if your enquiry is about access to an area of the site, include the username that you are using to log in with. The more information you include, the quicker we will be able to get your issue resolved for you.

Submit A New Support Ticket

Ask a new question to our support staff. In most circumstances, helpdesk posts will be answered within 4 hours between the hours of 09.30-17.00 Monday to Friday.

+ Submit A New Support Ticket

Open Support Tickets

To view responses to helpdesk tickets, please just click the link in the email you were sent.

From your homepage, click on the “**Help and Support**” option.

Then choose “**submit a new support ticket**”

Raising Queries



Logged in as Training Tutor ⚙️

TS: BERKSHIRE

Log Out Help & Support

Your ECTs Assessments Tutors Courses Resources My Account Help & Support

Create a new Helpdesk Ticket

Ticket Details

Help us to help You - Please include as much information as possible in the form below.

Your Full Name:

Your Email Address:

Nature of Your Issue:

ECT Name: (if applicable)

Your Question / Issue:

Attachment: No file chosen (maximum size 4MB)

What to Include

If your enquiry is about an ECT, include their name, or if it is about accessing a specific area of the site **always** include the username that you are using to log in with. The more information you include, the quicker we will be able to get your issue resolved.

If you have a screenshot or file that you wish to send with your helpdesk ticket please upload here. This may be useful to show us the issue and enable us to resolve your issue quicker.

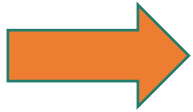
Fill in the details and click “save and continue”

The ticket will then come through to the hub, and we can ensure that the most appropriate person responds to you.

Please submit all queries through ECT manager. Do not email your local lead directly.

Raising concerns about an ECT

On your dashboard go to “**your ECTs**” and choose “**alerts**” from the drop down menu.



[Your ECTs](#)[Assessments](#)[Tutors](#)[Courses](#)[Resources](#)[My Account](#)[Help & Support](#)

[Register ECT](#)[List of ECTs](#)[Alerts](#)

Training School



[Upcoming Assessments](#)
See assessment status and due dates for **one year ECTs**.



[Upcoming Reports](#)
See report status and due dates for **two year ECTs**.



[Register ECT](#)
Add a new ECT, or transfer an existing one to your school.



[Update My Login Details](#)
Change your login, email address and your password.



[Update My Personal Details](#)
Change your name, email address and phone numbers.



[Helpdesk](#)
Add a helpdesk ticket if you are having problems using the site.

paper.com/NOTManager/Alerts/Alerts.aspx?SchoolID=24720

Raising Concerns about an ECT



Your ECTsAssessmentsTutorsCoursesResourcesMy AccountHelp & Support

ECT Alerts

+ Add a new Alert

Name	Status	Message	
ECT, training	Complete	dddddddd	View



Then choose “add a new alert” on the right hand side

Raising Concerns about an ECT

[Your ECTs](#)[Assessments](#)[Tutors](#)[Courses](#)[Resources](#)[My Account](#)[Help & Support](#)

Create New Alert

Reporting that an ECT is having difficulty meeting the induction standards.

Please complete this form to alert the TSH Berkshire team to any problems that your ECT is having meeting the induction standards. Please include:

- The name of the ECT
- The main areas of weakness (and which induction standards they relate to)
- What support has been provided by the school
- Any particular questions you wish to ask


ECT:

Please Select ▼

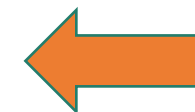
Who Should We Contact:

Message:

- ☐ I wish to be contacted by a member of the TSH Berkshire team to discuss this problem further
- ☐ I would like the TSH Berkshire team to provide additional support for this ECT

 Save Alert

Fill in the details and then choose “save alert” at the bottom and someone from the hub will contact you to discuss the issue further.



Next steps

- Complete the SLA form – if you need the SLA either contact Sue Watson or look at our website [here](#).
- On receipt of the SLA, if your school is new to working with us as the Appropriate Body, Sue will add your school to ECT manager.
- If your school is new, the Induction tutor should get an email from the system with log in details once they have been added.
- Once you have your ECT manager account, please start registering your ECTs (and your head if your school is new).
- There are additional support materials on our website [here](#).

Next steps

- Contact TSH Berkshire if you would like to 1-1 meeting to ask questions/find out more.
 - **Janet Roberts, Teaching School Hub Director**
 - janetroberts@lgs.slough.sch.uk
 - 01753 598300 ex 368
 - General questions related to the induction process and AB service overall
- **Sue Watson, TSH Operations Manager**
- susanwatson@lgs.slough.sch.uk
- 01753 598300 ex 350
- Administrative queries, help with ECT manager, SLA and registration