

## Getting Started Guide

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# Zen Lake™: Well-being & resilience tools, personal development frameworks, and analytics platform

For pupils, families, schools, teachers, and school leaders

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## Introduction

Zen Lake has been developed to address a critical area of school-level education, namely personal development and well-being. Schools in the UK that are subject to Ofsted inspections have a strict set of criteria to which they must conform, specifically in the newly created category called ***'Personal Development and Well-Being'***.

This new category is one of nine inspection areas, but importantly this category applies not only to pupils and students, but also to staff. The challenge for school leaders is that inspectors require data-backed evidence for each of the categories, with this area being no different in that respect. However, it has typically been very difficult for school leaders to gather, analyse, and present such evidence in the realms of such a human-oriented category.

Regardless of inspections, school leaders are already aware they have a non-delegable duty of care for the development and well-being of both their staff and their pupils. Zen Lake, developed by 4i Studio, specifically focuses on personal development and well-being for both pupils and staff. Based on real science and longitudinal studies, it includes the following well-being tools:

- An implementation of the World Health Organisation's **'WHO-5 Well-Being Index'**
- An implementation of the **Brief Resilience Scale (BRS)**
- An implementation of the **Brief Resilience Coping Scale (BRCS)**

It also includes the following bite-sized vignettes to aid personal development:

- **60 vignettes** for pupil personal development.
- **300 practices and habits** to help improve pupil well-being and personal development.
- **60 vignettes** for staff personal development.
- **300 practices and habits** to help improve staff well-being and personal development.

A key concept is that the results and interactions with these tools provide the basis for the long sought-after evidence that school leaders need to show inspectors to verify that personal development and well-being is valued, encouraged, and strategically managed. The following sections guide you through the practice and use of all the tools in Zen Lake.

## Well-Being

It is critical when addressing well-being in both pupil and staff populations to use measures that are scientifically accepted and that have been subject to widespread longitudinal studies. It is not good enough (or safe enough) for a software vendor to create their own measures of well-being without due diligence and much research. Additionally, data collection must not be onerous and time consuming if we are to avoid the scenario where staff, families, and pupils find tools too difficult or cumbersome to use.

Our approach with Zen Lake is to use the World Health Organisation's five-question index (WHO-5).

The WHO-5 index is a tool specifically for measuring well-being. It consists of five statements relating to the past two weeks, and the respondent provides their reaction to each statement. Each statement is rated on a 6-point scale, with higher scores indicating better mental well-being. Critically, it is the combination of answers to all five statements that provides the degree of well-being. In other words, no single statement (or dimension) is a valid measure in isolation from the other statements. The WHO-5 index is a frequently used brief standard measure in large-scale cross-cultural clinical studies. Longitudinal, cross-cultural, and multi-generational studies have shown that:

- The WHO-5 is a psychometrically sound brief measure with non-invasive questions that tap into the subjective well-being of respondents.
- The WHO-5 is suitable for children aged 9 and above.
- Item response theory analyses in studies of younger persons and elderly persons indicate that the measure has good construct validity as a unidimensional scale of well-being.
- The reliability of the WHO-5 is satisfactory for all countries in general.
- The WHO-5 has been found to have adequate validity in screening for depression and in measuring outcomes in clinical trials.

We have reproduced the WHO-5 index faithfully and verbatim to ensure that it remains a valid measure. Pupils aged nine or older can use the self-reporting index anonymously, and parents/caregivers can use the tools on this page to self-report or to provide well-being data on behalf of their family as a group. Teachers, governors, and other staff can use index to self-report or to provide well-being data on behalf of their classes, form groups, or any other groups of pupils. School leaders can use index to self-report or to provide well-being data on behalf of the entire school. There is a different mechanism to using the well-being index, depending on whether the respondent is a minor (aged 9+) or an adult.

**IMPORTANT:** All well-being data is collected anonymously and can never be traced back to an individual or group. It simply contributes to the aggregate well-being data and analytics associated with the school.

## Well-Being ‘How To’ Guide

### For Pupils

Pupils who are aged 9 or older can answer the five-question index simply by navigating to <https://zenlake.studio>. There is no log in process, and pupils do not have their own accounts (in line with our policy that we do not store identifiable data for minors). The only thing a pupil needs to provide is a “join code” that is associated with your school.

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenPupilWellBeing.mp4> shows the process of generating a pupil “join code” by a staff member, and then how a pupil uses that code to participate in the well-being index.

To generate the pupil “join code”, a school leader can follow the steps below:

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **User Accounts**.
4. Click **Pupil Join Code**.
5. Copy or make a note of the join code, which has a format of XXXX-XXXX.
6. Communicate the join code to your pupils, along with the instruction to use the well-being tool at <https://zenlake.studio>

### For Adults

Adults (including teaching staff, non-teaching staff, parents/caregivers, governors, and school leaders) can access the WHO-5 well-being framework when they log in to 4i Studio.

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenAdultWellBeing.mp4> shows the adult experience as they participate in the **Well-Being** index.

The following procedure provides the steps and choices.

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **Well-Being**.  
You are now presented with a choice regarding who the index is being completed for. Depending on your role, you can complete the index for yourself, for your family, for a class or group of pupils (if you are school staff), or for the entire school (if you are a school leader).
4. Choose who the index completion is for and then simply answer the five questions. The index typically takes less than two minutes to complete and should be done regularly to generate well-being trends and evidence over time.

## Resilience

It is critical when addressing resilience in both pupil and staff populations to use measures that are scientifically accepted and that have been subject to widespread longitudinal studies. It is not good enough (or safe) for a software vendor to create their own measures of resilience without due diligence and much research. Additionally, data collection must not be onerous and time consuming if we are to avoid the scenario where staff and families find the tools too difficult or cumbersome to use.

Our approach with Zen Lake is to use the Brief Resilience Scale six-question index (BRS).

The BRS index is a tool specifically for measuring resilience. It consists of six statements, and the respondent provides their reaction to each statement. Each statement is rated on a 5-point scale, with higher scores indicating better mental well-being. Critically, it is the combination of answers to all six statements that provides the degree of resilience – no single statement (or dimension) is a valid measure in isolation from the other statements.

The BRS index is a frequently used brief standard measure in large-scale cross-cultural clinical studies. Longitudinal, cross-cultural, and multi-generational studies have shown that:

- The BRS is a psychometrically sound brief measure with non-invasive questions that tap into the subjective resilience of respondents.
- The BRS is suitable for self-assessment of adults aged 18+.
- Item response theory analyses in studies indicate that the measure has good construct validity as a unidimensional scale of resilience.
- The reliability of the BRS is satisfactory for all countries in general.

**IMPORTANT:** The BRS is not suitable for direct self-assessment by children. However, it can be used by adults on behalf of children (or groups of children).

We have reproduced the BRS index faithfully to ensure that it remains a valid measure. Parents can use the tools on this page to self-report or to provide resilience data on behalf of their family as a group. Teachers, governors, and other staff can use the tools on this page to self-report or to provide resilience data on behalf of their classes, form groups, or any other groups of pupils.

**IMPORTANT:** All resilience data is collected anonymously and can never be traced back to an individual or group. It simply contributes to the aggregate resilience data and analytics associated with the school.

## Resilience ‘How To’ Guide

All adults (including teaching staff, non-teaching staff, parents/caregivers, governors, and school leaders) can access the BRS index when they log in to 4i Studio.

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenAdultResilience.mp4> shows the adult experience as they participate in the **Resilience** index.

The following procedure provides the steps and choices.

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **Resilience**.  
You are now presented with a choice regarding who the index is being completed for. Depending on your role, you can complete the index for yourself, for your family, for a class or group of pupils (if you are school staff), or for the entire school (if you are a school leader).
4. Choose who the index completion is for and then simply answer the six questions. The index typically takes less than two minutes to complete and should be done regularly to generate well-being trends and evidence over time.

## Coping

Coping is closely related to resilience, but it is useful to measure this specific indicator separately. Coping capability can vary and fluctuate more rapidly than general resilience and is more sensitive to different contexts.

It is critical when addressing coping in both pupil and staff populations to use measures that are scientifically accepted and that have been subject to widespread longitudinal studies. It is not good enough (or safe enough) for a software vendor to create their own measures of coping without due diligence and much research. Additionally, data collection must not be onerous and time consuming if we are to avoid the scenario where staff and families find the tools too difficult or cumbersome to use.

Our approach with Zen Lake is to use the Brief Resilience Coping Scale four-question index (BRCS).

The BRCS index is a tool specifically for measuring coping capacity. It consists of four statements, and the respondent provides their reaction to each statement. Each statement is rated on a 5-point scale, with higher scores indicating better mental well-being. Critically, it is the combination of answers to all four statements that provides the degree of coping – no single statement (or dimension) is a valid measure in isolation from the other statements.

The BRCS index is a frequently used brief standard measure in large-scale cross-cultural clinical studies. Longitudinal, cross-cultural, and multi-generational studies have shown that:

- The BRCS is a psychometrically sound brief measure with non-invasive questions that tap into the subjective resilience of respondents.
- The BRCS is suitable for self-assessment of adults aged 18+.
- Item response theory analyses in studies indicate that the measure has good construct validity as a unidimensional scale of resilience.
- The reliability of the BRCS is satisfactory for all countries in general.

**IMPORTANT:** The BRCS is not suitable for direct self-assessment by children. However, it can be used by adults on behalf of children (or groups of children).

We have reproduced the BRCS index faithfully to ensure that it remains a valid measure. Parents can use the tools on this page to self-report or to provide coping data on behalf of their family as a group. Teachers, governors, and other staff can use the tools on this page to self-report or to provide coping data on behalf of their classes, form groups, or any other groups of pupils.

**IMPORTANT:** All coping data is collected anonymously and can never be traced back to an individual or group. It simply contributes to the aggregate resilience data and analytics associated with the school.

## Coping 'How To' Guide

All adults (including teaching staff, non-teaching staff, parents/caregivers, governors, and school leaders) can access the BRCS index when they log in to 4i Studio.

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenAdultCoping.mp4> shows the adult experience as they participate in the **Coping** index.

The following procedure provides the steps and choices.

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **Coping**.  
You are now presented with a choice regarding who the index is being completed for. Depending on your role, you can complete the index for yourself, for your family, for a class or group of pupils (if you are school staff), or for the entire school (if you are a school leader).
4. Choose who the index completion is for and then simply answer the four questions. The index typically takes less than two minutes to complete and should be done regularly to generate well-being trends and evidence over time.



## Personal Development

The primary purpose of the personal development suite is to raise awareness and provide a common vocabulary so that school leaders, staff, pupils, and families all talk the same language when it comes to this important area.

Consistent use of personal development terminology in schools is important because it:

- **Creates a common understanding.** When educators, students, families, and staff use the same terms, everyone is aligned in their understanding of personal development concepts, thereby reducing confusion and misinterpretation.
- **Supports Effective Instruction.** Clear and consistent language helps teachers explicitly teach personal development skills and allows students to better grasp and apply them.
- **Enhances Communication.** Staff, students, and families can communicate more effectively about personal development goals, challenges, and progress when using a shared vocabulary.
- **Strengthens School Culture.** A unified approach to personal development fosters a positive, supportive environment where students and staff feel safe, valued, and encouraged to develop socially and emotionally.
- **Supports data-driven decision making.** Our framework helps schools systematically track and analyse both pupil and staff progress and informs targeted interventions and improvements.

Our personal development resources provide the shared language used to describe concepts, goals, challenges, skills, habits and practices.

The tools are not just aimed at teaching students about personal development. They also help all school staff, parents, and caregivers to **model** the great social and emotional attributes that we want for our children.

## Pupil Personal Development

The **Pupil Personal Development** explorer provides definitions of the skills and behaviours that we collectively want to instil in children. It can be used in a guided, bite-sized way by tutors, teachers, other staff members, and families.

There are 50 definitions of distinct personal development skills, which are categorized into 10 related groups. The definitions are not designed to be an entire curriculum and so do not require timetabling. Rather, they are best delivered in very short sessions, such as in a tutor group, as part of an assembly, in an existing PSHE lesson, or indeed whenever time allows.

A specific skill can be covered in five minutes or less, which gives you great flexibility. For example, many teachers cover one skill per form group or tutor group, and they aim to cover the five related skills in a given category consecutively.

With the Pupil Personal Development explorer, you can:

- Explore the entire personal development ontology and discover concepts, definitions, and relationships.
- Choose a learning mode that suits your pupils (or families), such as interacting with customizable animated avatars, listening to audio clips, or following traditional presentations.
- Take practical action to strengthen pupil personal development skills by following five child-friendly practices per skill.

## Pupil Personal Development ‘How To’ guide

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenPupilPD.mp4> shows how to use the **Pupil Personal Development** tool.

The following procedure provides the steps and choices.

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **Pupil Personal Development**.  
You are now presented with the entire ontology with its 10 categories that cover related skills. The categories are:  
Adaptability, Collaboration, Communication, Creativity, Critical Thinking, Digital Fluency, Emotional Intelligence, Ethics and Integrity, Initiative, and Productivity.
4. To begin with, click one of the category labels (such as **Adaptability**).  
The category definition is shown:
5. If you want to, you can discuss this definition with pupils. Alternatively, you can click **Play** and the animated character will present the topic.
6. Given that this is a category, you can also see the specific skills near the bottom of the panel. Click a skill to view its definition and presentation, as shown:
7. Again, you can discuss the topic or click the **Play** button. Note that skill definitions include five habits and practices that you might want to discuss with your pupils.
8. To help you keep track of topics and skills that you have already covered, you can mark them as complete.  
As discussed in the video, the orange star icon indicates that you have marked the skill as complete, while the half-filled green star means that you have at least visited the skill definition. The empty stars mean that you have not yet viewed those definitions or habits.

## Adult Personal Development

The **Adult Personal Development** explorer provides definitions of the skills and behaviours that we collectively want to model to children. It can be used in a guided, bite-sized way by tutors, teachers, other staff members, and families. It functions in essentially the same way as the Pupil Personal Development explorer, but the content is aimed at an adult audience.

There are 50 definitions of distinct personal development skills, which are categorized into 10 related groups. The definitions are not designed to be accessed whenever time allows.

A specific skill can be covered in five minutes or less, which gives you, your staff, and families great flexibility. For example, many adults cover one skill day, and they aim to cover the five related skills in a given category consecutively.

NOTE: This tool can be used in self-study mode or can be used to deliver training to an audience of adults.

### Adult Personal Development ‘How To’ guide

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenAdultPD.mp4> shows how to use the **Adult Personal Development** tool.

The following procedure provides the steps and choices.

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **Adult Personal Development**.  
You are now presented with the entire ontology with its 10 categories that cover related skills. The categories are:  
Adaptability, Collaboration, Communication, Creativity, Critical Thinking, Digital Fluency, Emotional Intelligence, Ethics and Integrity, Leadership, and Productivity.
4. Just as with the Pupil Personal Development explorer, you can explore categories, specific skills, and habits/practices for each skill.  
Further, you can mark any skill as completed to help you keep track.

## User Accounts

Administering user accounts for Zen Lake is a very simple task. Initially, only the person who has purchased Zen Lake will have access and the idea is that they can then share 'Join Codes' with various groups of people.

A key concept is only people who have already signed up for a general 4i Studio account will be able to redeem the join codes, so the first step is to advise staff and families to sign up at <https://4i.studio/4iStudio/SignUp>

**IMPORTANT:** Signing up for a general 4i Studio account is 100% free but should only be done by an adult aged 18 or over.

When your staff and families have signed in to 4i Studio, they should NOT purchase Zen Lake (or they will be charged). Rather, when you purchase for your school, you are buying a school-wide license (including for all staff and for all families who have children in your school). You should therefore share the appropriate join codes with the various groups of people, and they can then redeem those codes without requiring payment.

## Retrieving Join Codes

**VIDEO:** The video at <https://stream.4i.studio/resources/Video/ZenUserAccounts.mp4> shows how to administer join codes and user accounts.

As the initial purchaser:

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**.
3. Click **User Accounts**.  
To begin with, you will only see your account listed.
4. Click **Adult Join Codes**.  
You will see different join codes for school leaders, governors, staff, and parent/caregivers.

**NOTE:** The different join codes will automatically grant the correct permissions to the recipients, so it is important that you only share the correct code with the correct people.

5. Make a note of each join code and then communicate them to the appropriate people. You can copy and send the following procedure to provide people with the correct instructions.

## Redeeming Join Codes

As a user who wants to access your instance of Zen Lake:

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. Do NOT attempt to purchase Zen Lake. Instead, click **Enter Join Code** from the left-hand pane or the top-right menu.
3. When prompted, enter the join code into the text box and then click **OK**.  
You will automatically be granted access to your school's instance of Zen Lake, and you will be taken straight there.
4. Next time you log into 4i Studio, you will also see Zen Lake listed in the **Your Products** section.

## Managing/Deleting Existing Users

As a user who is either the original purchaser/administrator, or who has joined as a 'School Leader':

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake** and then click **User Accounts**.  
You will see all other users who have joined this instance of Zen Lake.
3. Except for the original purchaser (administrator) account and your own account, you can change any user's access level by clicking the blue 'Edit' button.
4. Except for the original purchaser (administrator) account and your own account, you can delete any user to remove them from this instance of Zen Lake.

## Resetting Join Codes

If you have deleted a user (such as for a parent who no longer has children at your school, or for a staff member who has left the school), you may want to reset the appropriate join codes to prevent them from re-joining. As a user who is either the original purchaser/administrator, or who has joined as a 'School Leader':

1. Log in to 4i Studio at <https://4i.studio/4iStudio/SignIn>
2. In the **Your Products** section, click **Zen Lake**, and then click **User Accounts**.
3. Click **Adult Join Codes**.
4. Click **Regenerate** for any role that you want to reset.  
A new code is generated for the role.

**NOTE:** You should now distribute the new code to anyone who you want to join your instance of Zen Lake. The old code will no longer work, but existing users who have already used it will remain unaffected. They do not need to re-join.

## Evidence & Analytics

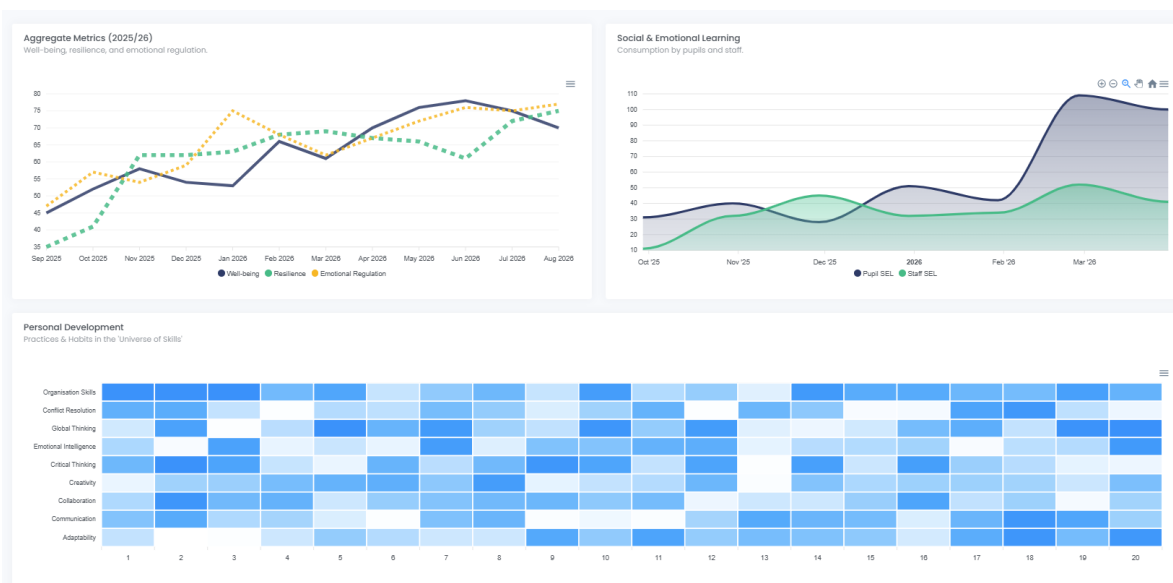
The evidence reports and analytic features are all built on:

- The data collected by the WHO-5 Well-Being index
- The data collected by the Resilience (BRS) index
- The data collected by the Coping (BRCS) index
- The usage logs of the Personal Development features

Depending on what data has been collected, you will see different charts and data in the Evidence & Analytics section of Zen Lake.

**IMPORTANT:** Only people in the 'School Leader' role and the original purchaser/administrator have access to the Evidence & Analytics section.

The following is a sample of a typical analytical section, so you will see something similar:



For clarity, the first chart in the image shows how the Well-Being index, the Resilience index, and the Coping index are increasing over time. The second chart displays the consumption of Personal Development content by both pupils and adults over time. The third chart shows a hot-spot chart of the frequency with which Personal Development topics have been accessed.

The general idea is to look for trends and correlations between the Personal Development content access, the well-being/resilience/coping indices, and other school-specific events and initiatives that you may be running. All charts are interactive and you can double-click any data point to drill down to underlying data. All data is also exportable to Excel so you can use it in your governor or inspection reports.

**NOTE:** The analytical features need at least two full weeks of data before it can show you trends. You may see a note to that effect if you access this feature before enough data exists.