

Capita



Admissions Subscription Service

Professional Services

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Introduction

The One Admissions Remote Support Service has been designed to help Local Authorities with the management of the Admissions process.

Local authorities can now benefit from the vast experience of our dedicated Admissions delivery team, experienced in guiding Local Authorities through the Admissions process.

To effectively manage resources and ensure local authorities receive support when required, we have devised a detailed support program running throughout the year consisting of remote training, process support and options to focus on developing your Admissions service to suit your objectives.

Do any of the following questions ring true in your LA?

- Does your A&T team require a lot of support, do you want to focus your resources on other areas?
- Are the parts of module you are not using?
- Are you getting most of the software?
- Do you want to implement a new area of A&T – In-year Online, schools' portal...?
- Do you want to make sure the A&T setup to run correctly?
- Would it help for an A&T Knowledge Specialist to work with you on an ongoing basis to improve, and remind how to get the best out of the module?
- Do you have enough reports? Do you want to migrate them to SSRS?
- Is there a lot of visual checking of data by the team - could reporting help to bulk highlight key validation points?

Benefits

The One Admissions Remote Support Service provides your Local Authority with the following benefits.

- Access to experienced industry experts when you need it
- Assistance in managing risk through the process
- Get the best value from your software
- Release pressure on your One Support Team (regularly 50%-75% of their time)
- Reliable support in place when needed
- Issues dealt with quickly by experts
- Just in time bitesize remote training available for LA staff
- Manage staff attrition/unavailability
- Gain confidence in running key routines
- Achieve better data quality
- Sharing good practice from different Local Authorities
- Understand and implement software changes when released
- All support logged and managed through MyAccount

Pre-Requisites

To enable us to provide a quality service, the following engagement and facilities are required from the Local Authority:

- Provision of remote access to full access to A&T BackOffice access to both LIVE and TEST environments.
- Provide a suitable remote access to Capita One for the A&T Knowledge Specialist with access to:
 - Capita One Education V4 Client
 - Capita One Education Online & Portal URLs as appropriate (including System Administration)
 - Crystal Reports
 - Oracle credentials (required for Crystal Reports)

Service Overview

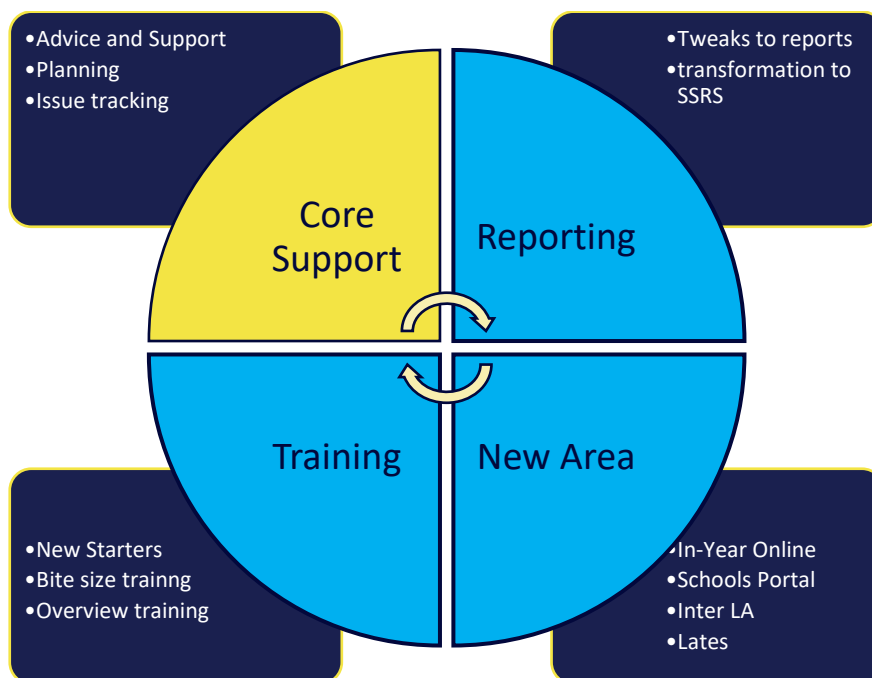
The delivery is led by our Remote Support Team. The Service is managed and delivered in conjunction with our Capita A&T knowledge specialists and Technical Services, providing a fully integrated service.

All requests for support should be logged through [Capita Support Portal](#) or our dedicated Admissions Support email address.

The Service package has core deliverables, but we recognise that each customer has different objectives. At the beginning of each Admissions Round we set the objective for the work package from one of three areas:

- Reporting
- Training
- Implementation of new functionality

If more than one objective is required, because major transformation is needed, further blocks of support can be purchased. However, if the admissions team just need ongoing support, we can consider setting objectives as a pick and mix from a combination of reporting and training.



Service Details

Core Service

Service	Details
Best Value / Annual Review	On-site review to get to know your Admissions team. A Knowledge Specialist will arrange a visit to discuss your current setup for admissions, identify possible areas where efficiencies can be made and plan the delivery elements of the service, and agree the annual service objective.
Advice and Support	Remote support for your Local Authority from an Admissions Knowledge Specialist. Ask us anything about the admissions process and we will be happy to help. We can provide short (30min) training sessions to support any knowledge gaps. Log a call via the Capita Support Portal , and we can arrange to call or host a remote session
Admissions Action Plan	Updated throughout the year
Data Cleaning Advice	Advice on data cleaning required to support the admissions process
Data Checking Reports	Provided as standard as part of the service during the TG Setup phase. Embed our standard reports and discuss functionality. Also, a session (if required) in October to check and validate imported data.
Process Support around Key Dates	TG Setup, Data Checking, Importing Applications, Multiple Applications Processing, Pre-Offer Process (GIS, Catchment Validation etc), Email scheduler checks, Offers Process (Make, Resolve and Final Allocation), Parental Acceptance, DFE Return Support.
Issue Support	Cases and Service Requests are logged and managed through the Capita Support Portal . A knowledge Specialist will review all Admissions Incidents logged to help progress issues.
Summer Release Review	Overview of how A&T has changed over the past 2 months for <ul style="list-style-type: none"> • Changes for Citizen Portal • Schools Portal • File Transfers • A&T Back Office • System Administration

Training Objective

Scenario	<p>You have had major staff changes in and above the Admissions team. Knowledge has been lost and new starters are either new to the business or new to ONE. Admissions being an annual process, training in one go will not reinforce confidence. Taking training in sessions over the course of the admissions cycle will build confidence.</p> <p>Your ATSS work package can be geared towards knowledge transfer.</p>
Key Prerequisites	<ul style="list-style-type: none"> • Access to use Microsoft Teams for audio and display, either as an individual or as a group. However, if remote training is not technically possible combining 3 topics, we can consider delivery on-site.

Topic	Objective & Content	Outcome
Admissions Overview	<p>Audience: New starters, Managers and IT Support</p> <p>Objective: Overview of the Admissions business process and how the Admissions modules work together</p> <p>Agenda:</p> <ul style="list-style-type: none"> • The A&T cycle • Applications, Validation, Iteration, Offers and Post offers • Online applications • File Exchange • Routines • In-Year applications 	Understanding of what the Admissions processes and how ONE supports it.
Setup of Transfer Groups	<p>Audience: New starters, Managers and IT Support</p> <p>Objective: How to setup and manage Transfer Groups</p> <p>Agenda:</p> <ul style="list-style-type: none"> • NCY Routine • Group settings • Feeders and Subgroups • Setup of e-applications • Setup for In-Year applications • Routines 	Understand how to setup Transfer Groups to suit your schools. Appreciate the impact on the setup on the behaviour of the module
E-applications	Audience: New starters	

Topic	Objective & Content	Outcome
	<p>Objective: Supporting Parents and applications</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Parent View • Searching for applications • Importing applications • Parent Offers 	
<p>Inter LA Transfers</p>	<p>Audience: New starters</p> <p>Objective: Understanding how to import and export XML data</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Exporting data and different file types • Importing data from other LA's • Module administration <p>This can be taken at the time of importing applications, then again at exchanging offers</p>	
<p>New User</p>	<p>Audience: New starters</p> <p>Objective: How to navigate around the model</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Student Applications, searching, adding and updating • Student records, searching and updating • Bases Receivers – updating and ranking • Bases – details and PANS • Nearest school 	
<p>Citizen Portal for Phase Admissions</p>	<p>Audience: New starters, Managers and IT Support</p> <p>Objective: Setup the Citizen Portal correctly to maximise e-applications</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Module setup • Transfer Group and subgroup setup • Citizen Portal text and customisation • Parent Offers and acceptances 	
<p>Citizen Portal for In-Year Admissions</p>	<p>Audience: New starters, Managers and IT Support</p> <p>Objective: Setup the Citizen Portal correctly to maximise e-applications</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Parent view • Module admin setup 	

Topic	Objective & Content	Outcome
	<ul style="list-style-type: none"> • Transfer Group and subgroup setup • Citizen Portal text and customisation • Managing applications • Responding to parents 	
GIS for Admissions	<p>Audience: New starters, Managers</p> <p>Objective: Understand how to use GIS within A&T Backoffice</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Bases and Catchments • Measure points within the application • Bulk measuring preferences 	
Routines	<p>Audience: New starters, Managers</p> <p>Objective: Understand how the key routines work and the data used and updated</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Add Students • Pre-offer processing • Bulk Measurements • Make Offers • Resolve Offers • Final Allocation • Publish to Online • Final Transfer 	
In-Year Process Periods	<p>Audience: New starters, Managers</p> <p>Objective: In-Year can be used with mini rounds to offer places on an equal preference basis instead of day by day</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Understanding Process Periods • Vacancies for school and NCY's • Running Offer routines • Managing offers 	
Alternative Offer Routine	<p>Audience: New starters, Managers</p> <p>Objective: With or without GIS the alternative Offer routine can help identify schools with remaining places and the who are the nearest children with no offer</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Setup and preparation 	

Topic	Objective & Content	Outcome
	<ul style="list-style-type: none"> • Bulk measuring • Prioritising schools and children • Committing alternative offers 	
Schools Portal Overview	<p>Audience: New starters, Managers</p> <p>Objective: Overview of how the school portal works</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Setup and preparation of accounts • Chasing applications • Viewing Applications • Sibling validation • Ranking applications • Viewing Offers • In-year applications and offers • Download of ATF files 	
Reporting for Admissions	<p>Audience: Report designers</p> <p>Objective: Review of the key tables for the admissions module and the key tables and links in the following areas</p> <ul style="list-style-type: none"> • Students and Applications • E-applications and imported applications • Citizen Portal applications • In-Year applications • Schools and preferences • Appeals • Data validation 	
End of Year procedures	<p>Audience: New starters, Managers</p> <p>Objective: The summer transition is an interesting stage to manage, schools are closed, appeals are running, and late and In-year applications are still incoming</p> <p>Agenda:</p> <ul style="list-style-type: none"> • End of phase routines to carry forward open applications • System routines that impact on Admissions • In-Year Online how it behaves • Population of new admission groups 	

Implementation of a New Area

<p>Scenario</p>	<p>Your Admissions team use the core A&T BackOffice module but want to start using a new area of the module that they are already paying maintenance for.</p> <p>The chosen objective will be treated as a mini project within the work package, and the objective will be planning, testing, training, implementation, and support as an annual objective.</p> <ul style="list-style-type: none"> • Inter Authority File Transfer • Schools Portal • In-Year Online applications • Late Applications
<p>Key Prerequisites (full list will be provided depending on choice)</p>	<ul style="list-style-type: none"> • Citizen Portal for In-Year Applications and Late Applications • Access to v3 Client for Inter Authority Transfer
<p>Objectives</p>	<ul style="list-style-type: none"> • Embed the chosen area as a key part of the admissions process • Delivery method depend on the complexity of thy area where possible it will use remote access for setup, and support
<p>Audience</p>	<ul style="list-style-type: none"> • Admissions Team • IT Support as required
<p>Outcomes</p>	<ul style="list-style-type: none"> • The new functionality area is embedded as a key business process • New challenges met and efficiencies gained

Reporting Objective

<p>Example Scenarios</p>	<ul style="list-style-type: none"> Your Admissions team make high demands on resources for reporting tweaks year on year. They are limited resources to share across other modules. Knowledge about the tables and links required time and investigation. There are legacy reports cluttering the system and over the course of the admissions cycle you want to focus on either migrating as many as possible to SSRS to make integration into other MS Products for robust.
<p>Key Prerequisites</p>	<ul style="list-style-type: none"> Access either remotely, either directly, or via a webex session to a client PC with Crystal Reports, One and Report Builder for testing reports The One A&T Knowledge specialist liaises with a nominated key user for channelling requirements
<p>Objectives</p>	<ul style="list-style-type: none"> Admissions own their reports, they gain discipline in understanding what they need Reports are streamlined and future proof
<p>Standard Agenda</p>	<ul style="list-style-type: none"> Report requirements discussion and specification Report written remotely Embed into Test, and Admissions test the report One iteration of changes Embed report into live
<p>Outcomes</p>	<ul style="list-style-type: none"> Admissions have ownership of their reports Transformation into SSRS Release resources from One Support to focus on other users.

Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
<p>Schools Portal Implementation (On site and Off Site)</p> <p>Benefits Provide benefits of this service</p> <p>Cost:</p>	5	
<p>In-Year (On site and Off Site)</p>	5	