Children in Entertainment & Employment Refresher

Professional Services

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Contact

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Contents

Introduction

This is intended for those LA's who have been using the Children in Employment and Entertainment (CiEE) Module for some time but may not be getting the best out of it due to a lack of knowledge of the full features and functions that are available.

This could be down to:

- Lack of time to fully explore the functions and features available.

- Insufficient training or lack of initial knowledge transfer (from previous staff).

- A reluctance to embrace new methods of working.

Benefits

This refresher provides your CiEE team with an opportunity to review if they are getting the best use out of the module. Providing an opportunity to.

- Fully utilise the CiEE Module to its maximum potential

- Train new staff, and staff with inherited knowledge

- Have more efficient and effective working methods suited to the demands of the job

- Save time and costs by working more effectively

- Improve staff morale and understanding of how the module can support and assist in the daily work.

- Be fully compatible and conform with business standards and targets.

- Improve customer service

- Have greater reporting capabilities

Pre-requisites

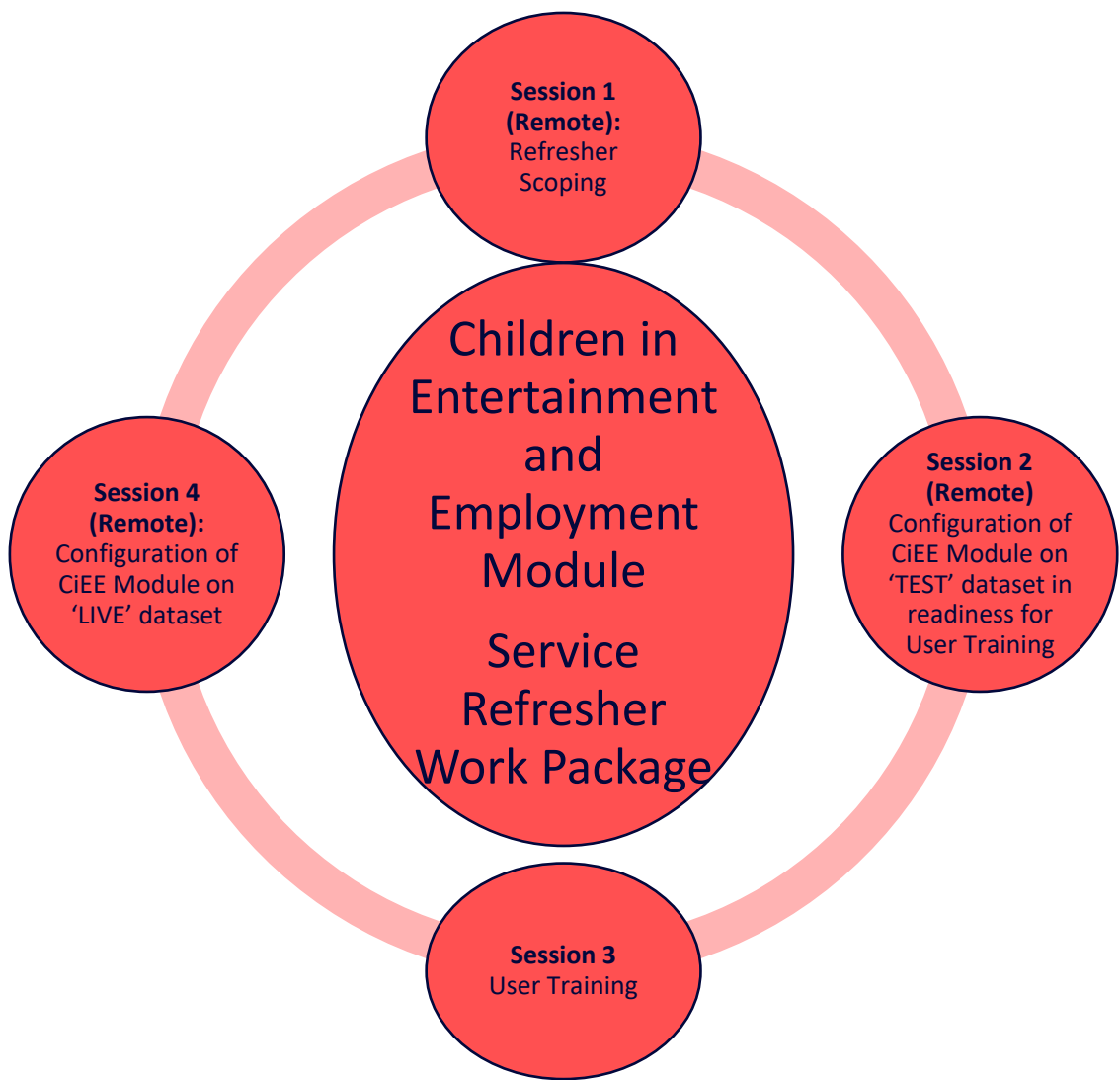To enable us to provide a quality service, and to achieve the maximum benefit from this service package, the following is required from the Local Authority:

- A CiEE Module licence and be active users of the Module
  It is assumed that users have experience of using the CiEE Module and how it operates and assists in their day to day work

- Appropriate access to all MRI Education Clients for the Knowledge Specialist

Service Overview

MRI Education will assist revisit and review your use of the Children in Entertainment and Employment Modules by providing the following:

Session 1 (Remote): Refresher Scoping

Children in Entertainment and Employment Module

Service Refresher Work Package

Session 2 (Remote) Configuration of CiEE Module on 'TEST' dataset in readiness for User Training

Session 3 User Training

Session 4 (Remote): Configuration of CiEE Module on 'LIVE' dataset

Service Details

Session 1 (Remote): Refresher Scoping

Key Prerequisites (full list provided in RAID log)	• Location for a meeting with access to screen and/or remote access to a workstation with full access to MRI Education 'TEST', with system admin rights for v4 Client and v4 Online • Access to current system user who can demonstrate how the LA is currently using the MRI Education CiEE Module • 'TEST' is recent copy of 'LIVE'
Objectives	• You will work with a CiEE knowledge specialist to understand the business requirements for both Child Employment and Children within the Entertainment business within the LA • They will review your business processes and how you are using the CiEE Module and make recommendations to encourage best practice and realise any efficiency savings. • Understand the challenges you face • Agree what your training objectives are and what the training should focus on
Audience	• MRI Education Co-ordinator(s), (for implications on future reporting and support) and MRI Education Lead CiEE Users (with detailed knowledge of processes and system use) and/or CiEE manager who needs to ensure that the CiEE module is being used effectively to ensure maximum potential and effectiveness.
Outcomes	• All parties have a mutual understanding of what they want to achieve from the work package

Session 2 (Remote): Configuration of CiEE Module on 'TEST' dataset in readiness for User Training

Key Prerequisites **(full list provided in RAID log)**	• Session 1 completed • Key contact for the Knowledge Specialist to contact who has full systems access to the v4 Client, and v4 Online Client • Key contact can participate in MS Teams, and Webex meetings
Objectives	• Set up additional functionality in the 'TEST' Environment
Audience	• MRI Education coordinator or Key contact with full access to MRI Education • MRI Education Lead CiEE Users (with detailed knowledge of processes and system use)
Standard Agenda	• Setup features not used currently that are needed for training
Outcomes	• Test system is working end to end, ready for training

Session 3 (Onsite): User Training

Key Prerequisites (full list provided in RAID log)	• Sessions 1 and 2 completed and Knowledge Specialist has full understanding of how the LA currently uses the CiEE Module • Local Authority to provide a venue and room with laptops/pcs for the delegates with access to MRI Education v4 online and v4 Client in 'TEST' environment (and appropriate User accounts to access CiEE Module in 'TEST'). Ideally, appropriate training environment away from work day distractions and interruptions to allow users to engage and contribute to the structured training session • Access to v4 Client, v4 Online with a MRI Education System Administration Account with system administration permissions in 'TEST' environment • 'TEST' environment has not been over-written since Session 2
Objectives	• To provide training and full support to LA CiEE users so that they can achieve maximum potential from the use of the CiEE module. • Training will be suited to fit the needs of the users and be specific to ensure maximum benefit.
Audience	• MRI Education coordinator or Key contact with full access to MRI Education • CiEE team colleagues
Standard Agenda	• To be confirmed – as part of the outcomes from Session 1
Outcomes	• The CiEE team are confident to apply to their 'LIVE' dataset • Users will have a much better understanding of how the CiEE Module can fully assist them in dealing with daily routines and to meet peak demand periods. • Users will have greater appreciation of the full features and functions of the CiEE Module to make best use of the module.

Session 4 (Remote): Configuration of CiEE Module on 'LIVE' dataset

Key Prerequisites (full list provided in RAID log)	• Session 3 completed • Key contact for the Knowledge Specialist to contact who has full systems access to the v4 Client, and v4 Online Client • Key contact can participate in MS Teams, and Webex meetings
Objectives	• Set up additional functionality in the 'LIVE' Environment
Audience	• MRI Education coordinator or Key contact with full access to MRI Education • MRI Education Lead CiEE Users (with detailed knowledge of processes and system use)
Standard Agenda	• Setup features as agreed and accepted from User training to be replicated in 'LIVE' dataset
Outcomes	• CIEE v4 module has been set-up in your 'LIVE' environment • The local authority will have the confidence that the new solution will enable them to continue maintaining current applications, work permits and licences details for their children

Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
Creation of Management Information Reports to support the CiEE Module (Off Site) Reporting requirements can be documented during the project. If support is required to produce these reports this work can be estimated and costs provided based on the exact requirements of the LA. Please discuss your requirements with your Account Manager Benefits Reports can be produced to display any information recorded in the **MRI Education** database, this information can be used to check data quality which in return can be used to inform training Cost: Subject to Scoping	TBC	Professional Services
Ask the Expert Sessions If you need adhoc support for the Early Years suite of modules that you do not consider warrants a full training session, then one of our Ask the Expert sessions may be a better way of providing this support. A Knowledge Specialist will work with you remotely to answer questions / demonstrate requested functionality. Cost: Subject to Scoping	TBC	Professional Services