Capita

Provider Portal for School Admissions – Implementation Package

Professional Services

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Contact Capita

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Introduction

The landscape is changing from maintained schools to own admissions authority schools. The Portal for School Admissions engages schools with the admissions process.

The Portal for Admissions and Transfers is a powerful extension to the core A&T Module. Providing a convenient online self-service portal for all school applications across your authority. It simplifies the whole process, empowering schools by allowing access to applications, updating ranks and having a real time view of offers.

- **Significant time savings:** allow Own Admission Authority schools to rank their own applications, updating the BackOffice module automatically. Removing the requirement to send spreadsheets to schools, then manually entering the ranks back into One, or sending ADT files to SIMS.

- With permissions, schools can be given access to view applications for Phase and In-year Transfer Groups. **Reducing the requirement** for reporting and sending data to schools to share this information.

- **Share the burden** with schools to verify siblings by allowing a school to view and verify the sibling details for applications.

- View lists of applications made. Enabling schools to encourage parents who have not yet applied to do so.

- Schools can **view the latest waiting lists** and review the latest Allocations and changes in real time. Making the data transfer process efficient and secure.

- Schools can download ATF files for allocated children, then import into their schools management system.

- Control what schools can do, if you have different schools with different service level agreements.

Benefits

This package provides your admissions team with a streamlined project to efficiently implement this powerful addition to the A&T Backoffice module.

We support and guide you from the beginning. Making your first applications available to schools and sharing good practice from different Local Authorities. Working in partnership so you get the most out of the module and can offer a good service to your schools.

- We start by listening and understanding your local admissions challenges so we appreciate how you can get the best out of the software.

- Scoping your requirements to configure your Test environment to suit your needs to support including, customisation of text, UAT testing, to going live with confidence.

- Configure your test system to support training and your own user acceptance testing, so you have a smooth experience.

- Provide training so you can confidently test and understand the software and support schools as the start to use the portal, including providing process notes for schools to follow.

- Help to set the live environment up so you are ready for schools to access the application data for their schools.

- Finally, we don't abandon you once you go live. We follow up to review how you are managing supporting schools

Pre-requisites

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

- Have the A&T Backoffice, Bases module, and Admissions Online

- Install the licence key into test and do an IIreset before Session 1

- Remote access for One Technical to install and configure web components if required

- Access to participate in Microsoft Teams and or Webex sessions for support and configuration by the knowledge specialist

- One database at the current version or previous version

- Have a test environment that has been refreshed withing the last academic year

- Email service for One configured for One

- Appropriate access to all One Clients for the Knowledge Specialist

Service Overview

Capita will assist in the successful implementation of the Citizen Portal for Schools Admissions by providing the following:
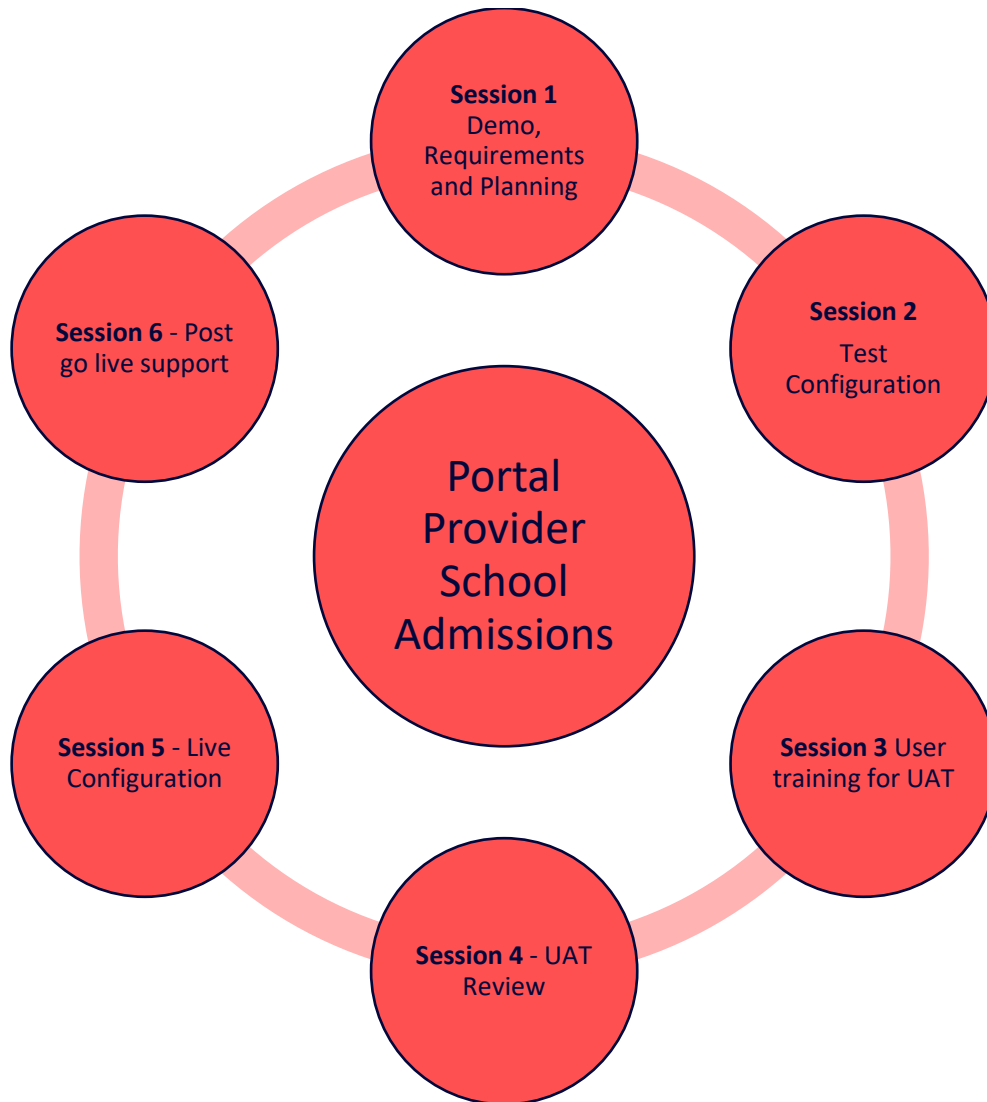
Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions, and decision in order to ensure successful delivery.

Service Details

Session 1: Project Launch

Key Prerequisites (full list provided in RAID log)	• Access to a workstation with full access to One Test, with system admin rights for V4 Client, A&T Backoffice and the Citizen Portal • Key contact has can participate in MS Teams meetings
Objectives	• Review the scope of the software and for all parties to understand how they will benefit, and what the challenges maybe • Identify time and resources needed to support the implementation • Skim test the Provider Portal works
Audience	• Admissions Managers to understand their service needs • One Support – impact on One and reporting and support
Standard Agenda	• Demonstrate the module from a School perspective, and integration with the back-office • Review the RAID log and Technical Pre-requisites, allowing for IT support to understand how the Portal integrates, if this is the first module to be used in the Provider Portal • Review the requirements how the Admissions and Transfer team • Test access to the Test environment to check for any missing configuration that will delay successful set up of the Test environment.
Outcomes	• All parties have a mutual understanding of the scope of the software, the service requirements, and resources needed • Test environment is ready for setup and configuration

Session 2: Configuration of Test (AM)

Key Prerequisites (full list provided in RAID log)	• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports
Objectives	• Set up the Test Environment • Skim test it works form school account can access their data
Audience	• One coordinator or Key contact with full access to One • Admissions team lead be available for any key questions • IT support be available to contact for IIreset if required
Standard Agenda	• Configure up to 5 school user accounts and permissions • Text changes • Skim test – accounts work
Outcomes	• Test system is working end to end, ready for training

Session 3: User Training for UAT (PM)

Key Prerequisites (full list provided in RAID log)	• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • If emails are not active in test users will been to validate accounts during the session 2 prior to the session to allow for accounts to be activated.
Objectives	• Understand the schools experience • Review the impact of schools adding ranks, validation of sibling and downloading ATF files • Have a clear view of what they want to Test during acceptance testing
Audience	• One coordinator or Key contact with full access to One • Admissions team
Standard Agenda	• Validation of Portal account • Viewing applications • Updating ranks • Validation of Siblings • Viewing Offers • Downloading data
Outcomes	• The admissions team are confident to test • Feel confident to support their schools • Commit to testing

Session 4: User acceptance review

Key Prerequisites (full list provided in RAID log)	• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Able participate in MS Teams meetings • Have a log of queries ready for the meeting
Objectives	• Review the UAT log • Confirm and agree text changes to the Live environment
Audience	• One coordinator or Key contact with full access to One • Admissions team
Standard Agenda	• Validation of Portal account • Viewing applications • Updating ranks • Validation of Siblings • Viewing Offers • Downloading data
Outcomes	• The admissions team are confident to go live

Session 5: Configuration of Live

Key Prerequisites (full list provided in RAID log)	• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Key contact has can participate in MS Teams meetings
Objectives	• Set up the Live Environment • Skim test it works form Parent application to import into the ONE
Audience	• One coordinator or Key contact with full access to One • Admissions team lead be available for any key questions • IT support be available to contact for IIreset if required
Standard Agenda	• Configure A&T Backoffice and Bases • Configure the Portal for School Places • Permissions groups for schools • Skim test – Validation of test account with a mapped school, Application, Process in the Back Office
Outcomes	• Live system is working end to end, ready for schools. Session 6(Remote): Post Go Live Applications

Session 5: Post Go Live Offers

Key Prerequisites (full list provided in RAID log)	• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports • Able participate in MS Teams meetings
Objectives	• Review feedback from schools • Answer any queries the Admissions team for supporting schools
Audience	• One coordinator or Key contact with full access to One • Admissions team
Standard Agenda	• Applications • Ranking • Siblings • Offers • Downloading data
Outcomes	• The admissions team are confident they can support schools

Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
Reporting (Off Site) Adapting reports to support local needs **Benefits** Importing data from the general public needs checking and review, we have extensive experience in this area, but every customer is different. Working with the team we a quick provide a set of up to 10 reports that will underpin the implementation **Cost**:	6	One Administrator Admission Manager
Portal – Citizen In-Year (Off Site & Onsite) Adapting software to manage phase and In-year phase applications **Benefits** **Cost**:		
Portal – Citizen Late's (Off Site & Onsite) Adapting software to manage phase and In-year phase applications **Benefits** **Cost**:		