

Capita



Children in Entertainment & Employment – Implementation Package

Professional Services

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Introduction

The Children in Employment and Entertainment (CIEE) is part of the Applications module within One v4 Online. These are two separately licensed modules, Children in Employment and Children in Entertainment. Although there is some shared functionality, each module has specially tailored tools.

The Children in Employment module is used to maintain child employment applications, employer details and the generation of work permits when an application is approved. The module can also maintain the working hours and licence conditions for each application.

The Children in Entertainment module is used to maintain applications and to issue licences to children involved in entertainment and to maintain chaperone applications including the recording of all the registration processes and generation of chaperone licences. This module also maintains the details of each employer, including details of performances, associated child performers and records and maintains applications raised by employers, chaperones or students.

One Children in Employment fully meets the requirements of the Children and Young Persons Act 1963, designed to protect the welfare of children and young people in work.

Capita recommend all sites take up this Implementation service as a minimum as this will ensure your CiEE team implements the CiEE Module successfully at the basic level.

Pre-requisites

Your Capita Project Manager will discuss the pre-requisites for this project in detail with you at the outset of the implementation and ensure that they are in place for the relevant sessions. There will be scheduled contact throughout the project to help manage any risks and issues identified.

Our CIEE knowledge specialists have the appropriate level of expertise to implement this solution successfully. It is important to us that local authorities receive support and guidance where necessary

Overview of ONE Children in Entertainment & Employment functionality

Children in Employment

- Module can be preconfigured with various defaults for Employment (e.g. Visitor, End Dates etc), Work Permit Conditions (e.g. Authorisations – Parent/Carer, Headteacher etc), Work Permit Reports, Working Hours, and Terms and Conditions
- Creating Employment Applications and Work Permits. Understanding Employment application Status codes, adding working hours for specific days and times
- Viewing Child Attendance details, where held in Capita One
- Editing any Employment status details, printing Work Permits and a bulk routine to deactivate any previous applications no longer valid

Children in Entertainment

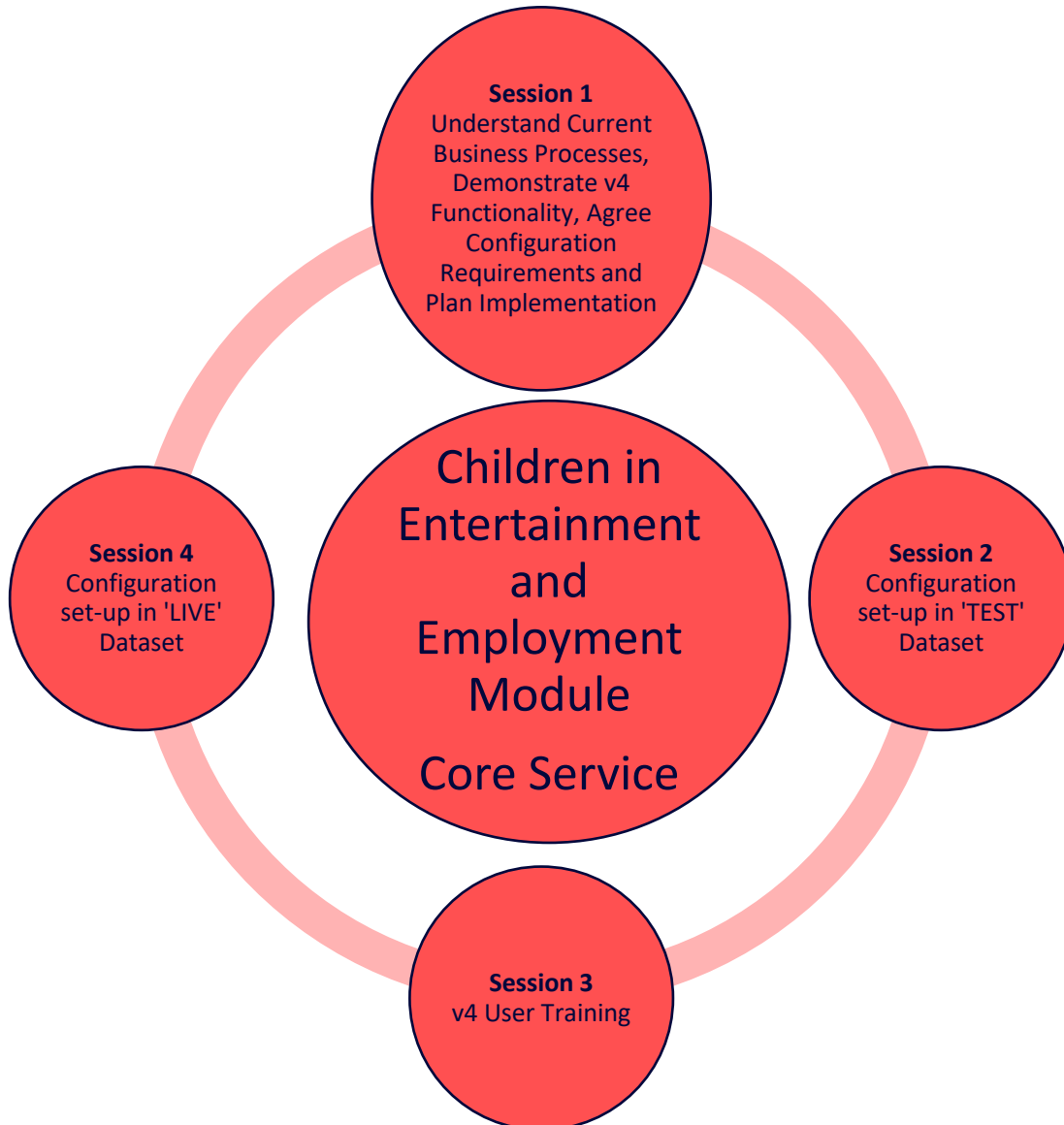
- Module can be preconfigured with various defaults for Licence conditions (e.g. Parent/Carer agreement, Birth Certificates); different reports for different licences (e.g. Performance, Chaperone etc)
- Managing Performance Groups with associated student records and appropriate Performance Venues
- Creating Entertainment Applications and Licences. Understanding how Application Status codes work, and adding Performance and Rehearsal schedules
- Generating and printing Performance Licences for individual or multiple children
- Updating Multiple applications via a batch processing routine
- Maintaining details on Chaperones to include recording checks and interviews and printing of an appropriate licence, as well as views of Entertainment details linked to (by Employer and Performance)
- Maintaining Employer details to include contact details, adding Employment or Entertainment Inspection reports, viewing children employees or entertainment lists, adding performance schedules

Key Benefits to Using Children in Entertainment & Employment Module

- Module can be preconfigured with various defaults for Licence conditions (e.g. Parent/Carer agreement, Birth Certificates); different reports for different licences (e.g. Performance, Chaperone etc)
- Share information: reduce the need to re-enter data and minimise the risk of errors by drawing on existing information about the child directly from One.
- Safeguard: ensure that information on chaperones, including references, disclosure checks and notes on interviews, are recorded centrally.
- Target intervention: identify problems earlier by monitoring attendance and attainment records. Inspection visit information, including reasons for the inspection, when it was carried out and the outcome can be recorded centrally.
- Improve outcomes: supports the main legislative requirements regarding the protection of children and young people at work and involved in performances, maintaining the right balance for a child by having all the information in one record.

Service Overview

Capita will assist in the successful implementation of the Children in Entertainment and Employment Modules 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: Understand Current Business Processes, Demonstrate Functionality, Agree Configuration Requirements and Plan Implementation

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Implementation plan will have been discussed and estimated dates agreed with Capita Project Coordinator prior to this session • Access to the software the LA are currently using for processing Children in Entertainment & Employment data and/or a copy of LA current employment and entertainment policy
<p>Objectives</p>	<ul style="list-style-type: none"> • 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 make recommendations to encourage best practice and realise efficiency savings. • Demonstration of Capita One Children in Entertainment & Employment Module functionality (CiEE) • Agree requirements for CiEE Module configuration (as far as possible) • Agree LA roles and responsibilities for administration of the CiEE Module and processing incoming data • Agree implementation plan
<p>Audience</p>	<ul style="list-style-type: none"> • One Co-ordinator(s), Data Team representative, ICT representative and One Lead CiEE Users (with detailed knowledge of processes and system use).

Standard Agenda	<ul style="list-style-type: none"> • Demonstration of Capita One Children in Entertainment & Employment Module functionality (CiEE) • Capita to share an implementation project plan including pre-requisites and a copy of the RAID log • Confirm the implementation dates are suitable to meet the project requirements.
Outcomes	<ul style="list-style-type: none"> • Key business users have a high-level understanding of how the CiEE Module will be implemented • All stakeholders have a shared understanding of the project scope and timescales • All stakeholders have a shared understanding of the resource requirements from themselves and their teams • CiEE Module configuration requirements are broadly agreed • Project RAID log provided following session to document Risks, Actions, Issues and Decisions impacting on the success of the project

Session 2 : Configuration of CiEE Module on ‘TEST’ dataset & readiness for UAT

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Session 1 completed • Outstanding configuration requirements documented (to be supplied to the Knowledge Specialist at prior to or at the beginning of the session) • Remote access to One v3 Client, v4 Client, v4 Online with a Capita System Administration Account with system administration permissions in ‘TEST’ environment (ideally, a recent copy from LIVE dataset) • The version of Capita One must comply with the current Capita support policy (Current release or -1) and processes running and installed on the ‘TEST’ Instance including Technical Install of Web Server components • V4 CiEE Module license keys have been installed and any IIS Reset function on the Application Server has been applied accordingly • Local Authority to identify the delegates and inform them of the task detail
<p>Objectives</p>	<ul style="list-style-type: none"> • A CIEE knowledge specialist will work with you to build a CiEE database in your TEST environment, with relevant permissions for TEST Users and Training delegates in order to carry out appropriate training in Session 3.
<p>Audience</p>	<ul style="list-style-type: none"> • One Co-ordinator(s), and Lead CiEE Users (with detailed knowledge of processes and system use) - or access to if queries arise
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • Create CiEE Module in TEST environment with examples of data required for User Training purposes • Set up users for training session with correct permissions [including the web cache user - N.B. If not already set-up for previous ONE v4 Online Modules • Embed Workpermit / and or Capita template reports for Training • Setup / Identify scenerio data to use within training

Outcomes	<ul style="list-style-type: none">• CIEE v4 module has been set-up in your 'TEST' environment.• Users are set up with the correct permissions required for training purposes in TEST• The CiEE team representatives will be able to carry out basic user testing on recording appropriate details and eventually issuing any Employment and Entertainment licences• The local authority will have the confidence that the new solution produces the correct results and have a prepared a dataset for training at the end of this session.• Key CiEE Module Portal setup is captured and documented on the RAID log
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Session 3 : v4 CiEE Module User Training

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Session 2 completed • Access to One v4 Client, v4 Online with a Capita System Administration Account with system administration permissions in 'TEST' environment • 'TEST' environment has not been over-written since Session 2
<p>Objectives</p>	<ul style="list-style-type: none"> • In this session the CIEE knowledge specialist will train and assist you to test all business processes currently performed in the team's current database in the v4 CiEE 'TEST' environment • 'TEST' is available for use by the team as a training environment for continued User Acceptance Testing. • Capture and document any configuration changes required • Further refine the business processes
<p>Audience</p>	<ul style="list-style-type: none"> • One Co-ordinator(s) and CiEE business service User (maximum 8 delegates, further sessions can be purchased as repeats if required)
<p>Training Topics</p>	<ul style="list-style-type: none"> • Employers – Employment Adding / Checking Employer details • Work Permits Creating an application for a Work Permit <ul style="list-style-type: none"> • Working Hours • Terms and Conditions • Work Permit Validation Rules • Revising Working Hours • Viewing School Attendance • Employers Linked Children • Issuing a Work Permit • Employers - Entertainment Adding / Checking Employer details <ul style="list-style-type: none"> • Adding Performance Groups • Types of Entertainment applications • Performance and Rehearsal Schedules • Linking a Chaperone • Licence Terms and Conditions

	<ul style="list-style-type: none"> • Generating a Performance Licence; Single and/or Multiple, Body of Person, Open • Updating Multiple applications by Batch Processing • Maintaining Chaperone details <ul style="list-style-type: none"> • Recording Checks, Interview & Referee details • Generating a Chaperone Licence • Manging & Generating Reports
Outcomes	<ul style="list-style-type: none"> • The local authority will have the confidence that the new solution produces the correct results and have a prepared a dataset for training at the end of this session • Confirmation that configuration and permissions are suitable (any further configuration amendments to be sent to Project Coordinator before Session 4).

Session 4 : Configuration of CiEE Module on ‘LIVE’ dataset

<p>Key Prerequisites (full list provided in RAID log)</p>	<ul style="list-style-type: none"> • Session 3 completed • Outstanding configuration requirements documented (to be supplied to the Knowledge Specialist at prior to or at the beginning of the session) • User Acceptance Testing completed and requirements signed-off • Remote Access to the v3 Client, v4 Client, and v4 Online with a Capita System Administration Account with system administration permissions in ‘LIVE’ environment (& ‘TEST’ if require to check previous settings) • The version of Capita One must comply with the current Capita support policy (Current release or -1) and processes running and installed on the ‘LIVE’ Instance including Technical Install of Web Server components • V4 CiEE Module license keys have been installed and any IIS Reset function on the Application Server has been applied accordingly • LA to identify Work Permit / Entertainment licences/ reports used in existing database and who / how they are going to be modified for V4
<p>Objectives</p>	<ul style="list-style-type: none"> • A CIEE knowledge specialist will work with you to build a CiEE database in your ‘LIVE’ environment, with relevant permissions for Users to complete the necessary processes
<p>Audience</p>	<ul style="list-style-type: none"> • One Co-ordinator(s), and Lead CiEE Users (with detailed knowledge of processes and system use) - or access to if queries arise
<p>Standard Agenda</p>	<ul style="list-style-type: none"> • Replicate ‘Test’ configuration in ‘Live’ environment taking into account any changes to the configuration on the RAID log following the User Training and any User Acceptance Testing done so far • Apply the relevant permissions to the group for the users to enable them to access the relevant areas in the ‘LIVE’ environment

Outcomes	<ul style="list-style-type: none">• 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
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Terms and Conditions

- The Local Authority provide access to identified stakeholders as defined in Service Details or requested by Capita Project Manager during project
- The Local Authority provide a supported version of Crystal Reports to allow for the successful deployment of any sample reports
- The Local Authority provides a user account with System Admin access rights to allow the Capita Knowledge Specialist to carry out the Module Setup tasks
- User Training is based on a train the trainer model and as such Capita will only train a maximum of 8 users in one session.