

Service Catalogue

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**Modules included in the SLA covered for Support/Training:**

**Primary Sector**

Assessment Personnel Links to FMS

Attendance FMS New Users

Attendance Reporting FMS End of Year

Behaviour Management Accounts Receivable

SIMS. Net – New Users Equipment Register

Reporting in SIMS Dinner Money

SIMS. Net End of Year Discover

School Census

School Workforce Census

Personnel New User

Personnel Reporting

Key Stage Procedures

**Secondary Sector**

As above

Nova T Cover

Course Manager Profiles

Options Exams

**Helpdesk Support**

The Helpdesk is manned daily between the hours within the SIMS Support Agreement.

To enable schools to log a call

Email – [support@pennineeducation.co.uk](mailto:support@pennineeducation.co.uk)

Telephone – 0333 999 7185

<http://www.pennineeducation.co.uk/documentationfiles.html> - Click on log a call

For Oldham Schools only – Oldham LEA First class Pennine Portal – Click on log a call

Remote support is available via <http://remote.pennineeducation.co.uk/>

**Technical Services**

Pennine Education Ltd can offer technical support, training and consultancy to supported schools in the following areas:

**Training in the following areas: Please see training information on page 35**

Installation and configuration of SQL server

SIMS SQL migration process

Solus 3 installation and management

SIMS .net, FMS, Discover and Solus upgrades:

Backing up SIMS .net, FMS Discover and Solus 3

Creation, maintenance and permissions for SIMS .net/FMS user accounts

SIMS .net, FMS and Discover installations

Database backup and maintenance

Training is charged as follows:

**½ day £150**

**Full day £300**

Managed Services are available in the following areas:

* Upgrades £100 (Up to 4 workstations)
* Upgrades £150 (5 workstations or More)
* Upgrades undertaken remotely £75.00
* Server Installations/Migration £365.00 (Daily Rate – Minimum charge)
* SQL Migrations £200
* Other Technical work - ½ day £190
* Other Technical work - Daily rate £365
* Hourly rate £90 first hour and £70 per hour thereafter.

For unsupported schools please contact us on 0161 684 2320 for unsupported rates.

**SIMS/FMS Training and On Site Consultancy**

Pennine Education is able to offer Scheduled training courses or On-site training for individuals or cluster training.

A mobile training suite is available for up to 10 delegates.

A training schedule is available on our website or alternatively contact us to discuss your requirements whether you are a school or Local Authority and we will be happy to help.

To book on a scheduled training course please click on the following link [www.pennineeducation.co.uk](file:///\\PennineDC01\Common$\Service%20Catalogue\www.pennineeducation.co.uk%20) click on the training tab and submit a form.

To book on site training please contact us by telephone on 0161 684 2320 or emailing info@pennineeducation.co.uk.

The cost of consultancy or training:

½ day - £150 (Supported schools) £200(Unsupported schools)

Full Day £300 (Supported schools) £400(Unsupported schools)

**Scheduled Training Courses**

Scheduled Training courses will be held in Oldham and Blackpool

½ day £85 (Supported schools) £150 (Unsupported schools)

Full day £135(Supported schools) £300(Unsupported schools)

Evaluation forms are completed after training to ensure a high quality of training is maintained. Any feedback is passed back to the trainer.

**Recommended Training for New Starters in schools.**

Pennine Education Ltd can offer advice with regard to the training required for schools which have new staff starting as part of the administration staff.

The training options available are to attend a scheduled training course or to have bespoke on-site training.

The courses we would recommend for SIMS.net dependant on the defined roles of the new member of staff are as follows:

***Primary, Secondary, Pru and Special Schools***

SIMS.net Office New User

Standard Reporting

Attendance

Attendance Reporting

Personnel

Personnel Reporting

Basic Assessment Manager – (If the schools use Assessment Manager)

Key Stage Entry

SEN

Behaviour Management

The courses we would recommend for FMS dependant on the defined roles of the member of staff are as follows:

FMS – A/c Payable

Fms New User

Accounts Receivable – If used by school

Equipment Register - If used by school

Personnel Links to FMS

**Secondaries**

All the above training is available plus further academic training would be available dependant on the specific role of the new member of staff.

Nova T6

Profiles

Academic Management

Options

**Costs**

Scheduled training courses are priced as follows:

½ Day £85.00

Full day £135.00

Onsite training are priced as follows:

1/2 day £150.00

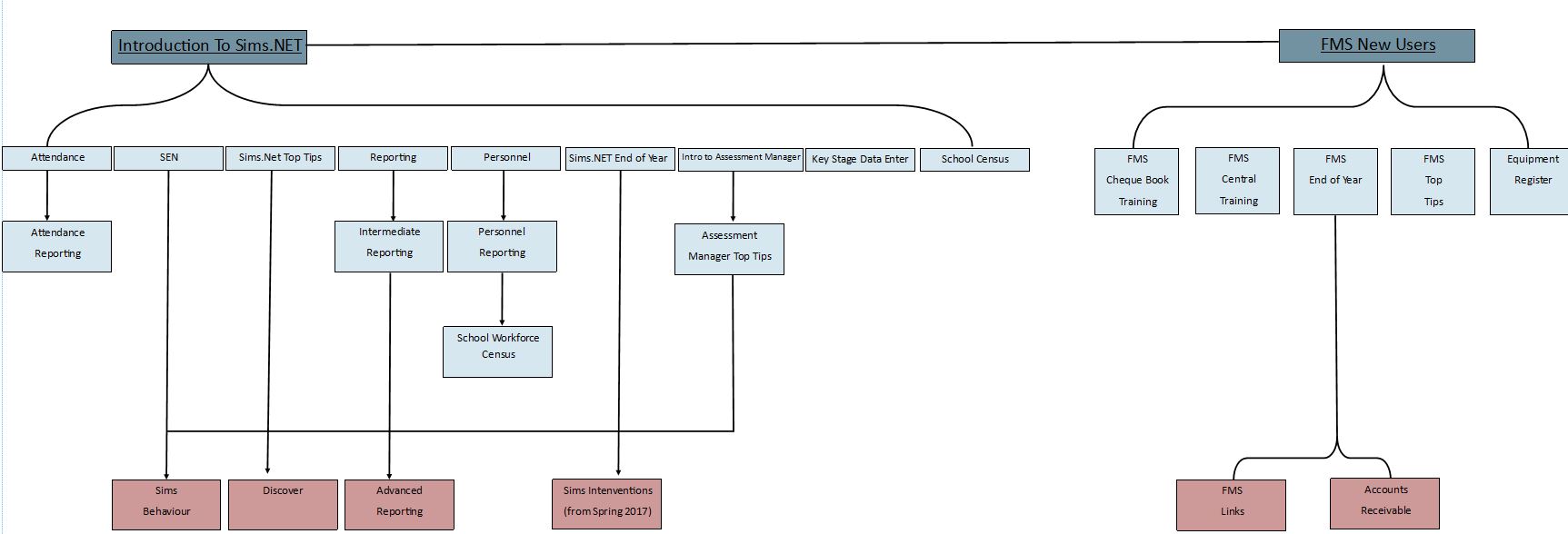
Full Day £300.00

Training could be provided to up to 10 members of staff so schools and Multi Academy Trusts can have joint training for a number of staff across the Schools/Multi Academy Trust.

All prices stated above are subject to VAT at the standard rate.

We would request that schools contact us on 0161 684 2320 to discuss your requirements and set out a training plan specifically designed for the new member of staff.

**Training Pathway**

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**Training courses available from Pennine Education Ltd**

**Primary**

Details of the Courses are available on the following pages:

SIMS Office User Page 10

Personnel New User Page 11

FMS New Users Page 12

Attendance 7 Page 13

Attendance Reporting Page 14

Reporting Basic Page 15

Reporting Advanced Page 16

Advanced Reporting with Excel Analysis Page 17

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SIMS.net End of Year Page 21

FMS End of Year Page 22

FMS Academy End of Year Page 23

Equipment Register Page 24

Accounts Receivable Page 25

Behaviour Management Page 26

**Secondary**

All primary courses are available for Secondary school staff as well as Secondary courses as follows:

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**Course Title**: **SIMS Office User**

**Duration**:

1 Day

**Course Aims:**

By the end of the course you will have the skills necessary to use SIMS in a School Office environment

**Course Objectives:**

* finding your way around SIMS
* looking up pupil information
* making day to day adjustments to pupil details
* extending pupil details (attaching individual photos, entering traveller status, recording nationality and passport information)
* managing historical records
* adding agents and linking them to agencies
* responding to information received about pupils and contacts
* dealing with leavers
* dealing with new arrivals
* how to record exclusions
* sending a letter home
* running basic reports from SIMS.
* **Target Audience:**

New Users to SIMS.net

**Requirements**:

No previous knowledge of SIMS is required. It would also be useful for administrative staff/data managers with responsibility for maintaining pupil information.



**Course Title: Personnel New User Course**

**Course Aims:**

At the end of the course you will be familiar with the range of personnel related data which can be held in SIMS and be able to:

* add new and edit existing personnel records
* maintain pay and contract related data
* maintain personnel data to support other areas of SIMS including pastoral structure, curriculum, FMS and statutory returns (including School Workforce Census)
* produce standard reports for data checking purposes.

**Course Objectives:**

* Adding and Editing of staff records
* Recording absences
* Recording Staff training events and individual staff training
* Recording staff qualifications
* Adding /Editing staff contract information including:
  + Secondments
  + Acting Up
  + Suspensions
  + Dealing with staff leavers
* Annual increments
* Pay Related Setup including:
  + Add a new service term
  + Add a new pay scale
  + Add a new post
  + Add a new allowance

**Target Audience:**

This course is aimed at New Users of Personnel 7

**Requirements:** This course is aimed at staff in school with responsibility for updating and maintaining personal, professional and contractual information. Knowledge of SIMS and school personnel procedures is desirable



**Course Title: FMS Daily Tasks**

**Duration**:

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

This course will cover the day to day aspects of FMS, including orders, invoices, payments, recording income and dealing with petty cash. Local bank/central processes will be covered as appropriate.

**Course Objectives:**

By the end of the course you will be able to:

* Understand the accounts payable process (orders, invoices, credit notes, deliveries)
* Understand the payments processes (bank and/or central)
* Understand recording income
* Understand petty cash process
* Understand central processes.

**Target Audience:**

New Users to FMS module

**Requirements:**

A prior knowledge of FMS and an understanding of the school’s current office/financial systems is advised, but is not essential.



**Course Title: Attendance 7**

**Duration**:

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

This course covers the procedures in SIMS Attendance which enable the school’s day to day statutory attendance monitoring needs to be met. It includes configuring SIMS Attendance, preparing pro forma letters, capturing data efficiently, statutory attendance codes and extracting information through a variety of reports.

**Course Objectives:**

By the end of the course you will be able to:

* plan a strategy for managing the statutory attendance process
* customise SIMS Attendance to meet the particular needs of your school
* understand the potential links to other functionality in SIMS
* identify the most efficient way of collecting attendance data
* understand how to maintain that data effectively
* know how to report attendance data to help monitor attendance at a range of levels
* generate letters to parents efficiently.

**Target Audience:**

New users to attendance

**Requirements:**

An understanding of the schools attendance procedure and familiarity with SIMS



**Course Title: Attendance Reporting**

**Duration:**

½ Day

**Times:**

9.30am – 12.30pm

**Course Aims:**

This course has been designed to enable you to make the most of the valuable management information that has been collected as part of routine attendance registration. The course concentrates, in particular, on the data that can be used to monitor and ultimately improve pupil achievement. This is based on the reasonable assumption that if a pupil is not attending school they will be at a considerable disadvantage.

**Course Objectives:**

This course will enable you to:

* use the SIMS Home Page to monitor attendance and real time data
* appreciate the functionality afforded by the pre-defined attendance reports and displays
* simplify procedures to produce letters and certificates directly from SIMS Attendance
* analyse data in Discover.

**Target Audience:**

Staff who are responsible for Attendance within school

**Requirements:**

You should be familiar with SIMS in general and with the Attendance software.



**Course Title: Reporting (Basic)**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

This course introduces the user to the report designing process in SIMS with the objective to extract useful information from the Pupil/Student database in a variety of formats.

**Course Objectives:**

* the running of pre–defined reports
* modifying and creating reports to produce lists
* creating reports to produce mail merged documents and labels, using Word and Excel
* using analysis output exporting and importing
* using the Favourites panel on the SIMS Home Page to run favourite Reports.

**Target Audience:**

This course is aimed at new users to Reporting.

**Pre-requisites:**

You must be familiar with the day to day use of SIMS, the range of data which is stored within the database and how that data is entered and maintained.



**Course Title: Reporting (Advanced)**

**Duration:** 1 Day

**Times : 9.30 – 4.0p.m.**

**Course Aims:**

This course will further develop your skills to carry out the report designing process in SIMS, enabling you to extract useful information from the pupil database in a variety of formats.

The course follows on from the Standard Reporting course and so assumes that you are able to create basic reports.

The Extended Reporting course will cover using sub-reports where pupils have many pieces of data attached to them (for example, contacts) and will look at creating user defined templates in Word, Rich Text Format reports, reports from different focuses and outputting to Excel.

**Course Objectives:**

By the end of the course you will have a clear understanding of how reports are produced in SIMS and in particular be able to:

* report using sub-reports
* create Word templates
* save paper with columns
* understand why you would use a Rich Text Format Report
* report using report inserts
* report on user defined groups
* understand different focuses and create reports using them
* output to Excel

**Target Audience:**

This course requires you to have a basic knowledge of reporting up to the level obtained through the Standard Reporting course. It assumes that you are able to create basic reports, which can be output to standard lists or Word mail merges and assumes that you have used SIMS Analysis and other output types from SIMS



**Course Title:** **Advanced Reporting with Excel Analysis**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course overview**

Explore the use of SIMS to extract and analyse data, including how to automate reporting and analysis, enabling your school to generate the reports whenever necessary.

**Benefits of attending**

To learn time saving, advanced reporting in SIMS using sub reports and filters and analysis techniques using a combination of SIMS and Excel, including automating the process for formula calculations, conditional formatting and pivot tables using macros.

**What you will learn**

By the end of the course you will have an understanding of:   
• how to automate data analysis in SIMS reports using Excel across SEN, attendance and assessment areas  
• Excel formulas, pivot tables, macros and combo boxes  
• Analysing data using Excel  
• Designing more complex SIMS Reports.

**Who is it for?**

Staff who wish to extend their ability to analyse data using SIMS and Excel.  
You will need some basic knowledge and experience of SIMS, including the assessment, attendance and reporting areas and an understanding of Excel. This course has a key focus on assessment and does not follow on from the Advanced Reporting with Excel Analysis – Pastoral course.



**Course Title: Basic Assessment Manager**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

This course introduces you to Assessment Manager 7. It will provide you with the ability to record and view a full range of your pupils’ assessment data in order that you can quickly and easily track pupils’ progress, monitor individuals and groups effectively and share information across the school, parents and other interested organisations.

**Course Objectives:**

* Creating Aspects, templates & Mark sheets
* Using Assessment Manager as a class teacher
* Individual Reports
* Links with SIMS.net

**Target Audience**:

N/A

**Requirements:**

None



**Course Title: Basic Discover**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

To be able to produce graphs and Venn diagrams for analysing pupil data.

**Course Objectives:**

During this course you will learn how to:

* Find and open the appropriate pre-defined graph for the required academic year
* Change the graph – its size, position and/or type – and save, share and export graphs
* Use data from one graph to filter another
* Combine data from multiple graphs to create Venn diagrams
* Create Discover groups – groups of pupils based on criteria defined by a Discover graph – define alerts for when the membership of these groups change, and use these groups in SIMS
* Manage the transfer of data from SIMS to Discover
* Edit the pre-defined Key Stage Assessment graphs and understand the potential to create additional Assessment graphs (covered in detail on the SIMS Discover Day 2: Assessment Analysis course).

**Target Audience:**

Aim at staff who are required to analyse pupil data

**Requirements:**

The course assumes no previous knowledge of SIMS Discover. Some experience of using SIMS would be advantageous but is not essential.



**Course Title: Dinner Money**

**Duration:**

½ day

**Times:**

9.30am – 12.30pm

**Course Aims:**

This course is an introduction to using SIMS for recording Dinner and Dinner Money

information. It will cover the activation of the software, the personalisation of the settings to meet the school’s own requirements, the recording of opening balances, daily meal arrangements and payments and how to run the banking routine and produce various reports and letters to parents.

**Course Objectives:**

By the end of the course you will be able to:

* Record all types of pupil, staff and visitor meal arrangements including special meals such as theme meals
* Record all types of pupil, staff and visitor payments including electronic payments
* produce a variety of reports for different requirements such as registers, the kitchen
* mid–day supervisors, pupil and staff statements
* complete the regular financial transactions
* produce a weekly catering return
* produce dinner money letters to parents

**Target Audience:**

Administration staff who are responsible for the completion of Dinner Money processes

**Requirements:**

An understanding of how SIMS is used to maintain and update pupil information is desirable but not essential.



**Course Title: SIMS.net End of Year**

**Duration:**

½ Day

**Times:**

9.30am – 12.30pm

**Course Aims:**

This course covers preparing the school’s pastoral arrangements for the new academic year, new pupil intake and associated activities

**Course Objectives:**

This course will cover:

* create a new academic year
* make pastoral structure adjustments
* creating preadmission groups and adding applicants
* perform the pastoral promotion
* assigning pupils to classes
* run new intake routines including admissions transfer file (ATF) and common transfer file (CTF)
* print registration group lists
* process leavers
* perform general housekeeping

**Target Audience:**

Administration staff who are responsible for the promotion of the Academic Year

**Requirements:**

An understanding of the school’s pastoral structures and procedures used in school and knowledge of the school’s pastoral policy would be helpful



**Course Title**: **FMS End of Year**

**Duration**: ½ Day

**Times:** 9.30am – 12.30

**Course Aims:**

This course covers the year end procedures necessary in FMS.

Before the year end there are a number of areas that need consideration to assist with the smooth closure of the accounts. These include:

* orders and commitments
* invoices and credit notes
* reconciliation
* petty cash, income and journals
* retained earnings, balances and carry forward figures
* the new year chart of accounts
* year end balances.

**Course Objectives:**

* creating the new financial year
* modifying the chart of accounts
* transaction processing
* new year budget
* year end reports
* preliminary close downs
* year end adjustments
* final closure of the accounts.

**Target Audience:**

This course is intended for staff responsible for financial procedures in LA Maintained Schools Only.



**Course Title: Academy FMS End of Year**

**Duration:**

½ Day

**Course Aims:**

This course covers the year end procedures necessary in FMS specifically for academies.

Before the year end there are a number of areas that need consideration to assist with the smooth closure of the accounts. These include:

* orders and commitments
* invoices and credit notes
* reconciliation
* petty cash, income and journals
* retained earnings, balances and carry forward figures
* the new year chart of accounts
* year end balances.

**Course Objectives:**

* creating the new financial year
* modifying the chart of accounts
* transaction processing
* new year budget
* year end reports
* preliminary close downs
* year end adjustments
* final closure of the accounts.

**Target Audience:**

This course is intended for staff responsible for financial procedures in academies only.



**Course Title: Equipment Register within FMS**

**Duration:**

1/2 Day

**Course Aims:**

This course aims to support the setup and day to day running of Equipment Register. Equipment Register is an integral component of FMS. It will enable the school management team to monitor the school equipment for insurance and planning purposes.

This course will provide you with the ability to record the equipment purchased, along with any security marks/serial numbers and track its location, condition and so on. It will also show you the various routines you can run such as stock checks and inspections.

**Course Objectives:**

By the end of the course you will be able to:

* set up Equipment Register including users and system parameters
* populate the register via excel, FMS or manual entry
* locate and relocate equipment
* allocate staff responsible and changing responsibilities
* set up and run equipment inspections
* set up and run a stock take
* record the disposal of equipment
* analyse the equipment using the various report available

**Target Audience:**

Staff responsible for the monitoring and recording of an Asset Register

**Requirements:** It is important that you have an understanding of FMS basics such as order processing, but this is not essential.



**Course Title: Accounts Receivable**

**Duration:**

½ Day

**Times:**

9.30am – 12.30pm

**Course Aims:**

On completion of this course, you should obtain the skills and knowledge to set up and run the system efficiently.

**Course Objectives:**

* set up Products
* create Invoices
* record Receipts
* report Debtor Situations

**Target Audience:**

Finance Staff

**Requirements:**

Staff should have a good working knowledge of FMS



**Course Title: Behaviour Management**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

The course gives a complete overview of the SIMS Behaviour Management area which a school can use to record, monitor and manage its pupils’ behaviour and achievements, including detentions and the use of report cards.

**Course Objectives:**

* To set up and configure the Behaviour Management area
* Edit relevant lookup tables
* Use behaviour and achievement recording routines
* Adding review meetings and interventions
* Setup scheduled detentions
* Creation of Report Cards
* Produce relevant reports

**Target Audience:**

* Staff with pastoral or administrative responsibilities for monitoring student behaviour and achievement.

**Pre-requisites:**

* A familiarity with the student data currently held in SIMS. More importantly, knowledge of the way behaviour and achievements are currently recorded in school.



**Course Title: SIMS. End of Year – Secondary**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

This course covers preparing the school’s pastoral and academic arrangements necessary for the new academic year.

**Course Objectives:**

* setting the academic year
* creating academic structures in the new academic year
* allocating students to bands and classes
* printing timetables from SIMS
* creating the new academic year
* making pastoral structure adjustments
* performing the pastoral promotion
* new intake routines including importing ATF and CTF files
* general housekeeping

**Target Audience:**

n/a

**Requirements:**

* None



**Course Title: Course Manager and Post 16 Aims for Census (Secondaries)**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course Aims:**

This course covers the Course Manager area of SIMS, the management of Courses of Study and the implications on other areas of SIMS. Procedures for supporting the maintenance of Post 16 Learning Aims for Statutory Returns and support for procedures in Exams Organiser will also be covered. Delegates may find Academic Management, Preparing for a new Academic Year – Secondary, Exams Organiser helpful after the completion of this course.

**Course Objectives:**

* Manage the student memberships of Courses
* Add and administrate non-timetabled Courses of Study
* Assign Course Supervisors
* Have a greater understanding of Exam Awards and Courses of Study
* Improve your Exams Basedata structure
* Link Exam Awards to Courses of Study
* Import and assign QCA/QAN codes
* Manage Post 16 Census Processes

**Target Audience:**

n/a

**Requirements:**

* None



**Course Title: Academic Management**

**Duration:**

1 Day

**Times:**

9.30am – 4.00pm

**Course overview**

This course explores procedures for allocating students to curriculum structures, including bands and classes, and maintaining class memberships. The functionality of class list and timetable printing in SIMS, and the curriculum analysis reports, are also covered.

**Benefits of attending**

To learn how to allocate students within the curriculum and to produce curriculum analysis reports.

**What you will learn**

• allocating students to classes and bands  
• export and import of student memberships  
• student carousel rotations  
• individual student curriculum  
• whole curriculum assignment  
• printing class lists from SIMS  
• curriculum analysis routines in SIMS  
• allocating students an alternative curriculum.

**Who is it for?**

Staff with responsibility for student class memberships and who have an understanding of the school's curriculum structures and procedures.



**Course Title: Cover**

**Duration:** 1 Day

**Times:** 9:30am - 3:30pm

**Course overview:**

|  |
| --- |
| Understand how to implement Cover to manage all aspects of classroom staff absence and to explore the dynamic links of the module to other areas of SIMS such as SIMS Personnel and SIMS Examinations Organiser |

**Benefits of attending:**

To learn how to manage classroom staff absence within Cover

**What you will learn:**

At the end of this course delegates will be able to:

Make use of global settings available to customise the module; make use of links to SIMS Personnel; manage supply cover;

declaring teaching absence and arranging cover;

manage room closures (for example due to examinations);

print and report cover arrangements;

make use of cover statistics and impact summaries;

**Who is it for?**

Staff involved in the cover process



**Course Title: Curriculum Management Using Nova-T6**

**Duration:**

4 Days

**Times:** 9:30am - 4:30pm

**Course overview**

This four day course provides a step by step explanation of how to use Nova-T6 in the production of the school timetable, from populating the system with core data (rooms, staff, and subjects) to submitting the completed timetable to SIMS

**Benefits of attending**

To learn how to use Nova-T6 to produce the school timetable

**What you will learn**

By the end of the course you will be able to make efficient use of SIMS to:

resource classes; manage multiple length sessions (doubles, triples); allocate non class codes; make use of curriculum analysis; make use of manual and automatic scheduling techniques; optimise the timetable; make use of automatic and manual allocation of rooms; generate a range of analyses and reports ; links between SIMS and Nova-T6;

**Who is it for?**

Staff with responsibility for constructing and maintaining the timetable and with some prior knowledge of timetable principles



**Course Title: Exams Organiser**

**Duration**:

1 Day

**Times:**

9:30-4:30

**Course overview**

Examinations Organiser supports all aspects of managing external examinations. This course covers reviewing the setup of the software, importing and structuring basedata, creating and submitting files for entries and coursework marks, managing and seating candidates.

**Benefits of attending**

To introduce a New Exams Officer to assist with the completion of Exam entries

**What you will learn**

Examinations Organiser supports all aspects of managing external examinations. This course covers reviewing the setup of the software, importing and structuring basedata, creating and submitting files for entries and coursework marks, managing and seating candidates.

**Who is it for?**

Staff responsible for the maintenance of Exams within the school



**Course Title: Maintaining the Timetable**

**Duration:**

1 Day

**Times:**

9:30-4:30

**Course overview**

This course provides a useful overview of the procedures required in order to maintain an effective school timetable.

**Benefits of attending**

To understand the procedures for maintaining an effective timetable.

**What you will learn**

The course addresses the following SIMS functions:

How to change the room and teacher of a timetabled class

Adding additional staff onto classes establish and manage teacher and room carousels dealing with the arrival of new staff maintaining the integrity of data between Nova-T6 and SIMS.

**Who is it for?**

Staff with responsibility for day-to-day maintenance of the timetable.



**Course Title: SIMS Technical Essentials**

**Duration:** 1 Day

**Times:**

9:30 to 4:30

**Course overview:**

This course will provide delegates will gain an understanding of how SIMS operates on a technical basis, including the various components essential for running SIMS and FMS effectively. The course also covers upgrading and running database patches, backing up databases and the ability to restore SQL data.

**Benefits of attending**

To understand the technical aspects of SIMS including upgrading, backups and database patches

**What you will learn**

By the end of the course you will be understand the range of approaches to the maintenance and management of the SIMS system including:

* Identifying the components of SIMS\FMS;
* Using SOLUS to upgrade SIMS\FMS;
* Using DBAttach to upgrade SIMS\FMS;
* Using SOLUS to apply a patch;
* Using DBAttach to apply a patch;
* How to backup and restore SIMS and FMS;
* An understanding of what SQL is and how it works;
* How to create users and reset passwords in System Manager.

**Pennine Education Customer Satisfaction Survey – January 2018**

Pennine Education is a Capita Accredited SIMS Local Support Unit providing SIMS\FMS Support to 101 schools over 9 local Authorities in the North West, and is committed to providing its customers with a quality, cost effective, customer focused SIMS Support Service. As part of that commitment, we welcome feedback from our customers and are always looking for opportunities to make improvements to the service, as a result of that feedback.

To measure satisfaction in the service that they are receiving, customers were asked to complete a Customer Satisfaction Survey. The Survey is carried out annually, with the first taking place in 2017, and consists of a total of ten questions. The first sub set of questions asked customers to rate the Service they were receiving in the different service areas, with customers asked to grade the service using the following range: Strongly Agree, Agree, Neutral, Disagree, Disagree Strongly.

Responses were received from 51 Schools, representing 50.49 % Down 17.87 % on 2017 of Supported Schools, with the Service benchmark of 95% Customer Satisfaction being achieved in all areas. Customers were also asked to give the service an overall rating using the following criteria: Excellent, Good, Average, Poor, Very Poor.

In the final section of the survey, customers were given the opportunity to give suggestions on how the Service could be improved, as well as being asked for any general comments\suggestions. Where necessary any comments were followed up with the individual schools.

The target was for 95% of Customers to return a Strongly Agree\Agree Response for Questions 1-7. This target was achieved with 98%, or above, being achieved in every category.

Customers were asked to give the service an overall rating in Question 8, with a target of 95% of customers returning an Excellent\Good response. This target was achieved with 100% of customers returning an Excellent rating for the overall level of service.  
  
During the 12 month period from January 2017, no formal complaints were received from customers.

The period 01 January 2017 to 01 January 2018 saw a total of 2721 calls logged with the Pennine Education Service Desk, with 100% of calls resolved within SLA.

**Question 1**

**SIMS Support Met My Expectations**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 100% | 0 | 0 | 0 | 0 |
| **100%**  **Target 95%** | |  |  |  |

**Question 2**

**The Helpdesk Provides Accurate Resolutions Quickly**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 98% | 2% | 0 | 0 | 0 |
| **100%**  **Target 95%** | |  |  |  |

**Question 3**

**The Staff are Extremely Knowledgeable, Friendly and approachable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 100% | 0 | 0 | 0 | 0 |
| **100%**  **Target 95%** | |  |  |  |

**Question 4**

**The Materials and notes provided are relevant, easy to follow and pertinent**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 97% | 3% | 0 | 0 | 0 |
| **100%**  **Target 95%** | |  |  |  |

**Question 5**

**Termly Briefings provide clear guidance for the Census, the upgraded software and new software available**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 90% | 8% | 2% | 0 | 0 |
| **98%**  **Target 95%** | |  |  |  |

**Question 6**

**Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 94% | 6% | 0 | 0 | 0 |
| **100%**  **Target 95%** | |  |  |  |

**Question 7**

**The School would be happy to recommend Pennine Education for SIMS Support**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 100% | 0 | 0 | 0 | 0 |
| **100%**  **Target 95%** | |  |  |  |

**Question 8**

**How would you rate the SIMS Service overall**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Excellent** | **Good** | **Average** | **Poor** | **Very Poor** |
| 100% |  |  |  |  |
| 100%  **Target 95%** | |  |  |  |

**Performance Comparison 2017-2018**

The table below show a comparison between the 2017 and 2018 surveys. Although all areas met the service benchmark of 95% of customers returning a Strongly Agree\Agree response, the year on year performance comparison only uses the highest rating option of Strongly Agree as the comparison benchmark so that we can immediately identify any potential issues.

Four of the eight areas saw an overall increase, two remained the same and two areas recording a decrease. Areas recording a decrease will be analised to identify any areas of potential improvement.

|  |  |  |
| --- | --- | --- |
| **Customer Satisfaction**  **Survey Questions** | **Performance**  **2017** | **Performance**  **2018** |
| 1. SIMS Support Met My Expectations | 95% | 100% |
| 1. The Helpdesk Provides Accurate Resolutions Quickly | 96% | 98% |
| 1. The Staff are Extremely Knowledgeable, Friendly and approachable | 100% | 100% |
| 1. The Materials and notes provided are relevant, easy to follow and pertinent | 95% | 97% |
| 1. Termly Briefings provide clear guidance for the Census, the upgraded software and new software available | 98% | 90% |
| 1. Quality Training is provided either on site or scheduled which meets the schools expectations\ requirements | 95% | 94% |
| 1. The School would be happy to recommend Pennine Education for SIMS Support | 98% | 100% |
| 1. How would you rate the SIMS Service overall | 100% | 100% |

|  |  |
| --- | --- |
|  | Increase |
|  | Neutral |
|  | Decrease |

**Question 9**  
  
**What aspects of the service could be improved**?  
 **Comments**

* None requiring improvement
* I prefer the CLC as a training venue to the Solaris Centre due to location and accessibility
* Can’t think of anything. Very pleased with the service
* None
* Excellent Service
* We cannot think of anything to improve the service you provide – you are all so friendly and very helpful – we are extremely satisfied at EC St James’ ☺
* I cannot think of anything at the moment
* My experiences have all been very positive
* Don’t know of any as I’ve been 100% happy with the support my school has received
* I cannot think of anything that needs improvement at the moment
* None that I can think of

**Question 10**  
  
**Other Comments**

* All staff are very friendly, helpful and knowledgeable
* Elaine and Jonathan are very helpful and lovely
* Thanks for all your support and assistance over the last six months for myself and the Admin Team
* Have received excellent support\service especially this year when changing to a cheque book school. Have already recommended to another Oldham school
* They are leading the way. Far better than other providers
* Staff are always very friendly and helpful
* Pennine Education continues to offer our school an excellent service and I hope they will do so for many years to come. All the staff are friendly and knowledgeable, nothing is too much trouble and most problems are resolved on the first call to the helpdesk or very soon after. The notes provided at briefings and documentation uploaded onto the website are clear and concise.  
  Overall brilliant service and I would not hesitate to recommend Pennine to colleagues in other schools.
* Excellent service, I don’t know what I would do without your help. Thank you
* Thank you for your support, I used to call every other day, if not every day when I first started in the office for help, whereas now I very rarely have to phone, but I always know that you are on hand if I ever need help.
* Every time I call and every member of staff that I talk to it is always a very positive experience. So helpful and never make me feel like an idiot!! Very positive, thank you all.
* None – very happy with the service provided
* Thank you for all your support over the last few years. I know that I will miss it
* Both myself and the SMB find your services excellent and great value for money
* Always really helpful and friendly ☺
* Excellent service excellent support, friendly, approachable, and knowledgeable staff, nothing ever too much trouble. Thanks so much
* As a long term user the standard of service remains excellent – always fast and efficient on the helpdesk with almost every query answered at first contact. Call backs are timely and service is always great! 5 Stars
* Very happy with the support and service, professional, friendly staff
* Thank you for all your help and support
* Excellent service provided, extremely helpful and always able to assist in solving any issues
* Thank you to all the Team at Pennine for all the excellent support and patience together with a prompt response and solution to all our queries