

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

Telephone –0161 684 2320

<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:///%5C%5CPennineDC01%5CCommon%24%5CService%20Catalogue%5Cwww.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**

****

**Training Courses available by Role:**

Training courses can be found by the role of the member of staff:

**Senior Leadership Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Name** | **Primary** | **Secondary** | **Course Flyer** |
| Assessment Basic | Yes | Yes | Page 18 |
| Attendance Reporting | Yes | Yes | Page14 |
| Behaviour Management | Yes | Yes | Page 26 |
| Discover | Yes | Yes | Page 19 |
| Staff Performance | Yes | Yes | Page 50 |

**Classroom Teacher**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Attendance | Yes | Yes | Page 13 |
| Discover | Yes | Yes | Page 19 |
| Behaviour Management | Yes | Yes | Page 26 |
| Assessment - Basic | Yes | Yes | Page 18 |

**Senco**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Sims SEN User | Yes | Yes | Page 43 |

**Office/Business Manager**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Sims Office User | Yes | Yes | Page 10 |
| Assessment | Yes | Yes | Page 18 |
| Behaviour Management | Yes | Yes | Page 26 |
| Attendance | Yes | Yes | Page 13 |
| Lesson Monitor | N/A | Yes | Page 47 |
| Lesson Monitor Reporting | N/A | Yes | Page 42 |
| Attendance Reporting | Yes | Yes | Page 14 |
| Reporting | Yes | Yes | Page 15 |
| School Census | Yes | Yes | Page 40 |
| School Workforce Census | Yes | Yes | Page 41 |
| Sims.Net End of Year | Yes | Yes | Page 21 |
| Personnel | Yes | Yes | Page 11 |
| Personnel Reporting | Yes | Yes | Page 44 |
| FMS | Yes | Yes | Page 12 |
| Equipment Register | Yes | Yes | Page 24 |
| Accounts Receivable | Yes | Yes | Page 25 |
| FMS End of Year | Yes | Yes | Page 22 |
| Personnel Links to FMS | Yes | Yes | Page 39 |
| Dinner Money | Yes | Yes | Page 20 |

**Data Manager**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Assessment Manager | Yes | Yes | Page 18 |
| Discover | Yes | Yes | Page 19 |
| Reporting | Yes | Yes | Page 15 |
| Advanced Reporting | Yes | Yes | Page 16 |
| Advanced Reporting with Excel | Yes | Yes | Page 17 |
| Course Manager | N/A | Yes | Page 28 |
| Post 16 Learning Aims | N/A | Yes | Page 28 |

**Timetabler**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Nova T 6 | N/A | Yes | Page 31 |
| Maintaining the timetable | N/A | Yes | Page 33 |
| Nova Refresher | N/A | Yes | Page 45 |
| Course Manager | N/A | Yes | Page 28 |
| Post 16 Learning Aims | N/A | Yes | Page 28 |
| Academic Management | N/A | Yes | Page 29 |

**Exams Officer**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Examinations | N/A | Yes | Page 32 |
| Exams Analysis | N/A | Yes | Page 46 |

**Cover Supervisor**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Cover | N/A | Yes | Page 30 |

**Assessment Coordinator**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Assessment | Yes | Yes | Page 18 |
| Assessment Analysis | Yes | Yes | Page 38 |
| Discover | Yes | Yes | Page 19 |

**Technician**

|  |  |  |  |
| --- | --- | --- | --- |
| Course Name | Primary | Secondary | Course Flyer |
| Technical Essentials | Yes | Yes | Page 48 |

**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

Basic Assessment Manager Page 18

Basic Discover Page 19

Dinner Money Page 20

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:

SIMS.Net End of Year Secondary Page 27

Course Manager and Post 16 Aims Page 28

Academic Management Page 29

Cover Page 30

Curriculum Management using Nova T6 Page 31

Exams Organiser Page 32

Maintaining the Timetable Page 33



**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.



**Course Title: Analysing Assessment Data**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

Learn how to analyse the full range of your pupils' assessment data using the functionality in SIMS Analysis and to explore the advanced features to realise the potential of SIMS as a tool to drive improvements in pupil achievement

**Benefits of attending**

To learn how to make full use of SIMS Analysis to analyse your pupils data and contribute to improvements in pupil achievement

**What you will learn**

By the end of the course you will be able to configure SIMS Assessment to:

create and maintain user-defined groups

create tracking grids

create and use analysis grids, group, aspect, chance and result set

use assessment marksheets to analyse outcomes,

employing a range of filters as appropriate use SIMS Discover to create dynamic groups for the purposes of analysis in SIMS Assessment



**Course Title: Personnel Links to FMS**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

This course provides delegates with an understanding of how to maintain and manage staff personal, professional and contractual data, including the links between Personnel and FMS

**Benefits of attending**

To understand how to manage staff information, including incorporating the information within FMS

**What you will learn**

This one day course addresses aspects of the SIMS Personnel record including:

adding new appointments to SIMS Personnel; managing staff leavers dealing with promotions; maintaining staff qualification, absence and training details; how to access contractual information to calculate salary commitments for budget management and planning; links between SIMS Personnel and FMS including updating information, linking commitments to appropriate cost centres, using salary calculator and monitoring salary budgets



**Course Title: School Census**

**Duration:** ½ Day

**Times:** 9.30 to 12.30

**Course overview:**

This course will take delegates through the preparation for the census

return, including the procedure for creating a return and correcting any outstanding validation errors

The course also explores the current return together with requirements for other returns

**Benefits of attending**

To learn how to prepare for the census return

**What you will learn**

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

Configure the software for use and manage a census return including: creating and validating a return; correcting any validation errors by editing individual pupil records or by using bulk update; authorising a return; printing detailed reports; printing a summary of the census



**Course Title: School Workforce Census**

**Duration:** ½ Day

**Times:** 9.30 to 12.30

**Course overview:**

This course covers the maintenance and management of staff personal, professional and contractual data. The focus will be on data collected by the School Workforce Census

**Benefits of attending**

To learn how to prepare for the School Workforce Census return

**What you will learn**

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

Configure the software for use and manage a census return including: creating and validating a return; correcting any validation errors by editing individual staff records; authorising a return; printing detailed reports; printing a summary of the census



**Course Title: Lesson Monitor Reporting**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

The course will provide delegates with knowledge of the reporting capabilities of Lesson Monitor to provide senior leaders with real-time information and analysis for the monitoring of student attendance within school

**Benefits of attending**

To learn how to make best use of SIMS Lesson Monitor

**What you will learn**

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

consider the implementation of SIMS Lesson Monitor;

configure the system for use in school;

manage and maintain SIMS Lesson Monitor data; customise lesson attendance codes; use letter templates to enhance communication with parents using the SIMS pre-defined reports



**Course Title: SEN User**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

The course will enable delegates to familiarise themselves with the functionality of SEN within SIMS in order to use it effectively and efficiently within their school and reflect the SEN Code of Practice

**Benefits of attending**

To have a detailed understanding of SIMS software for managing SEN processes in school

**What you will learn**

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

navigate through SIMS; manage and record details of reviews, events and provisions; manage students with statements; produce the SEN reports provided in SIMS; edit look up tables; add linked Adults, Agents and Agencies; send, receive and view messages relating to SEN students; configure their SIMS Home Page to help monitor SEN processes



**Course Title: Personnel Reporting**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

This course explores the production of existing reports and design of custom reports to support the analysis of personnel data

**Benefits of attending**

To further your knowledge and skills in producing personnel reports

**What you will learn**

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

Preview and run existing reports; design and run your own reports;

edit existing reports; create new reports from existing ones; manage of reports



**Course Title: Nova Refresher**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

This 1 day course revisits the timetabling cycle and explores in greater depth the processes involved

**Benefits of attending**

To re-examine timetabling procedures using Nova-T6

**What you will learn**

This course will address recently introduced features in Nova and will ensure that the school makes the most efficient use of the routines available



**Course Title: Examination Results Analysis**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

This course explores all aspects of the examination results process including importing results into the software and analysing them to produce headline analyses on results day Delegates will also explore queries and re-marks as well as more detailed analyses of subject area and individual class

**Benefits of attending**

To understand all aspects of the examinations results process

**What you will learn**

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

import and snag results files; calculate PI information; run reports and analyses; export results to Excel for further analysis; create and distribute results; marksheets



**Course Title: Lesson Monitor**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

This course discusses the options available for the configuration, use and ongoing maintenance of Lesson Monitor

**Benefits of attending**

To learn how best to configure and manage the Lesson Monitor system in school

**What you will learn**

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

configure Lesson Monitor to their individual requirements

understand the possibilities of Take Register;

gain an insight to the potential impact on behaviour and achievement management;

understand best practice routines in maintaining the data;

understand the flexibility in the use of codes for lesson registration;

produce reports to help manage lesson attendance.



**Course Title: Sims Technical Essential**

**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.



**Course Title: Staff Performance**

**Duration:** 1 Day

**Times:** 9.30 to 4.30

**Course overview:**

The optional Staff Performance area of SIMS enables schools to record, manage and report on core areas of the staff appraisal process. This includes individual objectives, lesson observations, employee reviews and staff development.

**Benefits of attending**

During this course you will learn how to manage and maintain the staff performance functionality in SIMS. The Staff Performance functionality is activated via a licence; this course assumes the process of applying the licence has been completed.

**What you will learn**

By the end of the course, you will have an understanding of:

* setting up and amending a line management structure
* setting up and configuring permissions
* customising lookups and settings
* recording and managing staff objectives
* recording and managing observations
* recording and managing reviews
* reporting on staff performance.

**Pennine Education Customer Satisfaction Survey & Service Performance Report – Spring 2022**

 **Introduction**

Pennine Education is an Accredited MIS Support Partner for SIMS, Arbor and Bromcom. Pennine provides MIS Support to over 120 schools over 10 local Authorities in the North West and is committed to providing its customers with a quality, cost effective, customer focused MIS 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.

**Customer Satisfaction Survey**

To measure satisfaction in the service that they are receiving, customers are asked to complete a Customer Satisfaction Survey. The Survey has been carried out annually since 2016 and consists of eleven service-related questions. The first subset of questions asks customers to rate the Service they are 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 49.2 % of Supported Schools, with the target being for 95% of Customers to return a Strongly Agree\Agree Response for Questions 1-7. This target was achieved in all service areas that the survey covered.

Customers were also asked to give the service an overall rating, using the following criteria: Excellent, Good, Average, Poor, Very Poor with a target of 95% of customers returning an Excellent\Good response. This target was achieved with 100% of customers rating the service as Excellent.
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. Details of responses to these questions are included on page 5.

**Question 1**

**MIS Support Met My Expectations**

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

**Question 2**

**The Helpdesk Provides Accurate Resolutions Quickly**

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

**Question 4**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 97.5% | 2.5% | 0% | 0 | 0 |
| **100% Achieved****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** |
| 100%\* | 0% | 0% | 0% | 0% |
| **100% Achieved****Target 95%** |  |  |  |
| * 15% of total respondents had not attended a Termly Briefing
 |

**Question 6**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 96.5% | 3.5% | 0% | 0 | 0 |
| **100% Achieved****Target 95%** |  |  |  |
| * 5% of total respondents had not attended a Training Session
 |

**Question 7**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Disagree Strongly** |
| 97.5% | 2.5% | 0% | 0 | 0 |
| **100% Achieved****Target 95%** |  |  |  |

**Question 8**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Excellent** | **Good** | **Average** | **Poor** | **Very Poor** |
| 100% | 0% | 0 | 0 | 0 |
| **100% Achieved****Target 95%** |  |  |  |

**Question 9**

**What aspects of the service could be improved**?

**Customer Comments**

* None
* Everything good
* Your perfect, don't change a thing!
* Genuinely cannot think of anything!
* Would prefer a resumption of in person SIMs User Group meetings - even if it is only one or two per year
* Apart from working alongside me in the office, very little! We are more than happy with the service we receive from Pennine.
* I know I don't make the most of the potential of the SIMS or FMS packages, but I don't know what I don't know. I don't know whether the monthly housekeeping routines messages could be extended to include something related to making the most of the functionality - like added extras / did you know's / quirks or hacks that make life easier .... as I don't know what I don't know I can't make a suggestion.
* None that I could think of
* None
* Nothing
* None - we think you are fabulous!
* None
* There is nothing I can think off.
* I am completely happy with the service we receive.
* NA
* I cannot find fault with the service provided, so can think of nothing to improve!
* Nothing all amazing service
* None
* none

**Question 10**

**Other Comments**

* Pennine are so very very helpful. Absolutely amazing team.
* Thank you all so very much for all the help you give to us (especially me!!)
* Highly recommend - nothing too much trouble
* I love the fact that no question is a silly question and they make you feel comfortable asking anything.
* By far the SLA with Pennine Education offers the best value for money. Customer service is excellent, it is very rare queries aren't dealt with upon first contact with the call centre. Staff are extremely knowledgeable and nothing is ever too much trouble. A fantastic company to work with.
* Thank you to you all. Pennine offer an invaluable service to SSAO.
* Excellent customer service, quick response times etc etc.
 Keep up the good work.
* Thanks for your continued support - good to know you're there!
* All staff are very pleasant, friendly and really helpful.
* Staff are always so helpful. Rebecca & Elaine have helped me through some challenging times! Thanks!!
* Thank you so much for all your time and support over the past few weeks and continuing with our MIS migration!
* Always received excellent service. Thank you
* Very prompt, excellent service provided as usual.
* Really pleased with the service Pennine Education provides
* Everyone is always very helpful and supportive. Keep up the good work!!
* Rebecca has been so helpful since I started at Friezland, nothing is too much trouble for her.
Thank you
* Always there at the end of a call, fast and reliable service every time
* Saved my life on many occasions - thank you!
* All the team at Pennine are amazing, nothing is to much trouble, everything is responded to really quickly. All the team are really professional but friendly and give peace of mind.
* Thank you for your support :) always very helpful.
* Excellent service
Highly recommended
* Thank you for your help and great service
* We already receive excellent service, no further comments to add

**Training Analysis**

Pennine Education provides a full range of formal MIS classroom training, one to one, remote training and on-site training courses and consultancy. Each delegate is asked to complete an evaluation form, consisting of 10 questions on the training that they have received and asked to rate the training using the following range: Strongly Agree, Agree, Neutral, Disagree, Disagree Strongly.

Since 2020 and the restrictions imposed as a result of Covid 19, the number of training courses delivered has significantly reduced. During this time Pennine Education has responded by offering remote training via Microsoft Teams. Termly school briefings have also been delivered via Teams and have been well received by customers.

Many customers had fed back that they liked the Termly Briefings being held remotely. For the Academic Year 2022/23 one Termly Briefing will be delivered Face to Face with the remaining two delivered via MS Teams. The Face to Face Briefing will also be delivered via MS Teams for those schools who would still like to attend remotely.

All training evaluations have been electronic from Spring 2021, with course delegates sent a link after the course is completed to submit an evaluation form. We believe this will encourage more delegates to return their feedback as the process will be quicker and easier.

The same benchmark has been applied to training evaluation, in that all areas should aim to receive 95% of delegates returning a Strongly Agree \ Agree response.

At individual course level during 2021 100% of delegates rated the training that they had received overall as either Excellent (72%) or Good (28%).

100% of delegates either Strongly Agreed (72%) or Agreed (28%) that the trainer was knowledgeable.

With increased pressures on budgets, schools are increasingly looking for the most cost-effective way to train staff. In order to make training as accessible as possible to our customers Pennine Education is increasing its website digital content and increasingly providing remote training at a reduced cost.

**Help Desk Statistics**

The period 01 January 2021 to 31 December 2021 saw a total of 3856 calls logged with the Pennine Education Help Desk, with 100% of calls resolved within SLA and 97.92% resolved on First Contact. The number of logged calls increased by 748 in 2021 compared to 2020, representing a 24% increase in calls which we believe was largely due to all the changes schools were expected to implement, especially Attendance, with the return to “normal” as Covid 19 restrictions were lifted.

Over the three-year period 2015-2018 calls to the Helpdesk increased year on year and plateaued in 2018, rising again in 2021. We believe that quality of the helpdesk service has been maintained over the last five years, supported by the fact that 100% of responders to the latest survey Strongly Agreed that the helpdesk gave quick and accurate responses as well as positive comments in the feedback section.

Pennine Education’s commitment to providing quality Helpdesk solutions is also supported by the fact that 100% of calls have been resolved within SLA over the past 7 years.



**Performance Comparison 2016 – 2021**

The table below shows a year-on-year comparison of the 2016-2021 Customer Satisfaction 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 high-level comparison benchmark.

All eight areas recorded anincrease in 2021. Overall, we believe that these results support a high overall customer satisfaction across all service areas provided during 2021. It is considered that all the year-on-year variations from 2016-2021 are within acceptable boundaries and is evidence of consistently high levels of support being provided to our customers. This is also supported by the positive feedback in the comments section.

**Complaints**

During the 12-month period from January 2021, no formal complaints were received.

**Company Developments**

In recognition of the changing MIS market within schools, in 2021 Pennine Education successfully completed the required tasks to become an Accredited Support Partner of two cloud-based MIS solutions: Bromcom and Arbor. Pennine Education now directly supports 21 Arbor schools.

Pennine Education continues its ongoing commitment to SIMS, undertaking ongoing CPD for staff in SIMS 7. SIMS Connected now gives SIMS Schools the option to have a Cloud based version of SIMS, with exciting developments in Next Gen SIMS coming during 2022.

Pennine Education has continued to work closely with partners, such as ESS SIMS, Arbor & Bromcom, as well as local partners such as Fingertip Solutions, Forersight Business Solutions and Edac in order to ensure that schools receive a complete IT Service which results in them being able to make the most of their chosen MIS solution.

During the last 12 month, Elaine Smith has retired although she has still been doing occasional Consultancy work for the company. Pennine Education has successfully recruited a new FMS/MIS Consultant to join the team, who as a previous School Business Manager in Oldham, has a wealth of SIMS and FMS experience.

**Conclusion**

2021 has been a challenging year for both Pennine Education and its customers due to the recovery from the Covid19 global pandemic. We believe that during 2021 we managed to continue to provide our customers with an uninterrupted service, maintaining a full range of services throughout this period of disruption and return to “normality”. During 2021 Pennine Education has endeavoured to continue to provide its customers with the highest level of customer service. We believe that the final figures and customer comments support the overall conclusion that there has been no decline in service levels and that customers continue to be happy with the service that they are receiving from Pennine Education.

We would like to take this opportunity to thank everyone who participated in the survey.