

CAPITA



One Admissions & Transfers

The Citizen Portal has provided a *seamless, high quality experience* for our citizens and made the back end processes more efficient.

Claire Harrison-Thain,
Stockton-On-Tees Borough Council

Transforming lives together

Manage school applications efficiently

Managing school places is never an easy task, not least because the process can involve complex parental enquiries, where detailed knowledge of each application is crucial.

Providing a convenient online self-service portal for all school applications across your authority, One Admissions & Transfers simplifies the whole process, empowering parents and carers by giving them access to what they need.

Because the portal accessed by families and the back office elements of One Admissions & Transfers are fully integrated, there's no need for local authority admissions teams to manually add applications, streamlining the management of admissions.

With a detailed, easily-referenceable history to hand, teams also have all the information they need to manage appeals, enabling admissions enquiries to be managed more efficiently and freeing up resources to be invested where they will have the greatest impact.

Key benefits

Streamline processes

Manage the application and transfers process effectively, fairly and consistently, meeting all government admission code requirements. Efficiently manage waiting lists and appeals against school place allocations. Set up automatic email reminders to go to parents at specified times and send individual updates for in-year applications direct from One to parents via the portal.

Easier administration

Up-to-date information is immediately available to admissions teams, with the portal storing a snapshot of all application-related data when the parent submits or resubmits their form. It's also easier to cross-reference information, even when shortened variations of first names are entered.

Customise parent and school portal information to meet local need

You can customise the portal, including tailoring explanatory information to meet local requirements.

Target interventions

Easily identify children who frequently change school, giving a clearer picture of a child's situation to shape interventions, if necessary.

Compliance with Disability Discrimination Act

Admission portals are fully Disability Discrimination Act-compliant ensuring your equality commitments are met.

Simpler statutory returns

Extract information from One for DfE preference returns in the correct format and order to produce the file ready for upload.

Plan for future school places

Your admissions data in One can be analysed using One Analytics to understand trends and where to target future resources.

A positive experience where parents and carers feel better involved

Designed to improve ease of access to all the information your teams, and parents/carers need, the School Admissions Portal (Citizen) enables parents and carers to complete the full application process on a choice of platforms, including mobile phones, tablets, laptops and PCs, at a time to suit them. Once they've made an application, they can refer back to it, including being able to update information, such as contact details, and to check the progress of their application, such as any available offers. In addition, you can choose to enable the option to allow parents to respond to an update by accepting or declining the offered place.

NEW Make it easier for parents to make in-year online applications

The School Admissions Portal (Citizen) now includes enhanced in-year online functionality to allow parents to apply more than once within the same academic year, and for local authorities to provide useful information to parents on the application summary tile. You can also configure the system so it only allows online applications for schools in their home local authority.



School Admissions Portal (Citizen)

How it works

Parents and carers can view full school information and access advice and support, all online

Parents/carers complete application online

Parents/carers can then track their application online

Application information can be shared by appropriate schools, with applications automatically allocated based on published admissions numbers, oversubscription criteria and local government policy

Automatic confirmation of places allows parents and carers to accept offers



NEW Self-serve options for schools to ease the admissions burden on local authorities

Schools who are their own admissions authority, such as church schools, special schools and academies can set their own ranking criteria and rank applications directly via the new School Admissions Portal (Schools).

The information they enter automatically updates the records in One so local authority teams no longer need to manually collate and enter information. Schools can also be given access to view applications for Phase and in-year Transfer Groups, the latest waiting lists and to view and verify sibling applications, removing the need for local authorities to report and send data to schools, and making the data transfer process more efficient and secure.

“The One Citizen Portal for School Admissions has delivered many benefits for our authority. We like the **user-friendly** interface and being able to **customise the portal**, whilst the email service has worked perfectly with sending out registrations, reminders and offers. Parents are also comfortable using it, with few queries coming through about using the system.”

Claire Harrison-Thain, Stockton-On-Tees Borough Council

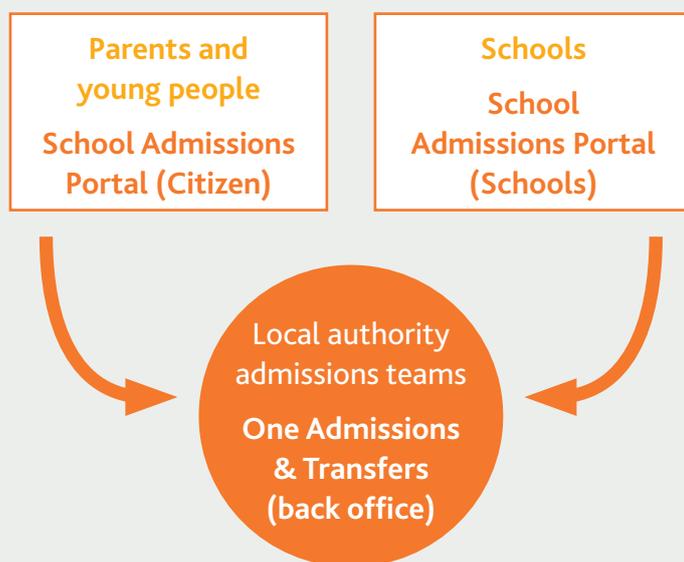
Enhanced support subscription service to help manage admissions

Designed specifically to support admissions teams in managing and de-risking the admissions cycle, our flexible remote support service provides direct access to our admissions specialists. They'll help with implementing new features as well as giving support on day-to-day activities, when you need it, to ensure that key (and sometimes unfamiliar) routines and tasks are carried out correctly.

"Moving online has cut the number of late applications for school places. Information is captured automatically too, so there is no longer any need to send out letters or spend time re-keying data into the system. This means the admissions team can start allocating school places much sooner. The whole process is slicker and *the equivalent of two months' work has been saved* for a full-time member of staff, who can now spend more time on other tasks."

Councillor Tim Swift, leader of Calderdale Council

Who benefits and how?



Parents and young people

One's School Admissions Portal (Citizen) offers an easy way for parents and carers to apply for their child's school place online via a choice of platforms including mobile phones, tablets, laptops and PCs.

Local authority admissions teams

As information entered by parents into the School Admissions Portal (Citizen) is automatically integrated into One, there's no duplication of data input, and considerably reduced risk of error, as staff can make use of existing data.

Schools

Schools who are their own admissions authority can view applications, the latest waiting lists and to view and verify sibling applications via the School Admissions Portal (School), with the information they enter automatically updating the One record.

Contact us



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