



Cambridgeshire
County Council



School Admin Reference Guide

(Who, What, Why, When & Where)

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email: support@theictservice.org.uk
website: www.theictservice.org.uk
helpline: 0300 300 0000

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Introduction

This document provides an overview of many areas of key interest to school staff, e.g. services provided, responsibilities, procedures, key dates, contact details and website addresses.

Information and procedures change frequently, so The ICT Service will continue to review this document – please check for updated versions at regular intervals.

Input from school staff is always welcome – if you have any queries or recommendations please contact us via The Helpline phone number or email address:

0300 300 0000

support@theictservice.org.uk

What does The ICT Service Provide?

Services provided include (but are not limited to):

- [The Helpline](#)
- [The ICT Service Website](#)
- [Training & Consultancy Services](#)
- [SIMS, FMS](#) and [SchoolComms](#) and [Scholarpack](#) Support
- [Regular Newsletters to Schools](#)

Helplines, The Fortnightly Briefing, Events & Training information

- [Technical Advice & Support](#) - Technicians in schools, telephone and remote support
- [ICT Equipment Sales, Installation and Upgrades](#)
- [ICT Equipment Audits](#)
- [File Server Support](#)
- [CPSN Broadband and 'Top Switch' Support](#)
- [Cloud Backup Service](#)
- [Central Hosting](#) – MIS systems and Email Accounts
- [Remote Access](#)
- [General Data Protection Regulation \(GDPR\)](#)
- [E-Safety](#)
- [Curriculum Advice & Support](#)
- [STARZ+ Learning Platform](#)
- [School Website Service](#)
- [Customer Service Team](#)
- [Learn Together Hub Support](#)
- [Admin Angels](#)

Schools choose a support package option that suits their level of need and then sign up annually; also, some services are available on a 'pay as you use' basis. Download our current [Guide to Services](#) [here](#).

Contacting The ICT Service

Tel:	0300 300 0000	Press Option 1 for Sales Press Option 2 for Courses Press Option 3 for The Helpline Or hold and your call will be directed to someone who can help.
Email:	Helpline General Courses Sales Customer Service	support@theictservice.org.uk info@theictservice.org.uk courses@theictservice.org.uk sales@theictservice.org.uk customer.service@theictservice.org.uk
Website:		www.theictservice.org.uk
Remote Support:		www.support.cambsed.net (when required – for remote connection by The ICT Service staff, outside Central Hosting)
The Learn Together Hub: (replaced The Education Portal from November 2016)		https://khub.net/learntogether
Learn Together Cambridgeshire Portal: (new website from August 2017)		https://www.cambslearntogether.co.uk

The Helpline

Available:

Monday to Thursday 8.00am to 5.00pm

Friday 8.00am to 4.30pm

Tel: 0300 300 0000 and select Option 3

Email: support@theictservice.org.uk

Provides telephone and remote support for all SIMS applications (e.g. SIMS, FMS, InTouch, Agora) plus other MIS applications (e.g. SchoolComms).

First point of contact to report connectivity issues (e.g. Internet), technical issues, request visits and report equipment faults.

Can administer School Network accounts (Active Directory) for schools where we have authorised access to the school server – passwords can be reset or accounts unlocked remotely. New accounts require notification in writing from the Head@ or Office@ email accounts.

Can administer Central Hosting & Email accounts, including password resets and add/remove accounts (see later section on the Admin Tool). New account setup requests require notification in writing from the Head@ or Office@ email accounts.

Please note: for security reasons all schools should have their own Admin Tool Account administrator (ATU) who can manage Central Hosting and Email accounts – school staff should be advised to consult their school ATU initially, before contacting The Helpline.

The ICT Service Website

www.theictservice.org.uk

Newsletters / Regular Communications

The ICT Service sends out a number of regular publications by email – back copies can be accessed on the website. There is also the facility to sign up to receive these emails automatically into your personal email account.

Regular Newsletters include:

- Fortnightly Briefing
- Helplines
- Technical Services Information
- Training and Events

Areas of Interest

- Guide to Services
- Learning
- Management
- Training
- Technical
- Sales
- Helpline

There are links to:

- Log Cases via Customer Request/Incident > Submit details
- Book Courses via the Training link > select a course > check date > Book
- Sign Up for communications via Newsletter Signup | Sign up here

Admin Tool: Centrally Hosted Services Administration Tool

The Admin Tool is used by The Helpline to manage Central Hosting and Email Accounts, including password resets, locked accounts, add/remove accounts, change of user rights, assigning remote access keyfobs, etc.

However, **for security reasons**, each school should have their own authorised Admin Tool Account User/Operator (ATU) who can access the Admin Tool from within Central Hosting or via <http://chat.cambsed.net> and deal with the management of accounts, permissions, password resets, remote access keyfobs, etc.

School staff should be advised to consult their school ATU initially, before contacting The Helpline.

In the absence of the school's ATU, The ICT Service Helpline can deal with any issues; but in some cases, e.g. new account setups, notification in writing is required from either the Head@ or Office@ email account.

Governor Email accounts

Please note:

- The Helpline is not able to provide support direct to governors for setting up accounts and resetting passwords. Governing Body Clerks are responsible for making sure that governors have the details of their accounts. Governors should report any problems via the Clerk or (if agreed with the school) direct to the school's ATU. Clerks should contact the school's ATU to report problems/request new accounts/notify when a governor leaves. Only in cases where the school does not have an ATU should the Clerk contact The Helpline direct.

The Learn Together Hub / Knowledge Hub

<https://khub.net/learntogether>

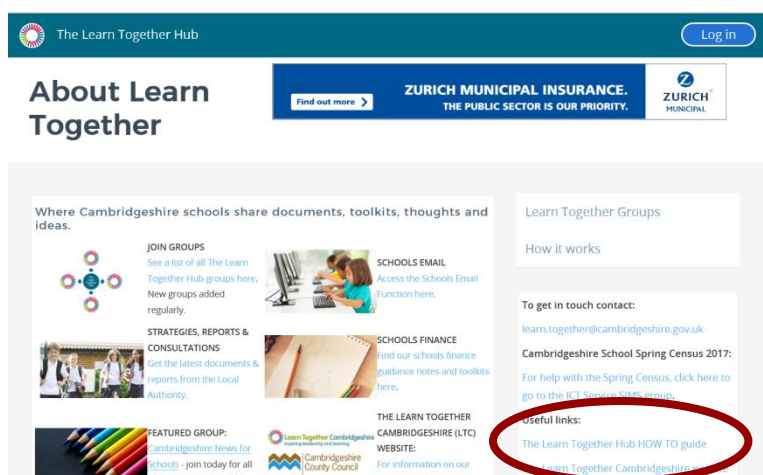
Not to be mistaken for the Learn Together Cambridgeshire (LTC) Website at:
www.cambslearntogether.co.uk (for which there is a link on the Hub homepage)

The **Learn Together Hub** (which replaced The Portal) is the CCC Education section of the Knowledge Hub and is an online platform used to share documents, information, conversation and ideas between The ICT Service, Cambridgeshire County Council, and colleagues in Schools and Early Years settings.

Guidance documents from The ICT Service are uploaded to the Learn Together Hub regularly throughout the year – all very useful to ensure you don't miss **vital deadlines** and other important information.

To access information, you will be required to **Log in** – then **Register** with relevant groups – you can then set up your **Notifications** to receive timely alerts to your own email account.

See the '**HOW TO**' guide on the home page at: <https://khub.net/learntogether>



As a minimum, please sign up to the following groups:

The ICT Service

SIMS: The ICT Service

FMS: The ICT Service (finance personnel)

Cambridgeshire County Council – News for Schools (replaced the Schools Newsletter)

Examples of documentation available from The ICT Service:

School Census & School Workforce Census \ Financial Year End \ Year End in SIMS \ Assessment \ End of Key Stage \ EYFS \ Dinner Money \ Pay Scales \ CTF Tips \ ESPO catalogue import \ etc.

Learn Together Cambridgeshire Website

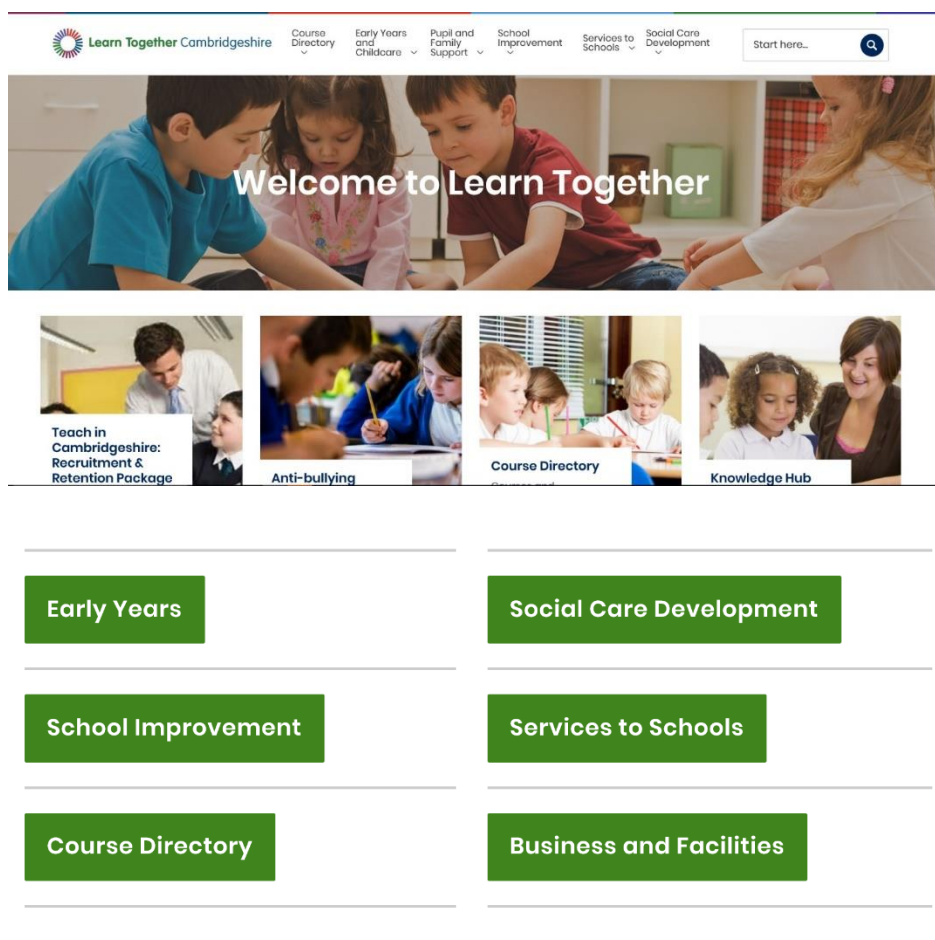
www.cambslearntogether.co.uk

There is a link from this website to the Learn Together Hub, and vice versa.

The Learn Together Cambridgeshire website provides information and links for services and support that the County provides for settings and schools – "...we offer training, leadership and development services across the full 0-19 remit".

Includes:

- Early Years
- School Improvement
- Course Directory
- Social Care Development
- Services to Schools
- Business and Facilities



IT and Digital Service (previously known as IMS: Information Management Service)

Responsible for: the Information Management systems used by the Children, Families & Adults Directorate (CFA) within the Local Authority; collection of Statutory Returns; support for Assessment Analysis systems used by schools, e.g. FFT and Perspective.

- Information Management systems include Capita One, where school pupil data held within SIMS and other IM systems is shared. Data sharing between schools and CFA in Cambridgeshire has been embedded in practice for many years.

Schools share pupil level data on a regular basis, via automated processes (B2B) between school and Local Authority information management systems, or via access to the termly School Census returns. The benefits of data sharing arrangements for children and young people are numerous. The information is important to the LA in its safeguarding role, providing further information on the whereabouts of children and young people in the event of an emergency.

The data also plays a vital role in enabling the LA to plan services for families and communities, to produce the evidence base to inform service planning and allocation of resources, as well as those of partner services.

The information is also used to support the delivery of the statutory functions that the Council holds, including school transport, admissions, and services for children with Special Educational Needs.

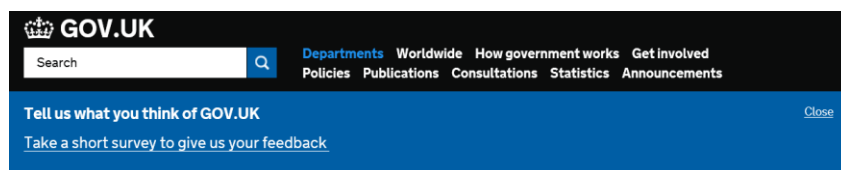
Data held by schools should always be maintained to ensure compliance with statutory Data Protection legislation, supporting the school and the LA with their functions in the most efficient way.

- Provision of school Admission Transfer files, missing UPNs, and missing Assessment data.
- Ensuring the collection and validation of: Statutory End of Key Stage Assessment data; School Census data; School Workforce Census data; including sharing DfE guidance and key dates.
- Supporting the Learning Directorate and schools with other data returns as agreed, e.g. Reception Year Initial Cohort Data.
- Providing advice and supporting the use of Fischer Family Trust (FFT) and Perspective systems.

Contact Details: IT and Digital Service	
Tel: 01480 379859	Email: ido@cambridgeshire.gov.uk

DfE: Department for Education

www.gov.uk/government/organisations/department-for-education



[Schools: statutory guidance](#)
[Get into teaching](#)
[School performance tables](#)
[Get information about schools](#)
[Early learning and childcare: guidance for providers](#)
[All DfE services and information](#)

The DfE's official website provides statutory guidance and departmental advice covering many areas.

Schools should access the website on a regular basis to check what data is required by the DfE.

Schools: statutory guidance includes sections on:

- Administration and Finance
- Admissions
- Assessment
- Behaviour and Attendance
- Curriculum
- Early Years Foundation Stage
- Governance
- Involving Parents and Pupils
- Looked-after Children
- Safeguarding Children and Young People
- Special Educational/Health Needs
- Staff Employment and Teachers' Pay
- 16 to 19 Education and Work Experience

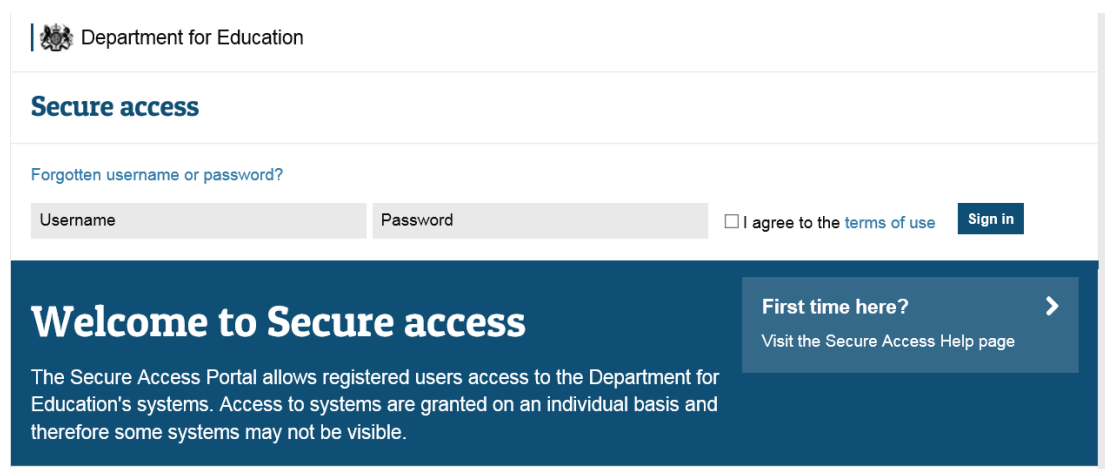
All DfE services and information – example links:

- Adoption and fostering
- Apprenticeships
- Data collection (including Census information)
- Inspections
- Safeguarding children
- SEND Code of Practice
- and many more areas...

A **school's DfE number** is made up of the County number (873 for Cambridgeshire) followed by the school's establishment number (comprising four digits), e.g. 873/9876. The four-digit establishment number may change if a school becomes an Academy.

Secure Access Website

sa.education.gov.uk



The screenshot shows the Secure Access Website login page. At the top, there is a header with the Department for Education logo and name. Below this is a section titled 'Secure access'. Underneath, there is a link for 'Forgotten username or password?'. The main login area contains two input fields for 'Username' and 'Password', followed by a checkbox for 'I agree to the terms of use' and a 'Sign in' button. A large blue banner at the bottom of the login area says 'Welcome to Secure access' and provides a brief description of the portal. To the right of the banner, there is a button for 'First time here?' with a right arrow, and a link to 'Visit the Secure Access Help page'.

Secure Access is the key secure single point of entry system provided by the DfE to provide external users (schools, LAs, etc.) with access to various DfE systems. These systems include:

- **School to School (S2S)**
- **COLLECT**
- **Key to Success (KtS)**
- **Get Information About Schools (GIAS)**
- **Teacher Services (including Database of Qualified Teachers)**
- **EFA Information Exchange**
- **Post-16 Portal**
- **Analyse School Performance (ASP) – previously RAISEonline**

Each school has its own Secure Access account administrator (Approver) who can add, edit or remove other school user accounts (End Users) and control their access to the relevant systems.

Click these links for [Approver](#) and [End User](#) documentation.

In August 2016 the number of Secure Access Local Approvers was increased for Schools and Academies from 1 to 2 with the number of End Users remaining at 7.

Username and passwords consist of a complicated mixture of letters, numbers and symbols and expire regularly. When selecting a new password from the list offered, always ensure you write it down before accepting it.

Forgotten login credentials can be retrieved by selecting the 'Forgotten username or password?' link on the ['Sign in' page](#) – you will need to know the registered email address for this user account and the answer to the security question (case sensitive). Otherwise, contact your school's Approver, who can restore access to the account. When all else fails (or if it's the Approver account requiring a reset), complete the online **SA service request** form by clicking the link on the ['Help' page](#).

S2S: School to School

DfE S2S guide for schools: click here [S2S](#) or go to:

www.gov.uk/government/publications/school-to-school-guides-for-schools-and-local-authorities

Used for the transfer of files, mainly CTFs, either between individual schools or between schools and Local Authorities – including pupil transfers and End of Key Stage assessment data for the LA/DfE.

When students transfer between schools, a CTF should be created in SIMS and uploaded to S2S by the previous school, and then downloaded from S2S and imported into SIMS by the new school. Emails are automatically generated by the S2S system to notify schools when CTFs are available for download. Standard CTFs can include more than one student going to the same destination.

Schools are advised to check they are using the correct filename formats when uploading CTFs in the following situations, and that each file contains only one student's data:

MMMMMMM format – to be used when a pupil has: transferred to a school that is non-maintained or is outside England and Wales; or moved overseas to a known destination; or started home education.

XXXXXXX format – to be used **only** when the destination is not known, i.e. pupil needs to be added to the 'Lost Pupils' database.

Note: for either the 'M' or 'X' type, an individual CTF must be created for each pupil – the system will not allow more than one set of data to be transferred in a CTF of these types.

ULN Service (Secondary Schools) – there is an area in S2S where schools can obtain Unique Learner Numbers for students. Create and upload a CTF containing the students for whom numbers are required; the next day a results CTF containing the ULNs will be available for download and import back into SIMS – ULN user guide available [here](#)

There is also a **Secure Messaging Service** within S2S which enables messages to be sent to other S2S users – either free-text messages or messages based on a standard template.

COLLECT

Used to upload the three termly School Censuses and the annual School Workforce Census – site becomes 'live' on each Census Day and schools can usually upload their data from 7.30 a.m. that day. Census files should be uploaded on the day if possible, or very shortly afterwards.

Test/dummy Censuses can be uploaded to the Familiarisation blade of COLLECT for a short period **prior to** each Census day. This helps to indicate whether the COLLECT validation process will produce any unexpected errors, and enables them to be resolved before Census Day. This Familiarisation blade usually closes at 4pm on the Friday before Census Day, but full details will be supplied in the usual Helpline guidance notes issued in advance of each Census.

COLLECT 'go live' dates:

Autumn Census	first Thursday in October
Spring Census	third Thursday in January
Summer Census	third Thursday in May
School Workforce Census	first Thursday in November

KtS: KeyToSuccess

Used to obtain historical Statutory Assessment results for individuals or groups by uploading UPN numbers to the site.

Lists of pupils attracting Pupil Premium funding for the school are also available. Funding is based on the data in each January Census and the files are currently made available to schools via KtS in the July of the same year.

Click [here](#) for KtS site news.

Get Information About Schools (GIAS) – formerly Edubase

This is the DfE's public register of educational establishments in England – it provides a range of school details, e.g. DfE number, school type and phase, school contact details, names of Headteachers & Governors, school pupil numbers, etc.

School staff with the relevant permission can access GIAS via their Secure Access account. If the application is not visible, check with your school's Approver regarding authorisation. The GIAS public portal can be accessed by all staff outside Secure Access – via this [link](#).

The GIAS portal within Secure Access allows changes and service requests to be proposed/submitted to the DfE.

Schools should ensure that their details are kept up to date via GIAS, as this information is accessible to the general public (see following page).

ASP: Analyse School Performance (previously RAISEonline)

The DfE launched this service to replace RAISEonline (ROL).

Brief overview of ASP:

- provides schools with detailed performance analysis to support school improvement
- easier to use than ROL
- intuitive and will reflect the way most people work with data
- retains familiar tools such as filters
- works well on mobile devices
- more sector focused and provides rich data tables
- data should be released earlier than via ROL
- accredited suppliers will be given access, to develop innovative services that schools may procure if they choose (as many schools already do under current arrangements)

Click link [here](#) to access the latest DfE information on the change from ROL to ASP.

Get Information About Schools (GIAS) – formerly the Edubase Public Portal

<https://get-information-schools.service.gov.uk/>

This is the **DfE's public register** of educational establishments in England (from 18 September 2017).


Edubase was switched off on Friday 15 September and replaced by this new public register.

Initially, any general internet search for Edubase will reroute to the new site.

Educational professionals can search for and update establishment details, such as:

- the type, status and phase of each school or centre
- governors, trustees and headteachers

There are different registers for [Northern Ireland](#), [Scotland](#) and [Wales](#) - though some Welsh information is included in the English database.



Get information about schools
[Search](#) [Downloads](#) [Log in](#)

BETA This is a new service – your [feedback](#) will help us to improve it.

Get information about schools

This is a register of schools and colleges in England. You can search for and download information on establishments, establishment groups or governors. Schools, local authorities and academy trusts can also update details by signing in to their Secure Access account.

Find an establishment

[Find an establishment group](#)

[Find a governor](#)

Search by:

☐ Name or reference number

☐ Location

☐ Local authority

or

☐ All establishments

This public portal can be accessed without the need to log in. It is used regularly by the public to check school information, e.g. DfE numbers, school addresses and contact details, names of Headteachers and Governors, school pupil numbers, etc.

Schools should therefore regularly check and update their information via their Secure Access login.

Statutory Returns Information

School Census

The DfE requires schools to submit three termly School Censuses per academic year. These provide detailed pupil/student information required by the DfE. Each Census collects different information – the DfE guidance notes detail what data is collected.

Each School Census is created in the school's MIS system and uploaded to COLLECT on the Secure Access website at:

sa.education.gov.uk

Autumn Census	first Thursday in October
Spring Census	third Thursday in January
Summer Census	third Thursday in May

The ICT Service runs regular [courses](#) and uploads Helpline guidance notes to the [Learn Together Hub](#). Full DfE guidance notes are also available on the Hub or direct from the [DfE website](#).

Course details are available on our website at www.theictservice.org.uk/training

School Workforce Census (SWC / SWF / SWR)

The DfE requires one School Workforce Census from each school per academic year. This provides detailed staff information required by the DfE.

Each School Workforce Census is created in the school's MIS system and uploaded to COLLECT on the Secure Access website at:

sa.education.gov.uk

School Workforce Census	first Thursday in November
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The ICT Service runs regular [courses](#) and uploads Helpline guidance notes to the [Learn Together Hub](#). Full DfE guidance notes are also available on the Hub or direct from the [DfE website](#).

Course details are available on our website at www.theictservice.org.uk/training

Statutory Assessment Data Collections

Reception Baseline Assessment – PLEASE NOTE: the DfE no longer uses Reception Baseline Assessment as the starting point for measuring progress. Schools can opt to use baseline assessments as on-entry assessment if they wish, but the DfE will continue to use Key Stage 1 as the starting point from which to measure pupils' progress to Key Stage 2. Further details are available on the DfE website - www.gov.uk/guidance/reception-baseline-assessment-guide-to-signing-up-your-school

Reception Initial Data – usually due by the beginning of October – collection of on-entry data for Reception pupils – a simple cohort spreadsheet is emailed to schools in September by the Early Years Service – to be completed and submitted via Perspective Lite by the deadline date. Not statutory, but requested by County and strongly recommended to enable school data analysis and provide the very useful County summary – further details usually supplied by the Early Years Service in July – check the **Cambridgeshire County Council – News for Schools** group on the Learn Together Hub at <https://khub.net/learntogether>

Year 1 Phonics & Year 2 Phonics tests/retests – statutory return – deadline is usually before the end of June (29 June in 2017) – but is always subject to change by the DfE – create CTF in school MIS system – upload CTF via S2S

End of Key Stages (EOKS):

- Early Years Foundation Stage – statutory return – deadline is usually before the end of June (23 June in 2017) – but is always subject to change by the DfE – create CTF in school MIS system – upload CTF via S2S
- Key Stage 1 (Year 2) Teacher Assessments – statutory return – deadline is usually before the end of June (29 June in 2017) – but is always subject to change by the DfE – create CTF in school MIS system – upload CTF via S2S
- Key Stage 2 (Year 6) Teacher Assessments – statutory return – deadline is usually before the end of June (29 June in 2017) – but is always subject to change by the DfE – create CTF in school MIS system – upload to NCA Tools website: ncatools.education.gov.uk

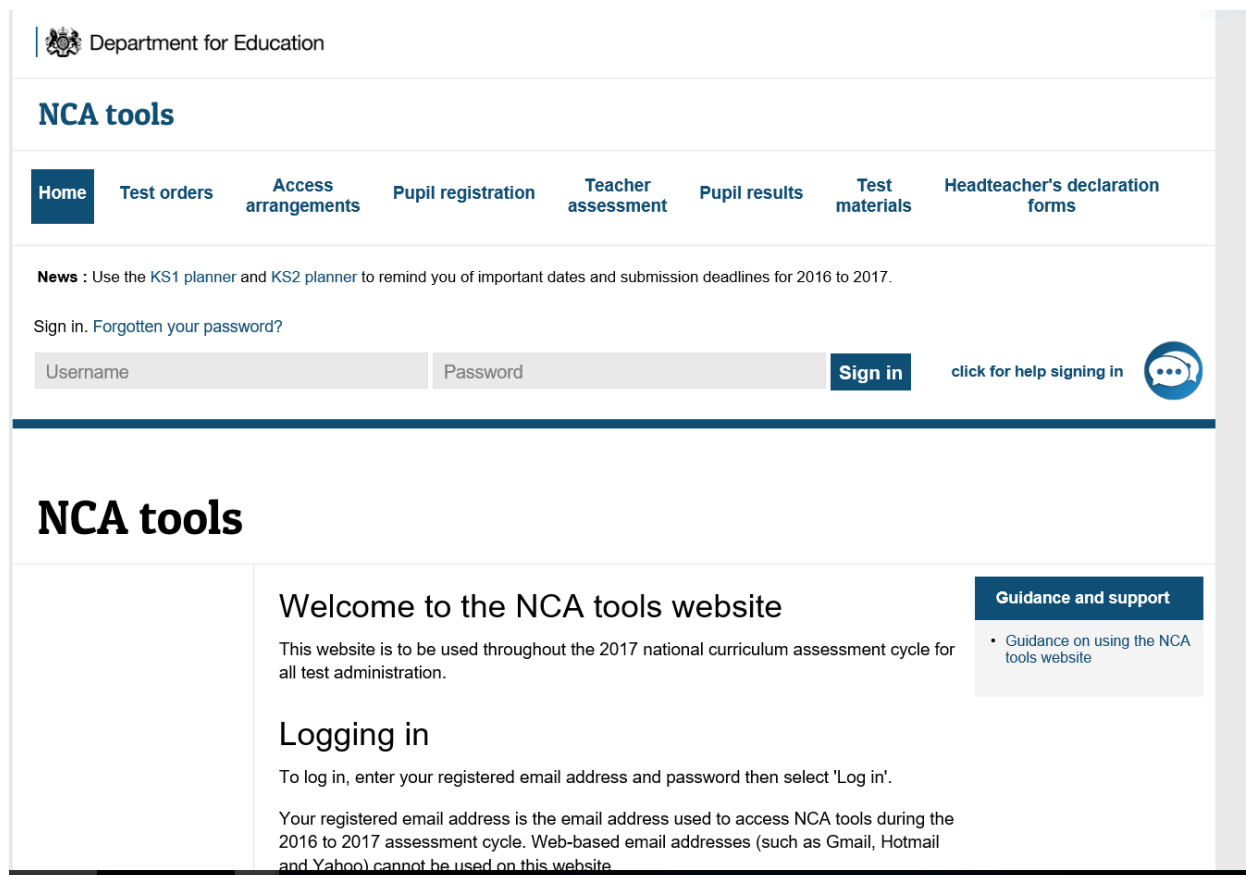
During the first week of July, **KS2 pupil test results** (raw scores and scaled scores) and marked script images become available on the NCA tools website. Results files can be downloaded and used to import the test results into SIMS/other MIS.

The ICT Service runs regular courses – see www.theictservice.org.uk/training – and makes Helpline guidance notes available to schools on the Learn Together Hub.

The DfE may make changes to the assessment deadline dates at any time. We will update guidance in our regular Helplines Newsletter as the information becomes available, but schools are always advised to make their own regular checks via the DfE website [here](#) (for 2017 links).

NCA Tools Website

ncatools.education.gov.uk



The screenshot shows the NCA Tools Website homepage. At the top, there is a header with the Department for Education logo and the text 'Department for Education'. Below this is a navigation bar with the title 'NCA tools' and a menu of links: Home, Test orders, Access arrangements, Pupil registration, Teacher assessment, Pupil results, Test materials, and Headteacher's declaration forms. A news section follows, stating: 'News : Use the [KS1 planner](#) and [KS2 planner](#) to remind you of important dates and submission deadlines for 2016 to 2017.' Below the news is a sign-in section with the text 'Sign in. [Forgotten your password?](#)' and a sign-in form with fields for 'Username' and 'Password', a 'Sign in' button, and a link 'click for help signing in' next to a speech bubble icon. The main content area has a large 'NCA tools' heading. Below this is a 'Welcome to the NCA tools website' section with the text: 'This website is to be used throughout the 2017 national curriculum assessment cycle for all test administration.' This is followed by a 'Logging in' section with the text: 'To log in, enter your registered email address and password then select 'Log in'. Your registered email address is the email address used to access NCA tools during the 2016 to 2017 assessment cycle. Web-based email addresses (such as Gmail, Hotmail and Yahoo) cannot be used on this website.' To the right of the 'Logging in' section is a 'Guidance and support' box with a link: '• [Guidance on using the NCA tools website](#)'.

Schools should use this website throughout the National Curriculum assessment cycle to support administration of the assessments and tests, including the Phonics Screening Check and submission of Key Stage 2 teacher assessments – check the site for: guidance documents, ordering tests, registering pupils, making special arrangements, uploading teacher assessments (KS2), downloading results, etc.

On the homepage there is a link to 'Guidance on using the NCA tools website' – this covers most FAQs.

Each school can have up to five NCA tools users – all Headteachers should have login credentials and can add and delete school users at any time – nominated users should be reviewed regularly to ensure their access is appropriate.

Passwords usually expire annually and users will be prompted to set a new password at first login after this. There are the usual links for forgotten passwords and to change passwords. Note: accounts will be locked after 3 failed password attempts – use the 'Forgotten your password?' link to reset it rather than risk being locked out.

For general enquiries about national curriculum tests:

National Curriculum Assessments Helpline: 0300 303 3013

Email: assessments@education.gov.uk

FFT: Fischer Family Trust

FFT	www.fft.org.uk	
FFT Aspire	FFT Aspire	http://fftaspire.org
FFT Aspire Admin	FFT Aspire Admin	https://admin.fftaspire.org

FFT Aspire



FFT Aspire is a reporting and data tool for schools, Local Authorities and Academy chains. It provides key target setting and school performance evaluation information using the latest curriculum and accountability measures. It is quick and easy to access and allows in-depth analysis to support future planning.

FFT Aspire is visual and user friendly, presenting complex data in a way that can be easily understood and interpreted. It helps key staff, from teachers to senior leaders, to make decisions and inform practice, all based on robust data. FFT Aspire uses tried and tested approaches from the Fischer Family Trust based on informed and independent national research.

FFT delivers the latest pupil performance information with valid comparisons across a wide range of indicators. Forward looking pupil and school information is available for all pupils and self-evaluation dashboards for results at national assessment points.

FFT Aspire Support – via the IT and Digital Service

Email: ido@cambridgeshire.gov.uk	Phone: 01480 379859
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LGSS Education Finance Team / School Strategy and Corporate Team

This team monitors and controls school finances for maintained schools on behalf of the Local Authority. Schools can opt for a contract which includes having their own financial advisor (SFA).

Tel: 01223 699757

Email bank.account@cambridgeshire.gov.uk

Contact the LGSS Finance Team for:

- BCR Toolkit problems – error messages, mapping issues, forecasting
 - Orovia queries
 - Budgeting Toolkit problems
 - Timescales/Finance Regulations and Instructions, e.g. National & County reporting requirements
 - CFR Mapping queries, e.g. which ledger code to map to which CFR table and row
 - Finance Forum and 'Hints & Tips' document queries
 - Queries regarding any emails received from the finance team or the school's SFA
 - School Financial Advisor queries when the school's SFA is not available
-

Contact The ICT Service Helpline for other financial queries in respect of:

- FMS and how it works
- FMS reports for export to the BCR
- FMS training
- Period end balances adrift on the BCR (checking FMS output ONLY)

General and processing queries, such as:

- Cheque and BACS runs
- VAT reports
- How to set up ledger codes (after Finance Team confirms the ledger code, if non-academy)
- How to map ledger codes to CFR codes (after Finance Team advises which codes, if non-academy)
- Journals or Budget Adjustments (following on from Finance Team emails, if non-academy)
- Creating cost centres
- Attaching existing cost centres to ledger codes
- Year End Procedures
- Budget Entry
- What to do when 'things don't seem to add up' in FMS

Tel: 0300 300 0000 – Option 3 for The Helpline

Email: support@theictservice.org.uk

WebCAT

www.ccc-webcat.co.uk



Electronic Catering Return website for CCS (the Cambridgeshire County Council school meals service)

Schools that use CCS for the supply of School Meals need to record the number of meals taken each week on the WebCAT website.

Schools that use SIMS Dinner Money software can create an electronic CAT form which can be uploaded to the website.

Schools that use other software can manually edit a CAT form on the website each week.

Passwords for this website can be reset by The ICT Service Helpline.

For other issues or assistance contact: **Louise Beeby or Tim Wickson on 01223 699726 or 699750**

CREDS: Cambridgeshire Race Equality & Diversity Service


<https://www.cambslearntogether.co.uk/school-improvement/cambridgeshire-race-equality-and-diversity-service/>

The CREDS team work with schools to support the inclusion, participation and achievement of Black, Minority Ethnic (BME) and Gypsy, Roma and Traveller (GRT) children and young people, including those who have English as an Additional Language (EAL).


CREDS help to ensure that all children and young people are offered every opportunity to meet their potential.

CREDS also provide guidance on assessing and recording **Proficiency in English** data.

For further information and links please click [here](#)

 **Learn Together Cambridgeshire**

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Cambridgeshire Race Equality and Diversity Service




CREDS

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Cambridgeshire Race Equality and Diversity Service

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Cambridgeshire Race Equality & Diversity Service (CREDS)

You can view and book Courses & Briefings at the bottom of this page.

We aim to increase levels of achievement and participation of black, minority ethnic (BME), Gypsy, Roma and Traveller children, young people and families, including those who have English as an additional language (EAL).

Contact details: 01223 703882 or creds@cambridgeshire.gov.uk

The CREDS website also has a link to **the PRIDE website** – The Prejudice-Related Incident Data Entry website for the reporting of incidents – a return is required for each incident, or a NIL return at the end of each term if no incidents have occurred.

Further guidance on the PRIDE website follows on the next page – please see separate details for help in accessing the PRIDE website and for advice and support with incidents.

PRIDE website: Prejudice-Related Incident Data Entry

pride.learntogether.org.uk

PRIDE Prejudice-Related Incident Data Entry Sign In

Learn Together
The Cambridgeshire Education Portal

Please log in to use all the features of this website using the Sign In button.

Welcome to the Prejudice-Related Incident Data Entry (PRIDE) website!
PRIDE is live and ready for you to use. You will be prompted to change your (temporary) password when you first log in. Please keep your new password in a safe place and if you forget it you should ask your ACCOUNTS OPERATOR in school to reset it.
This website replaces the old 'RaID' and allows you to report prejudice-related incidents for all 9 of the 'protected characteristics', as identified in the Equality Act 2010. You can run reports to monitor and analyse the incidents you record. This information can be used as evidence that you are meeting the Public Sector Equality Duty (PSED) to have 'due regard' for the need to eliminate discrimination, harassment and victimisation and to foster good relations. Your reports can help you meet the specific duty to publish your equality information and your analyses can inform your equality objectives. Data from the old RaID website has been imported into PRIDE so you can access your previous submissions and check that your reports are up to date.
Our recommended definition of a prejudice-related incident is taken and adapted from Recommendation 12 of the Stephen Lawrence Inquiry Report definition of a racist incident: **any incident which is perceived to be prejudice-related by the victim or any other person.**

For advice and support with incidents contact Vivienne Lawson on 01223 729023 or email: vivienne.lawson@cambridgeshire.gov.uk
Monday-Friday 9.30am-5pm, term-time only

pride.learntogether.org.uk
Home | Privacy and Cookie Policy

This website allows schools to report prejudice-related incidents for all 9 of the 'protected characteristics', as identified in the Equality Act 2010: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion and Belief; Sex (Gender); and Sexual Orientation.

Reports are available to monitor and analyse recorded incidents, to use as evidence that schools are meeting the Public Sector Equality Duty (PSED) to have 'due regard' for the need to eliminate discrimination, harassment and victimisation, and to foster good relations. These reports can help schools meet the specific duty to publish their equality information; and the analyses can inform equality objectives.

Incidents should be recorded when they occur.

If no incidents have been recorded during a term, then a NIL return must be submitted at the end of that term.

The CREDS team (Cambridgeshire Race Equality and Diversity Service) collect data from this site.

Access to PRIDE:

- The PRIDE website is accessed using specific PRIDE account credentials – the username is Pride.xxx (where xxx is your school's unique three-character identifier);
- If the password has expired it can be reset by accessing OWA at mail.cambsed.net – enter the username for your school and the expired password – reset the password as required – do not log back in to OWA as there is no mailbox with this account – log into the PRIDE website with the new password;
- If you have forgotten the current password, contact your school's Admin Tool Account Operator in the first instance; if they are not available, contact the CREDS team;
- If you are provided with a new system-generated password of six lower case letters, this will need to be reset via mail.cambsed.net before attempting to access the PRIDE website.

For advice and support with **incidents** (and **password resets** if your school's Admin Tool Operator is not available), please contact Vivienne Lawson (9.30am – 5pm, Monday – Friday, term-time only):

Tel: 01223 729023

Email: vivienne.lawson@cambridgeshire.gov.uk

Data Protection

Schools should be aware of their responsibilities and obligations under the [Data Protection Act](#)

The Act controls how personal information is used by organisations, businesses or the government. Everyone using data must follow the **data protection principles**. The information must be:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred outside the [European Economic Area](#) without adequate protection

There is stronger legal protection for more sensitive information, such as:

- ethnic background
- political opinions
- religious beliefs
- health
- sexual health
- criminal records

Additional information is available from:

- the Government at www.gov.uk/data-protection
- the Information Commissioner's website at www.ico.org.uk

Important Note: the **General Data Protection Regulation (GDPR)** comes into force on **25 May 2018**.

Further information is available from The ICT Service website [here](#) and the Information Commissioner's website [here](#)

The GDPR will supersede the 1998 Data Protection Act and has implications for all data processors, including schools. The Information Commissioner has called this: 'The biggest change to data protection law for a generation'.

ICT Equipment Disposal – WEEE Directive

When disposing of ICT equipment which has reached the end of its useful life there are several factors which schools must consider.

Data Deletion:

The most important factor to consider is the secure deletion of any data which might be stored on these devices.

The 'Keeping Data Secure, Safe and Legal' document advises that: "A normally deleted file can be recovered, since only the directory entry and not the file contents are removed from the disk. Government guidelines mandate the secure deletion of files (when they are no longer needed) by randomly overwriting files to government standards (usually seven times)".

When disposing of equipment that contains data you must ensure you are provided with a certificate of destruction for your data. This forms part of the Government's [Waste Electrical and Electronic Equipment Directive \(WEEE\)](#). Therefore all computers with hard drives containing data should be wiped before disposal.

Environmental Impact:

It is important to consider the environmental impact when disposing of equipment, and ICT equipment must be disposed of in line with the WEEE regulations. The WEEE Directive aims to both reduce the amount of electrical and electronic equipment being produced and to encourage everyone to reuse, recycle and recover it.

When the school purchases electrical equipment you must establish what arrangements are in place for the disposal of those items at the end of their useful life. Whilst the producer of the goods has the responsibility to collect, treat and recycle the old equipment, they can transfer to you their obligations for the WEEE in question.

This agreement can be a part of normal contract negotiations, and can benefit both parties. (Note: The rules regarding equipment purchased before 13th August 2005 are slightly different in so far as the producer of the replacement equipment is responsible – for equipment purchased after this date the producer of that equipment is responsible.)

If you are in doubt about the WEEE regulations that apply to equipment, ask the supplier before you purchase.

Disposal Facilities:

There are currently no central County Council facilities for ICT equipment disposal. The ICT Service in conjunction with the Purchasing Advisory Service for Schools has sourced and carried out due diligence on the following company – PRM Green Technologies – who are compliant with this advice.

However, **schools should ensure that they read the relevant Government advice themselves.**

PRM Green Technologies – details on the following page:

PRM are used by The ICT Service for disposal of IT equipment under the WEEE directive. The WEEE compliant data wipe service is free when 30 or more items are collected in a single visit.

Contact details:

Web: <http://www.prmgreentech.com/>

Tel: 0800 840 9195

If the item(s) have a commercial value or the school decides to generate income from disposing of assets, they should bear in mind that **Schools Contract Regulation 8.6** applies to ensure that items are disposed of in a fair, open and transparent manner.

Therefore, items must be disposed of via public auction, (including e-bay) except where better value is likely to be obtained by inviting sealed bids from interested parties. If the item has a value in excess of £100 the school should attempt to secure three bids.

Schools may wish to consider offering the items to other schools in the first instance.

Incident Reporting System (Health & Safety)

The Council's IRF96 Incident Reporting System has been replaced with the LGSS Report Incident System which is now live and can be found at the following link www.reportincident.co.uk



Welcome to the Report Incident System

Would you want to record new incident for:

☒ FLD

☐ Cambridgeshire

☐ Northamptonshire

☐ Bracknell

Report Incident

Or would you want to login to the incident management system for:

☒ FLD

☐ Cambridgeshire

☐ Northamptonshire

☐ Bracknell

Login

Incident reporting

All staff have a duty to report all incidents where harm has, or clearly could have, occurred. This should be within 5 days of the incident occurring.

Incidents are where people are:

- physically hurt
- distressed / upset / concerned (e.g. verbal abuse)
- made ill, become unconscious, etc., due to a work-related activity.

EPM: Education Personnel Management

www.epm.co.uk

Email: epm@epm.co.uk

Tel: 01480 431993

EPM provides Human Resources (HR) and Payroll services to schools, including Academies.

Areas covered:

- all aspects of HR and Payroll management for the education sector
- includes conditions of service, teachers' pay, local government and teachers' superannuation schemes
- HR, Payroll and DBS Portals have been created with the aim of saving admin time
- named HR/Payroll Adviser for each school

EPM Website:

- additional resource facility to complement the HR and Payroll advice and training provision
- provides guidance, and includes model HR policies and procedures
- access to EPM Newsletters and Advice Notes
- links to key national documents, statutory guidance and regulations
- school vacancies area

EPM Portal:

www.epm-portal.co.uk

- secure web portal providing real-time access to school staffing records and monthly payroll reports – enables submission of HR notifications, payroll variations, absence records, etc
- queries regarding the EPM Portal should be directed to EPM (as above), not The ICT Service

Useful Websites / Contact Details

Admin Tool	https://chat.cambsed.net	
Admissions Team	admissions@cambridgeshire.gov.uk	0345 045 1370
ASP	Analyse School Performance service – replaced RAISEonline – accessible via the DfE's Secure Access website	
Bank Account Team	(see LGSS Education Finance)	
Cambridgeshire County Council (CCC)	General Enquiries: 0345 045 5200 www.cambridgeshire.gov.uk	
Central Hosting	https://extranet.cambsed.net/ch/SitePages/Home.aspx <ul style="list-style-type: none"> Or just type ch.cambsed.net in the address bar Or, for remote access, just type ras2fa.cambsed.net in the address bar 	
CREDS	Cambridgeshire Race Equality and Diversity Service https://www.cambslearntogether.co.uk/school-improvement/cambridgeshire-race-equality-and-diversity-service/ creds@cambridgeshire.gov.uk	01223 703882
DfE	Department for Education https://www.gov.uk/government/organisations/department-for-education	
Early Years Advisers	Contact details here Email: earlyyears.service@cambridgeshire.gov.uk Or go to: www.cambslearntogether.co.uk - select Early Years	
Edubase	Now changed to: Get Information about Schools (GIAS)	
Education Welfare Benefits	For help with school & learning costs: click link – Cambridgeshire County Council For Free School Meals: ewb.fsm@cambridgeshire.gov.uk www.cambridgeshire.gov.uk/freeschoolmeals	01223 703200
Email	Access Outlook Web App at https://mail.cambsed.net Or just type mail.cambsed.net in the address bar	
EPM Portal	www.epm-portal.co.uk - for schools already registered	
EPM Website	www.epm.co.uk	01480 431993
FFT (Fischer Family Trust)	http://www.fft.org.uk	
FFT Aspire	www.fftaspire.org.uk	
Get Information About Schools (GIAS)	https://www.get-information-schools.service.gov.uk/ Replaced Edubase on 18 September 2017	

ICT Service	www.theictservice.org.uk	0300 300 0000
IMS Team	Replaced by the IT and Digital Service	
Incident Reporting System	www.reportincident.co.uk	
IT and Digital Service (replaced the IMS team)	ido@cambridgeshire.gov.uk	01480 379859
Knowledge Hub	https://khub.net/ For access to the Learn Together Hub: https://khub.net/learntogether	
Learn Together Cambridgeshire	https://www.cambslearntogether.co.uk/	
Learn Together Hub (on the Knowledge Hub)	https://khub.net/learntogether	
LGSS Education Finance (Bank Account Team)	https://www.cambslearntogether.co.uk/services-to-schools/school-business-and-facilities/education-finance/lgss-education-finance/bank.account@cambridgeshire.gov.uk	01223 699757
NCA tools	https://ncatools.education.gov.uk	
PRIDE website	https://pride.learntogether.org.uk	01223 729023
Secure Access	https://sa.education.gov.uk	
The ICT Service	www.theictservice.org.uk	0300 300 0000
WebCAT	http://www.ccc-webcat.co.uk	01223 699726 / 699750

Glossary of Terms

ASP	Analyse School Performance service – replaced RAISEonline – accessible via the Secure Access website
ATF	Admissions Transfer File – electronic file containing minimal information on Pre-admission students offered places at the school (contains legal names, DOBs, addresses, FSM dates, SEND data) – provided to schools by the IT and Digital Services team
ATU	Admin Tool User/Operator – member of school staff authorised to administer Central Hosting/Email accounts in the Admin Tool
B2B	Automatic electronic transfer of data from a school SIMS database (or other MIS) to the ONE database – Attendance and Pupil Details data is transferred daily
BCR	Budgetary Control Report
CCC	Cambridgeshire County Council
CCS	Cambridgeshire's Catering & Cleaning Services (Catering Service for School Meals)

CFA	Children, Families & Adults Services – section of CCC – includes the Learning Directorate
CFR	Consistent Financial Return – only applies to Maintained schools, not Academies
CH	Central Hosting – a fully-hosted MIS service with remote access options, provided by The ICT Service
CLA/LAC	Looked After Children
COLLECT	Collections On-Line for Learning, Education, Children and Teachers – the DfE's centralised data collection and management system for Education – located within Secure Access
CRB	Criminal Records Bureau checks (now DBS checks)
CREDS	Cambridgeshire Race Equality and Diversity Service
CTF	Common Transfer File – electronic file containing Statutory information on students (name, DOB, UPN, address, assessment, attendance, FSM dates, SEND, etc) – used to transfer data from schools to: other schools / LA / DfE / Assessment Agencies such as NCA Tools / other software
DBS	Disclosure and Barring Service checks (formerly CRB checks)
DfE	Department for Education
DfE Number	School DfE Number is made up of County and School identifier numbers, e.g. 873/XXXX where 873 is Cambridgeshire and XXXX is your school's establishment number
DOA	Date of Admission
DOB	Date of Birth
DOL	Date of Leaving
Edubase	Replaced by: Get Information About Schools (GIAS)
ENCO	Equality Named Co-ordinator
EOKS	End of Key Stage, e.g. EOKS1 (Year 2) and EOKS2 (Year 6)
EPM	Education Personnel Management
EWB	Education Welfare Benefits
EWO	Education Welfare Officer
EYFS	Early Years Foundation Stage
FFT	Fischer Family Trust
FSM	Free School Meals
GIAS	Get Information About Schools – the DfE's public register of educational establishments – accessible to schools (requires login to Secure Access to edit data) and the public (no login required to view data)
HR	Human Resources
IRF	Incident Reporting Form
KIT	Keeping in Touch

KIS	Key to Success
LA	Local Authority
LAC / CLA	Looked After Children
LGSS	Local Government Shared Services – jointly owned by Cambridgeshire & Northamptonshire County Councils and Milton Keynes Council
LTC	Learn Together Cambridgeshire website
MIS	Management Information System
NCA	National Curriculum Assessments
PRIDE	Prejudice-Related Incident Data Entry website
S2S	School to School
SA	Secure Access – the DfE's secure single sign-on for a range of services
SENCO / SENDCO	Special Educational Needs (and Disability) Co-ordinator
SEND	Special Educational Needs and Disability
SFA	School's Financial Adviser
SMT	Senior Management Team
uFSM	Universal Free School Meals – for infant classes – Years R, 1 & 2
ULN	Unique Learner Number – unique reference number for individual students aged 14+ which enables access to their personal learning record
UPN	Unique Pupil Number – unique reference number allocated at the point of a pupil's first entry into the maintained schools sector – it is expected to remain with a pupil throughout their school career, regardless of any change in school/academy/LA
URN	Unique Reference Number – school reference number (6 digits) – used by Ofsted, among others; not to be confused with the school DfE establishment number (4 digits) which forms part of the full DfE Number, e.g. 873/XXXX where 873 is Cambridgeshire and XXXX is your school's establishment number